



Quality Assurance and Control Policy

**NDANDA COLLEGE OF HEALTH
AND ALLIED SCIENCES**

Second Edition

Ndanda College of Health and Allied Sciences

Quality Assurance and Control Policy

January 2023

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TABLE OF CONTENTS

DEFINITIONS	viii
ABBREVIATIONS AND ACRONYMS.....	x
FOREWORD.....	xi
THE NEED FOR THE QUALITY ASSURANCE AND CONTROL POLICY.....	xii
CHAPTER ONE: INTRODUCTION	1
PREAMBLE	1
History of Ndanda College of Health and Allied Sciences	2
Ownership and Governance.....	2
KEY PRINCIPLES.....	2
POLICY DECLARATION.....	3
POLICY STATEMENT	3
PURPOSE OF THIS POLICY	3
POLICY OBJECTIVES	3
GENERAL POLICY	4
CHAPTER TWO: SWOC ANALYSIS.....	5
Strength	5
Weakness	6
Opportunities	7
Challenges	8
CHAPTER THREE: POLICY CONTEXT.....	9
Quality in College.....	9
Traditional Safeguards of Quality in Colleges.....	10
Changing Perceptions and New Demands.....	10
Quality Assurance and Control at Ndanda College of Health and Allied Sciences	11
Quality Assurance and Control Mechanism/Framework.....	12
Areas of Internal Quality Assurance and Control	12
External Quality Assurance and Control.....	13
CHAPTER FOUR: ADMINISTRATIVE STRUCTURE.....	14
Principles for Quality Assurance and Control system and management	14
Quality Assurance and Control Structure in Place to Achieve Stated Objectives.....	14
College Management	15

Structural Frame for the Ndanda College of Health and Allied Sciences QA System.....	15
Position of the Quality Assurance and Control Unit (QAU) administrative framework	16
College Quality Assurance and Control Unit	17
Constitution of the QAU	17
Functions of the QAU.....	17
Structure of the Quality Office of Quality Assurance and Control.....	17
The Quality Officer of Quality Assurance and Control (QAD).....	17
The Deputy Quality Officer of Quality Assurance and Control (DQAU)	
The Quality Assurance and Control Committee (QAC).....	19
Financing of the Quality Assurance and Control Unit	20
Stakeholders: Roles and responsibilities	20
Ministry of Health Community Development Gender, Elderly and Children	20
Governing Board	20
Academic Committee	21
Discipline Committee	21
The National Council for Technical Education (NACTE)	21
Academic Staff.....	22
Supporting Staff	22
Students	22
QAU linkage with other units.....	23
QA Roles of the Implementing Units	23
QA Roles of Participatory Organs	24
CHAPTER FIVE: OBJECTIVES OF THE QUALITY ASSURANCE AND CONTROL POLICY	25
Main objectives.....	25
Scope of the QA Policy	25
4.3. Anticipated Benefits of the QA Policy.....	26
CHAPTER SIX: POLICY STATEMENTS AND ASSUMPTIONS	27
Policy Statements.....	27
Teaching/learning	27
Research	27
Policy Assumptions.....	28

Teaching/learning	28
Research	30
Public Service Provision.....	30
College Set Up	30
Staff Support Services	31
CHAPTER SEVEN: IMPLEMENTATION STRATEGIES	32
Student Satisfaction Surveys	32
Surveys of Academic and Administrative staff opinions	32
Alumni Satisfaction Surveys	32
Employer Satisfaction Surveys.....	33
Surveys of external community's perceptions.....	33
College Audits and External Programme Reviews	33
Internal Programme Reviews	34
Improvement Plan.....	34
Programme Accreditation.....	35
CHAPTER EIGHTH: POLICY IMPLEMENTATION, REVIEW AND AMENDMENTS.....	36
Policy Scope and Implementation	36
Validity of the Policy Provisions.....	36
Revision of the Policy document	36
Quality Assurance and Control Evaluation.....	36
The Policy review	37
Ad hoc reviews	37
Review procedure.	37
College Quality Assurance and Control Philosophies and Strategies.....	37
An ethos of individual pride and responsibility	37
The College's assessment system is based on self-evaluation and peer review	38
Appropriate Performance Indicators.....	38
Head of Department.....	38
Frequent communication.....	38
Quality Assurance and Control Policies and Procedures.....	38
A Policy Register	38
Proposals for new academic programme	38

CHAPTER NINE: MONITORING AND EVALUATION.....39

- Monitoring and Evaluation.....39
- Motivation to encourage Quality Assurance and Control enhancement39
- Key players of Monitoring and Evaluation of Policy41

DEFINITIONS

In this Policy, unless the context requires otherwise:

Assessment:

In the context of Quality Assurance and Control, assessment is the process of identifying and ensuring that appropriate internal procedures are in place and operational and that outcomes of academic programmes and activities are in accord with established standards.

Audit:

Audit is a process of identifying and ensuring that appropriate internal Quality Assurance and Control processes are in place and operational.

Programme Review:

Programme review is a process of holistic appraisal of a course/programme and resources, aiming at its further evolution, and improvement.

Stakeholders:

The term stakeholders include agencies (government and private) that control Institutions, individuals, or groups that participate in or have responsibilities towards High education in Tanzania.

Quality:

Ndanda College of Health and Allied Sciences interprets quality as 'fitness for purpose as summarized in the College's vision and mission statement' (i.e. the institution and its components of activities have "quality" if they conform to the purpose for which they were designed) (NACTE, 2014).

Quality Assurance and Control:

It refers to the process of evaluating/Assessing the extent to which the individual/unit/institution is delivering on its promises. It is what Ndanda COHAS and its stakeholders enjoy; quality control which is effectively applied in the work of the organization. This refers to operational techniques, procedures and objectives that are used to fulfill the requirements of quality. The overall aim is to deliver the best service possible and to ensure continuous improvement.

The assurance of quality is fundamental for all work undertaken by Ndanda COHAS and should be implemented by all staff and its Stakeholders in their work. To that effect Ndanda COHAS shall maintain consistency in work method throughout in accordance with already set policies, procedures, regulations and codes of practice without significant deviation.

Quality Assurance and Control Policy:

Ndanda College of Health and Allied Sciences Quality Assurance and Control policy is a document promulgated to maintain an effective and efficient Quality Assurance and Control process designed to eliminate deficiencies and inaccuracies and to ensure high quality standards. The intended goal of Quality Assurance and Control Policy is to affirm Ndanda COHAS commitment to maintain a high standard of quality in the way we work, the services we deliver, College relationships with staff and stakeholders and ensure continuous improvement, best value and hence best quality of outputs and outcomes.

Quality Management:

Quality management refers to all the processes in place to facilitate achievement of quality in an institution.

Students' assessment:

Assessment in higher learning is the process of gathering and analysing information from multiple sources to establish what students know and understand, but also how and where students can apply their knowledge, skills and experiences. The results of this process are used to improve subsequent learning (NACTE, 2014).

ABBREVIATIONS AND ACRONYMS

CBET	Competence Based Education and Training
COHAS	College of Health and Allied Sciences
DQAO	Deputy Quality Assurance and Control Officer
HoDs	Head of Departments
ICT	Information and Communication Technology
M & E	Monitoring and Evaluation
MoH	Ministry of Health
NACTVET	National Council of Technical and Vocation Education Training
NTA	National Technical Award
QA	Quality Assurance
QA&C	Quality Assurance and Control
QAC	Quality Assurance and Control Committee
QAU	Quality Assurance and Control Unit
SWOC	Strength, Weakness, Opportunities and Challenges

FOREWORD

Ndanda College of Health and Allied Sciences Quality Assurance and Control refers to the systematic measurement, comparison with a standard, monitoring of processes and an associated feedback loop that confers error prevention. The College Quality Assurance and Control activity is a continuous process.

In improving services, Quality Assurance and Control is any systematic process of checking to see whether a service provided meets specified requirements. A Quality Assurance and Control system is said to increase stakeholder's confidence and institution's credibility, improve work processes and efficiency, and enable an institution to better compete with others. Today's Quality Assurance and Control systems emphasize catching defects before they get into service delivered.

Two principles are included in Quality Assurance and Control, services delivered should be suitable for the intended purpose; and mistakes should be eliminated. Quality Assurance and Control includes management of the quality services delivered to stakeholders.

The College's Quality Assurance and Control procedures provide a framework within which it can examine and enhance its teaching activities hence ensuring that it achieves this aspiration of excellence.



Nademwa Laizer

Principal

Ndanda College of Health and Allied Sciences

EXECUTIVE SUMMARY

Ndanda College of Health and Allied Sciences was established in 1930 and since that time the College has been expanding in terms of infrastructure, student populations, programmes and both academic and administrative staff. Ndanda COHAS is among the higher learning institutions in Tanzania that provides training, research and provides advisory services in health and other related disciplines. Due to the increase of students there is a dire need to have clear policy, which shall concretize our Quality Assurance and Control mechanisms.

For many years the College has been delivering excellent services to the extent of attracting many Students. Currently the College is under transformation to increase more other courses. To this end Quality Assurance and Control policy is very imminent for the prosperity of the College and above all maintenance of Quality Assurance and Control processes, which have been in place since its inception.

The policy addresses issues on Curriculum development, Academic programmes design, Students' admission and registration; Physical infrastructure and facilities; Staff recruitment and development; together with Teaching and learning process. The Quality Assurance and Control Policy comprehensively apply to all individuals in the College community and all forms of Quality Assurance and Control aspects. It is expected that the implementation of this policy will result in significant enhancements in the College's quality assurance system.



Patrick Ndunguru

Chairman, Governing Board Ndanda COHAS

CHAPTER ONE

INTRODUCTION

1.1 PREAMBLE

Improving the quality of teaching, research and healing has been at the heart of Ndanda College of Health and Allied Sciences and continues to be of crucial importance for further implementation of the College transformation.

This policy focuses on the need to promote a culture of quality at institutional level. Creation of true quality culture is crucial as it ensures the commitment of students, Academic, and Administrative staff alike.

The College operates an integrated system for Quality Assurance and Control and enhancement, which makes effective contribution to achievement of the College's Strategic Plan and which underpins the academic planning process. The ultimate aim, underpinning this system, is the College's commitment to produce the best possible student experience. Such a system must be sufficiently robust to safeguard the standards of the academic awards and clearly articulate within the NACTVET guidelines.

The College understands the importance of keeping abreast the best practice in college and sees this as part of being a self-critical academic community, which evaluates and enhances its Quality Assurance and Control procedures. The maintenance and enhancement of the academic standards of the institution depends foremost on the commitment of all staff and continuous evaluation of the quality of educational experiences provided to students.

The College has well-established, comprehensive and rigorous arrangements for the approval, review, modification and annual monitoring of its academic provision. The College has been subject to external audit as well as scrutiny from a wide range of professional and statutory regulatory bodies. Over the years, the College has modified many aspects of its Quality Assurance and Control policies and procedures to ensure that they reflect best practices. The College is committed to further changes and enhancements in years to come. The key principles set out below, are important as a guide to staff and students in their endeavor to secure high standards of the awards and a high-quality student experience.

1.1.1 History of Ndanda College of Health and Allied Sciences

Ndanda College of Health and Allied Sciences is Faith Based Organization (FBO) owned by Board of Trustees of Benedictine Abbey Ndanda. The school provides training for diploma in Medical Laboratory (MLT) and Nursing and Midwifery (NMT) aiming addressing shortage of human resource for health in the country.

Ndanda COHAS established on 22nd September, 1930 by Sr. Dr. Theckla Stinnebeck OSB with four years course for dispenser. During the Second World War in 1939 this school had to be closed. In 1945, 18 months course for village Midwives started and in 1950 the Ministry of Health gave permission to commence a 2- years training for Midwives.

In 1965 the nursing training center started to offer a three years course for nurse grade B. Since its establishment, the school offered co-education training. In 1970 the two years training in Midwifery was discontinued, from there on, nurses grade B were trained as Midwives.

In 1983 a one year pre-Nursing Course was introduced which was discontinued in June 1993.

In September 1994 a diploma course in Nursing started. In 2012 certificate course was integrated. In March 2013, a 2 years upgrading course was established to enrolled nurses through e-learning. Due to changes of nursing curriculum on entry qualifications, certificate course was discontinued in 2017. In September 2018 in-service one year programme awarding diploma in nursing and midwifery was introduced.

In September 2020, a three years ordinary diploma in Medical Laboratory Sciences course introduced.

1.1.2 Ndanda COHAS Vision

Ndanda College of Health and Allied Sciences shall be a center excelling in quality training of healthcare professionals, research, and consultancy services with conducive learning and working environment

1.1.3 Ndanda COHAS Mission

The Ndanda College of Health and Allied Sciences would ensure advancing health and quality life of individuals and communities through innovative education in health and related fields basing in quality professional training, research and service to the public.

1.1.4 Ndanda COHAS Core Values

1. Respect, protect and promote life from conception to natural death.
2. Value, commitment, dedication, discipline, self-esteem, quality services, love and respect for patients.
3. Care all patients equally regardless of race, education, tribe, religion, and gender, socio- economic and physical status.

1.1.5 Ndanda COHAS Ownership and Governance

Ndanda College of Health and Allied Sciences is a Faith Based Organization owned by Board of Trustees of Benedictine Abbey Ndanda. The day-to-day running of the College is under the College Management Team.

1.2 KEY PRINCIPLES

The main principles underpinning the College's Quality Assurance and Control policy are:

1. That Quality Assurance and Control and enhancement within a collegial system is best achieved through fostering of an ethos of critical self-reflection in partnership with students;
2. That the College academic community, individually or in groups, should have the responsibility of enhancing the quality of learning.
3. That the benchmarking of academic standards is the heart of the College's procedures;
4. That it is desirable to promote consistency and standardization wherever possible;
5. That Quality Assurance and Control and enhancement needs to be mindful of the challenges facing the College and hence ensuring the interdisciplinary nature of the curriculum, and strong links with professions at the College;
6. That students and other stakeholders are key contributors to the shaping of College policies and mechanisms in the area of quality and standards;
7. That all policies and procedures relating to quality and standards should be subject of regular review to ensure their ongoing fitness for purpose of a rapidly changing internal and external environment.

1.3 POLICY DECLARATION

Ndanda College of Health and Allied Sciences is committed to strive for excellence and assuring quality in all its activities.

1.4 POLICY STATEMENT

Ndanda COHAS's vision is to be a center excelling in quality training of healthcare professionals, research, and consultancy services with conducive learning and working environment, retaining staff of the highest caliber and other creative endeavors striving for excellence and promoting Quality Assurance and Control in all its activities.

1.5 PURPOSE OF THIS POLICY

To develop a systematic and continuous protocol for assessing quality of education delivered through collection and analysis of reliable information.

1.6 POLICY OBJECTIVES

In pursuit of its vision, the College will strive to produce accredited graduates who are innovative, analytical, articulate, balanced and adaptable, with a lifelong love of learning; and through teaching, research and healing services, ensure that:

1. All members of the College community are aware of and support the institution's approach to quality;
2. An appropriate Quality Assurance and Control system (a set of Quality Assurance and Control policies, procedures and performance indicators) is in place to realize the vision and mission of the College;
3. Health education is enhanced, transmitted and preserved for the benefit of the people of Tanzania, Africa and the rest of the World in accordance with various principles and development strategies prevailing in the World;

4. The College's Quality Assurance and Control system is coordinated, developmentally oriented, and is characterized by minimum bureaucracy and maximum effectiveness;
5. The pace of human resource development in socio- economic, academic and research fields is accelerated with special emphasis on areas relating with health.
6. Ndanda COHAS is an appropriate place for intellectual and professional excellence in education, research and service in health science through erecting, equipping and maintenance of laboratories, offices, halls of residence, lecture halls, libraries, and other buildings and structures required for the promotion of its objects.
7. Students are prepared through regular and professional courses in health and allied sciences for diplomas, certificates and other awards of the College.
8. Students understand the ethical basis of medical and para-medical practice and can identify social, cultural, psychological and economic factors, which influence the health of individuals, families, and entire community as whole.
9. Students are prepared for lifelong self-evaluation, self-directed leaning, and updating ones knowledge and profession. Motivate students in adopting rapid changes in the medical practice brought about by new technology and to cope with the expanding research and vast literature.
10. Students are prepared to show ability to communicate with individuals, families and community. As a member of health teams, the graduates are able to establish inter-professional and inter-sectoral relationships to achieve prescribed goals.

1.7 GENERAL POLICY

Quality Assurance and Control is an ongoing evaluation system that focuses on patterns of behavior rather than on isolated instances of behavior. Quality Assurance and Control is a mechanism for assessing the quality of services delivered, implementing and evaluating changes in services delivery and eventually maintains or improves the quality of education delivered.

The benefits to be derived from a systematic Quality Assurance and Control program include documentation of the effectiveness of educational and patient care programs, identification of areas of the educational and patient care programs that could benefit from improvements, and establishment of a mechanism for ongoing identification of strengths and weaknesses that will support plans for development, revision, improvement, and expansion within the Ndanda College of Health and Allied Sciences.

CHAPTER TWO

SWOC ANALYSIS

The College encounters Strengths, Weaknesses, Opportunities and Challenges as presented below:

2.1 Strengths

Strengths are essentially areas where the College is performing fairly well or artifact that the College possesses. The key ones are detailed below:

- i Adoption of competence-based education and training (CBET) system
- ii Use of approved academic curricula.
- iii Recognised by Regulatory Authorities notably NACTVET.
- iv Linkages with local Institutions.
- v Availability of Quality Assurance and Control Unit.
- vi The school has clear management structure which facilitates implementation of the school activities.
- vii The school has policy and guidelines that conform to the government rules and regulations which has to be reviewed after every five years.
- viii The school has a basic staff establishment in place.
- ix There is conducive learning environment.
- x There are proper financial control systems and audited reports.
- xi There is permanent physical infrastructure.
- xii There is a good relationship between the school, government and other stakeholders.
- xiii The school has experienced, dedicated and devoted tutors.

2.2 Weaknesses

Weaknesses consist of critical areas where improvements need to be made in order to enhance performance of the institution. So, apart from the above named strengths, Ndanda College of Health and Allied Sciences has the following weakness related to Quality Assurance and Control.

- i Less effective decision making structures on academic matters.
- ii Less effective Quality Assurance and Control Policy.
- iii Inadequate implementation of Dress Code.
- iv Lack of well-defined M & E plan.
- v Inadequate land expansion.
- vi Inadequate teaching and learning feedback mechanism.
- vii Lack of program and course evaluation mechanism.
- viii Poorly managed students' field work.
- ix Lack of regular professional development among teachers
- x Inadequate library facilities and services
- xi Unavailability of boy's dormitory, warden house, lecture halls, conference room, and recreation room.
- xii Inadequate funds and unreliable grants.
- xiii Unavailability of school vehicles for the transportation.
- xiv Inadequate space for sports and recreation.

2.3 Opportunities

Opportunities consist of chances or favourable conditions that exist, which one needs to capitalise on and pursue vigorously for the betterment of institutional performance. So far Ndanda College of Health and Allied Sciences can be said to have the following opportunities.

- i The school is a faith based organisation
- ii Possibility to link with local institutions
- iii High demand for various consultancy services
- iv Presence of various policies and laws emphasizing the strengthening of Public Private Partnership
- v Technological advancement in ICT
- vi The school is integrated to St Benedict Ndanda referral hospital where students practice.
- vii The school provides diploma in medical laboratory and nursing and midwifery (Pre-service and In-service).
- viii The school provides distance learning to in-service.
- ix Accessible and reliable communication systems.
- x Constant water supply and reliable electricity.

2.4 Challenges

The following are the challenges encountered by Ndanda College of Health and Allied Sciences.

- i Less effective regulatory bodies
- ii Bureaucratic procedures in obtaining government guarantee to support Quality related matters such as teaching and learning infrastructure.
- iii Financial constraints among students (Delays in students tuition fees).
- iv Ineffective students welfare/support services.
- v Poor English language background command among students.
- vi Unreliability of government funding.
- vii Unilateral vertical decisions since it is under the hospital.
- viii Changes in entry criteria.

CHAPTER THREE

POLICY CONTEXT

3.1 Quality in College

Quality is a universally acknowledged factor in successful business; it is also something that everybody pays attention to in any transaction of goods or services. Broadly viewed, quality can be described as the totality of features and characteristics of a service or object that bear on its ability to satisfy the stated or implied needs. There have always been different conceptions of college and what its basic purpose should be. Therefore, the notion of quality in college is very much tied to a person's understanding of the purpose of such education. One of the most widely accepted definitions is "fitness for purpose". There are two fundamentally distinct approaches to viewing "fitness to purpose". One approach pays particular attention to intrinsic qualities, that is, basic values and ideas such as the search for truth and the disinterested pursuit of knowledge. The other approach emphasizes extrinsic qualities such as capacities of college to respond to the changing needs of society. The format of attention to quality will vary according to whether the emphasis is on intrinsic quality i.e. the development of an erudite class of individuals who are fascinated by knowledge for knowledge's sake or on extrinsic quality i.e. development of individuals directly responsive to socio-economic needs of society.

The two approaches are in line with two dominant perceptions of college. One perception sees it as being a "social college", whose main functions are the cultivation of good citizenship, the preservation and transmission of cultural heritage and the formation of skills and character in the students. The other perception emphasizes that college is an "industry" that sells goods and services, trains an important part of the workforce and fosters economic development. The quality of such goods and services therefore cannot be

assumed to be good unless they are independently tested and proved to meet professionally set standards.

In systems where emphasis is on intrinsic quality, the mechanisms to check and monitor quality tend to be implied and systemic rather than explicitly stated and measured. This has largely been the case with most college up to a few decades ago. The emphasis on the need to employ explicit and systematic measures to check and monitor quality is a relatively new phenomenon and is a manifestation of a shift of emphasis in the perception of the purpose of college i.e. the need to respond to societal demands comes first. In this context Quality Assurance and Control essentially means measures, or a set of measures, taken by a College to satisfy itself and demonstrate to its clients that it has constant capacity to keep its promise to deliver goods and services of/to the desired standard.

From its inception to the present, Ndanda College of Health and Allied Sciences has explicitly pursued a combination of the two approaches to college, i.e. instilling of intrinsic values and development of practical capabilities among students. This would have meant employment of extrinsic measures to check fitness of its graduates for their post-graduation tasks. However, like other Colleges and universities of its time, it did not put in place mechanisms for systematically and constantly checking the practical relevance of its education to student's post-graduation tasks.

3.2 Traditional Safeguards of Quality in Colleges

As centre of higher learning, colleges in general have always regarded quality as a crucial factor in building reputation and winning admiration and support from the public. Responsibility for maintaining and promoting quality of academic programmes has always been vested in the Academic committee. Succinctly stated the functions of Academic Committee have been:

- To satisfy itself regarding the content and academic standard of any course of study offered by the College.
- To formulate by-laws regarding eligibility of persons for admission to any course of study.
- To formulate the standard of proficiency to be gained in each examination.
- To decide whether any candidate has attained required proficiency and therefore fit for receiving the particular academic award.

In carrying out these functions the College Academic Committee relies heavily on reviews and judgments made by peers from within as well as from outside the College. Such reviews largely focus on the academic contents and processes of the particular programmes. This arrangement has provoked three criticisms. First, Academic board- sponsored reviews narrowly focus on the particularities of a subject or discipline without giving due weight to the interests of the immediate and ultimate client. Secondly, the organ that is responsible for monitoring and ascertaining academic quality does not have adequate representation from the broader public. Thirdly, the issues that the reviews tend to focus on are often abstract, theoretical and sometimes somewhat mechanical.

3.3 Changing Perceptions and New Demands

Previously, Colleges were perceived as honest, self-steering, self-censuring and quality conscious centers of learning. Since about three decades ago, questions began to be raised as to whether this traditional trust was well founded and still valid. It is in the context of this questioning that calls were made for the establishment of external mechanisms for monitoring and evaluating the soundness of what was happening inside colleges.

It is in response to such calls that the 1990s witnessed the establishment of more than 50 national college Quality Assurance and Control agencies in several countries around the world. They all arose because of the perception that traditional academic controls were inadequate to the challenges of a modern education and that more explicit assurances about quality were needed. This change of perception began to gain momentum in the last two decades largely because of four important developments:

- Demand for greater accountability and efficiency in respect of public Financing;
- Trends towards mass participation in college even in the face of shrinking resources;
- Greater stakeholder scrutiny of education and training processes and outcomes. Lack of trust in the efficiency and effectiveness of internal Quality Assurance and Control mechanisms; [Nemo judex in propria causa! = Nobody is a fair judge of his/her own case].

In terms of scope, the mandates and responsibilities of formal Quality Assurance and Control agencies have varied considerably. Any or all of the following have featured in their responsibility:

- ☐ To assist and support institutions in their internal Quality Assurance and Control activities in order to improve the quality of their output.
- ☐ To assess or evaluate designated institutions against a set of standards, benchmarks or intended outcomes.
- ☐ To review a College's systems of quality management in order to establish whether they are appropriate, adequate and effective.
- ☐ To check whether a College is good enough for some specified purpose, such as recognition, accreditation and/or State funding.

Thus, external agencies evaluate not only the curriculum contents and

examination system but also the capacity of the units to deliver the intended products. The focus is on the College's policies, systems, strategies and resources for quality management of the core functions of teaching, research and public service. Admittedly, although the concept of Quality Assurance and Control is not altogether new, the range of terms and methodologies now used to define, develop and apply it are relatively new. Given the growing importance of student mobility and the international labor market, there is indeed a need to have some reliable and explicit ways of measuring standards and qualifications in college across the globe.

3.4 Quality Assurance and Control at Ndanda College of Health and Allied Sciences

Evidence that Ndanda College of Health and Allied Sciences cares for quality is available in the rules, regulations and guides governing inputs, processes and outputs of academic programmes as well as other facets of College operations.

Thus there are:

- 3.4.1 Formal admission conditions and requirements that filter out possible garbage;
- 3.4.2 Recruitment, appraisal and staff development requirements and procedures that ensure that only quality staff is allowed to teach;
- 3.4.3 Stipulations regarding course contents, structure and assessment;
and
- 3.4.4 Examination regulations and diploma classification procedures.

The relationship between the efforts mentioned above and the more routine Quality Assurance and Control measures or activities does not stand out clearly. This is partly because education is still perceived in traditional terms as a social institution whose worth and value can only be measured implicitly. However, there is clear evidence that the Ndanda College of Health and Allied Sciences wants to make quality a matter of central concern in all her endeavors. **The statements of vision, mission and core values reproduced above**

are a testimony of this commitment. They clearly show that the College wants to pay attention to both the internal and external value of education and not to replace the former with the latter. In its five-year rolling strategic plan (2023/24 – 2027/28); the College states that it will adopt five measures that are explicitly geared towards improving quality. The five **measures include**:

- (i) Establishment of a Quality Assurance and Control and Control system;
- (ii) Establishment of Academic Performance Indicators and Benchmarks;
- (iii) Introduction of periodic College-wide Tracer Studies;
- (iv) Setting of Annual Performance Targets;
- (v) Regularization of Academic Audits;

These laudable measures are very much in line with what the QA movement is advocating in order to make higher institutions visibly accountable. What is lacking however is a formal mechanism for coordinating them and monitoring their effectiveness on a regular basis. Accordingly, the College requires a coherent and structured framework of managing quality, taking into account the need to be more comprehensive, more explicit and outward looking. This policy is a starting point in that direction.

3.5 Quality Assurance and Control Mechanism/Framework

The notion of quality underpinning the framework adopted by Ndanda College of Health and Allied Sciences is of “*fitness for purpose*” (i.e., the institution and its components and activities have “quality” if they conform to purpose for which they were designed). The framework reflects the Ndanda College of Health and Allied Sciences due process; as a mechanism for accountability.

The policy shall apply to all Departments, and Units and both academic and support staff at Ndanda College of Health and Allied Sciences through:

- 3.5.1 Internal Quality Assurance and Control Mechanisms – Continuous
- 3.5.2 External Quality Assurance and Control Mechanisms – Periodic

The College, through Management Team, shall determine and approve quality management frameworks for all Departments and Units.

Regular internal audits will be conducted to ensure that the Quality Assurance and Control Policy is implemented.

3.5.1 Areas of Internal Quality Assurance and Control

Internal Quality Assurance and Control mechanisms are departmentally generated and are continuous. The mechanisms shall be coherent with the Quality Assurance and Control framework set forth in this policy approved by Governing Board and shall include mechanisms to assess the following areas: -

- (i) Quality of programmes and courses
- (ii) Quality of academic staff
- (iii) Quality of teaching and learning experience
- (iv) Quality in students' assessment (internal moderation)
- (v) Quality in support services
- (vi) Quality of resources and facilities
- (vii) Quality of research
- (viii) Quality of programmes review process

3.5.2 External Quality Assurance and Control

To ensure that high quality standards are maintained, the following external mechanisms shall be utilized. Quality of educational programs shall be assured through External Examiners Review by any of the following bodies/committees

- (i) External examiners
- (ii) External professional bodies
- (iii) External accreditation agencies
- (iv) Employers
- (v) Former students (through students' alumnae)
- (vi) Other Colleges

CHAPTER FOUR:

ADMINISTRATIVE STRUCTURE

4.0 Introduction:

Since its inception the College has undergone rapid expansion in terms of staffing, student enrolment and new academic programmes. An effective teaching and learning policy is a precondition for social change and economic development. This calls for the establishment of an administrative structure that will incorporate Quality Assurance and Control function at Ndanda COHAS. This creates the need to harness QA mechanisms for better and efficient staff, teaching and research, management and administration.

4.1 Principles for Quality Assurance and Control system and management

4.1.1 An independent Quality Assurance and Control unit: Establishment of an independent Quality Assurance and Control Unit, which with full autonomy and has an overall responsibility for Quality Assurance and Control function.

4.1.2 Quality teaching, learning and research: The College shall ensure an environment that meets students and staff academic needs through good planning and evaluations. The need to focus on best practices, results, performance and outcomes of both students and staff, and provide leadership and intrinsic and extrinsic motivation, to support staff development, career progression and high completion rates

4.1.3 Outreach Professional Services: Ensuring disseminating good practices within and from outside the College by upholding the highest standards of professionalism, ethics, gender mainstreaming, and equality for both students and staff

4.1.4 Collaboration: Establishing an effective liaison with stakeholders in offering out professional services/programmes. The College shall strive to build and sustain productive relationships in within, and with government departments, regional, international bodies, and other colleges while

strengthening and promoting confidence in the public that the quality of provision and awards are safeguarded, enhanced and maintained.

4.1.5 Commitment to change & Innovation: Reaffirm commitment in promoting an innovative Quality Assurance and Control culture and continuous improvement, building on the experiences of the past, seeking opportunities for needed change and pursuing and promoting creativity among staff and students within the College.

4.2 Quality Assurance and Control Structure in Place to Achieve Stated Objectives.

All members of the College community and its organs should be sensitized to strive for high quality in their activities. All members of the College, including teaching staff, researchers, supporting staff and students should contribute directly or indirectly to the quality of the teaching, research and outreach services.

4.2.1 College Management

Commitment from the top management is an essential pre-requisite for an effective Quality Assurance and Control system. Members of top management are the bedrock, the anchors of Quality Assurance and Control. The Leadership/Management roles will be as follows: -

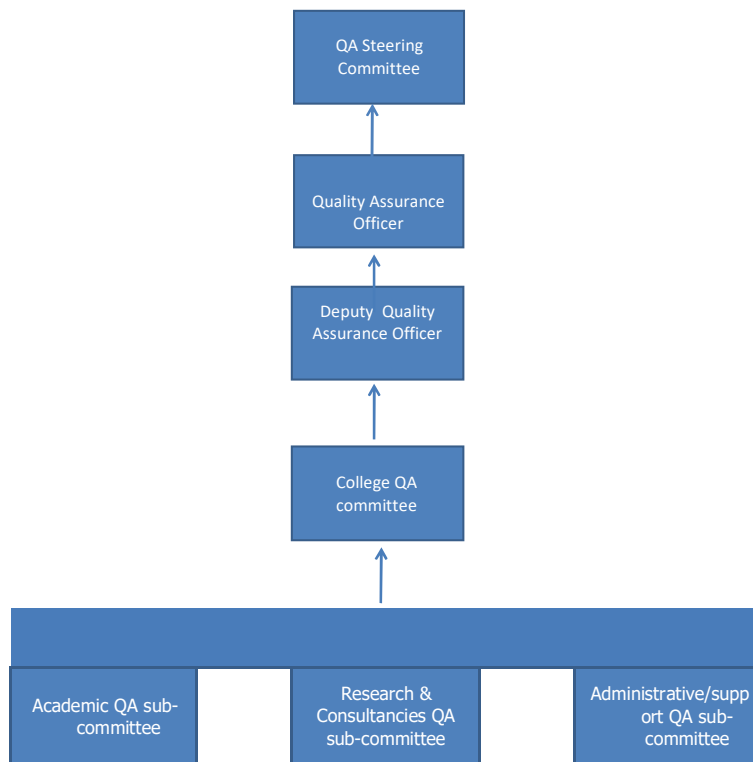
- 4.2.1.1** Guide the College in reviewing the organizational performance for Quality Assurance and Control.
- 4.2.1.2** Establish a clear mission, articulate core values, and communicate high expectations of performance at all levels.
- 4.2.1.3** Create and sustain an educational environment that promotes ethical values and equity for all stakeholders at the College.
- 4.2.1.4** Encourage research, innovations and pursue current and future opportunities for improvement.
- 4.2.1.5** Establish priorities for quality improvement to ensure that the College Mission is successfully achieved.

4.2.1.6 Ensure the College is strategically designed to achieve its Mission and Vision.

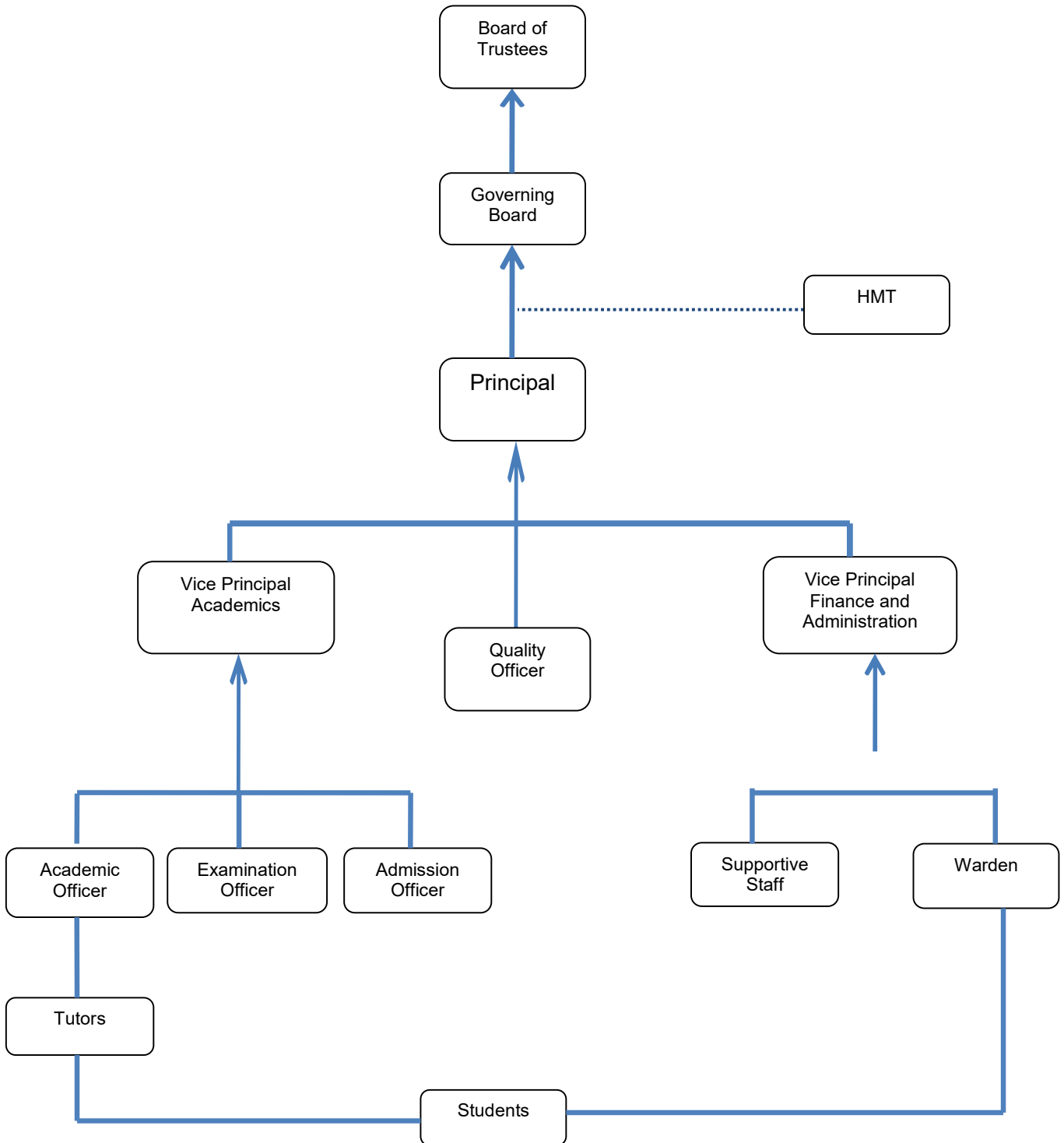
4.2.2 Structural Frame for the Ndanda College of Health and Allied Sciences QA System

The Ndanda College of Health and Allied Sciences QA functional system shall hinge on the QAU, which shall have linkages with implementing units, and the College Management of the College, as shown in the diagram below:

Proposed Quality Assurance and Control framework at Ndanda College of Health and Allied Sciences College



Position of the Quality Assurance and Control Unit (OAU) at Ndanda College of Health and Allied Sciences administrative framework



4.2.3 College Quality Assurance and Control Unit

Whereas the College and its various operational units shall continue to strive to meet set quality standards in carrying out their day to day activities, there shall be a College Quality Assurance and Control Unit (QA&CU), whose task will be to constantly monitor and evaluate Quality Assurance and Control processes at Ndanda COHAS. The pivotal role of this organ is to determine whether or not quality standards set internally for measuring performance in all core operational areas of the College are constantly met and updated. The QAU shall spearhead the Ndanda COHAS QA system, which includes all implementation units and all measures they take to maintain high performance.

4.2.4 Constitution of the QA&CU

A College Quality Assurance and Control Officer (QAO) shall head the QA&CU. The QAO shall be reputable and full-time employee preferably at the rank of Bachelor Degree or above.

4.2.5 Functions of the QA&CU

The QA&CU shall be a College level organ, responsible for the overall management of Quality Assurance and Control activities at Ndanda College of Health and Allied Sciences. The QA&CU shall function as the Principal's secretariat on QA issues. Its day to day activities shall focus on monitoring and evaluation of all Quality Assurance and Control operations at Ndanda College of Health and Allied Sciences, including the following:

- (i) Ensuring that set performance standards in all aspects of College functions are appropriate and relevant;
- (ii) Developing and periodically updating general operational manuals to guide College-level QA operations, as well as instruments for use in internal evaluations;
- (iii) Monitoring/implementation of Quality Assurance and Control

- activities in all units as per the set standards;
- (iv) Providing advice and guidance to implementation units on the execution of QA activities;
 - (v) Coordination of internal self-evaluation of Quality Assurance and Control systems;
 - (vi) Analysis of all QA reports (students' course evaluations, External Examiners' reports, external audit reports, etc.) and identification of issues arising from them for the attention of the management at departmental level;
 - (vii) Facilitation of external evaluation of Ndanda College of Health and Allied Sciences and its academic programmes;
 - (viii) Provision of external evaluation results to Management and units;
 - (ix) Monitoring of implementation of internal and external evaluation recommendations;
 - (x) Advising the Principal on QA matters relating to teaching/learning, research, and consultancy, and the Deputy Principal Academics on QA matters relating to internal support services and provisions in general and Deputy Principal Finance and Administration on administrative and financial matters.
 - (xi) Synthesis of topical QA matters in college (arising from debates and practices in the regional and global contexts) and updating the College community and Management accordingly;
 - (xii) Updating the Principal on the functioning of the Ndanda College of Health and Allied Sciences QA system and on the overall quality status of the College;
 - (xiii) Linking Ndanda College of Health and Allied Sciences with the NACTVET and related agencies in QA matters; and
 - (xiv) Linking Ndanda College of Health and Allied Sciences with professional bodies that are relevant to its various curricula

4.3 Structure of the Quality Assurance and Control

4.3.1 The Quality Assurance and Control Officer (QAO)

The Quality Assurance and Control Officer reporting directly to the Principal is the most senior quality manager. S/he is a member of Academic Committee, Appointments and Staff Development Committee for the Academic Staff, Appointments and Staff Development Committee for the Administrative Staff, Staff and Students Disciplinary Committee. The Quality Assurance and Control Office assists the College in determining its strategic direction and in achieving its mission and goals. Through Quality Assurance and Control Office, the Deputy Principal Academics shall be monthly informed on existing quality of education delivered and hence enable Deputy Principal Academics to deliver the same to the Management Committee, Academic Committee and other Higher Authority once needed.

Duties and Responsibilities of the Quality Assurance and Control Officer (QAO)

The QAO shall be the chief executive of the QAU and shall, in that capacity:

- (i) Oversee the functions and responsibilities of the QAU;
- (ii) Be accountable to the Principal;
- (iii) Maintain a working contact with the Deputy Principal Academics and Deputy Principal Finance and Administration on QA matters touching on their respective jurisdictions;
- (iv) Forward to the Principal on QA matters requiring tabling at higher organs such as Governing Board and other College committees;
- (v) Provide technical support on QA matters at the College Academic Committee, and other meetings of College and College committees on behalf of the Principal, Deputy Principal Academics and Deputy Principal Finance and Administration, as the case may be;
- (vi) Represent Ndanda College of Health and Allied Sciences at regional and other international forums on college QA matters;

- (vii) Constantly update Ndanda College of Health and Allied Sciences on new global developments in Quality Assurance and Control matters for College institutions.

4.3.2 The Deputy Quality Assurance and Control Officer (DQAO)

The Quality Assurance and Control Officer will be assisted by Deputy Quality Assurance and Control Officer who will also be a coordinator of Quality Assurance and Control. The main duties of the Deputy Quality Officer include:

- (i) Support the coordination and supervision of all activities carried out at the Quality Assurance and Control Unit.
- (ii) Evaluating and documenting progress of the Unit.
- (iii) Overseeing proper planning development and managing budget on Quality Assurance and Control issues.
- (iv) Overseeing programs and policies, which promote quality in teaching and learning process, research and support systems.
- (v) Writing proposals for resource mobilization for Quality Assurance and Control Unit.
- (vi) Working hand in hand with sub-committees responsible for Quality Assurance and Control issues.

4.3.3 The Quality Assurance and Control Committee (QAC)

The Unit shall have a committee made of 6 to 8 staff, academic staff and non-academic staff. The main duties of the Committee include:

- (i) To assist the Quality Officer in developing and reviewing Quality Assurance and Control guidelines and directives regarding teaching and learning; research and support services.
- (ii) To review guidelines and procedures for monitoring and evaluating academic programs and activities in the support systems.

- (iii) To advise and assist departments/units and school in carrying out self-assessment procedure in academic programs.
- (iv) To assist sections, departments/units and schools on the preparation of improvement plans and monitor the implementation of these plans.
- (v) To conduct regular inspection in departments/units and school which aim to collect information regarding teaching and learning, research, consultancy and support systems.
- (vi) Assist Departments to device tools and collect information from alumni, employers and other stakeholders on aspects related to quality of output
- (vii) To and analyze information and compile annual reports on the quality of teaching and learning, research, consultancy and support systems.

4.4 Financing of the Quality Assurance and Control Unit

4.4.1 Functions and activities of the Unit shall be integrated in Ndanda College of Health and Allied Sciences annual plans and budgets.

4.4.2 Where possible Quality Assurance and Control Unit shall consider developing proposals to attract funding for Quality Assurance and Control activities from sources outside the College annual budgets.

4.5 Stakeholders: Roles and responsibilities

Ndanda College of Health and Allied Sciences shall collaborate with all institutions/or organizations, which will assist in the promotion and provision of high Quality Assurance and Control medical and/or Health related education. The major stakeholders of this policy include: Ministry of Health (MoH); Governing Board, Academic Committee, Disciplinary Committee, and National Council for Technical and Vocational Education Training (NACTVET). Others are students, staff, surrounding communities, and other partners in medical and/or health related education. Among other roles and

responsibilities, our major stakeholders as mentioned above will be involved in the following:

- To create enabling environment towards policy implementation;
- To work jointly in maximizing Quality Assurance and Control strategies so as to increase the quality of medical and/or Health related education;
- Stakeholders shall execute monitoring and evaluation through relevant and comprehensive evidence provided in a timely approach so as to guide Quality Assurance and Control related planning and decision-making.

4.5.1 Ministry of Health (MoH):

- To provide strategic guidance to the development of policies and guidelines in line with National College policy.
- To set standards to the planning of new disciplines and/or programmes available at the College.
- To ensure quality of education provided using a monitoring and evaluation framework through the College Department, in collaboration with NACTVET.

4.5.2 Governing Board:

- Responsible for making sure that the school leadership and management run the school according to agreed policies and guidelines
- Ensuring that the school objectives and policies meet community needs
- Responsible for making sure that the school runs efficiently and effectively
- Ensure duties, responsibilities, ethical conduct and operating procedures are clearly defined to both staff and students

4.5.3 Academic Committee:

- Provides advices on academic matters in setting examinations
- Sets examination dates and holds confidentiality of the examinations

- Deals with academic issues arising from the students
- Ensures implementation of the curriculum
- Advices the Principal on disciplinary actions to take on issues arising about academic matters

4.5.4 Disciplinary Committee

- Deals with disciplinary issues arising among students.
- Promote and protect human rights as individuals and as members in the society.
- Encourage students to be more responsible for their learning and as future professionals.
- Harmonize different beliefs and cultural norms including individual values.
- Safeguard the scarce available resources.
- Promote gender equity when making decision.
- Promote good governance and rule of the law.
- Reinforce discipline and promote acceptable students behaviors.

4.5.5 The National Council for Technical and Vocational Education Training (NACTVET)

The responsibility of NACTVET can be summarized as monitoring that the graduates from the Technical and Vocational Institutions fulfill the expectations of the employers and the profession. By formulating the standards of the awards (NTA), NACTVET has set the basic condition for the competent, qualified graduate. By monitoring the quality of the institutions NACTVET contribute on its way to the Quality Assurance and Control of Tanzanian Technical and Vocational Education. Monitoring of the quality of the institution is necessary, because the internal Quality Assurance and Control, belonging to the responsibility of the institution, need an external

check to provide confidence to the stakeholders in the graduates of the Technical and Vocational Institutions.

NACTVET support the quality and Quality Assurance and Control of the Ndanda College of Health and Allied Sciences in the following way:

Checking the quality by:

- ❖ Registration
- ❖ Institutional accreditation
- ❖ Program accreditation
- ❖ Quality audit

Supporting quality by:

- ❖ Keeping up to date the database Job profiles
- ❖ Training seminars and staff development activities (e.g. How to formulate learning outcomes; curriculum design; formulating assessments)
- ❖ Supporting Quality Assurance and Control officers in implementing IQA systems
- ❖ Supporting institutions in conducting self assessments

Advisory functions:

- ❖ Advise the government on planning and development of Technical Education
- ❖ Advise Institutions on new developments
- ❖ Clearinghouse function concerning information about Technical Education

4.5.6 Academic staff:

- To identify the priority needs of academic staff on Quality Assurance and Control based on the Quality Assurance and Control policy.

- To contribute to Quality Assurance and Control through active participation in educational activities, innovative research, and best teaching practices.
- To implement proven interventions and best teaching practices in respective disciplines and /or programmes.
- To participate in awareness creation and sensitization on Quality Assurance and Control and control strategies within the College community and beyond.

4.5.7 Supporting staff:

- To maintain professional standards appropriate to the disciplines and/or programmes provided within the College and beyond.
- To plan, manage and review the disciplines and/or programmes they provide to ensure that the disciplines and /or programmes align with College priorities.
- To support academic developments and add to the quality of the student experience.
- To gather information on stakeholders needs and priorities to inform the planning of the new disciplines and/or programmes.
- To consider stakeholder's feedback, through regular surveys and use the findings to improve their programmes and/or services.

4.5.8 Students:

- To identify the priority needs of students on Quality Assurance and Control based on the Quality Assurance and Control policy.
- Provide feedback to the school management on program overall.
- Provide support in handling students social issues.
- To contribute significantly to the quality of their own learning and that of their fellow students.
- Foster harmonious relationship between students and all staff.
- To contribute to the improvement of the learning opportunities of future

students on similar disciplines and/or programmes.

- To contribute to Quality Assurance and Control through student representation on various structures of the institution by members of student bodies.
- To enhance Quality Assurance and Control by attending all scheduled teaching and learning activities and managing recommended time allocated and taking up available opportunities to receive academic advice and mentorship.
- Involvement in monitoring and evaluation processes provided in respective disciplines and/or programmes to raise issues for improvement.

4.6 QA&CU linkage with other units

The QA&CU shall be a pivotal technical unit responsible for QA at the College level. It shall be directly accountable to the College's chief executive, the PRINCIPAL, and shall serve as the latter Officer's secretariat on QA matters. The QA&CU shall maintain a close working relationship with the two Deputies (Deputy Academic and Deputy Finance and Administration) by keeping them informed of newly arising QA issues falling under their respective jurisdictions and by providing them with technical advice on such issues. During the deliberations on QA issues by various Governing Board and Council committees Deputy Principal Academics may severally or jointly call upon the QAU's coordinator to make a QA technical presentation on their behalf.

The QA&CU shall also maintain a close working relationship with all units, academic and non-academic, on matters pertaining to Quality Assurance and Control in their spheres of operation. It shall update the unit heads with new information on QA issues as well as supplying them with various evaluation schedules and instruments. It shall facilitate unit and programme evaluations and provide the unit heads with feedback on external and internal evaluation

results; and shall advise them on proper implementation of improvements recommended by review teams. In its monitoring role, the QA&CU shall ensure that the units adhere to established QA procedures and carry out scheduled activity appropriately and in a timely fashion.

In the evolving era of increased external monitoring and harmonization of quality standards in college provision, the QA&CU shall be a link organ between the College and external QA agencies. It shall prepare and submit Ndanda College of Health and Allied Sciences portfolios to the NACTVET and other external bodies involved in mandatory or voluntary accreditation/re-accreditation of the College and its programmes. Accordingly, the QA&CU shall organize and coordinate all external evaluation activities, and shall ultimately report (to units and the College Management) on the results of such external evaluations. The Unit shall also link Ndanda College of Health and Allied Sciences with professional bodies whose concerns and interests have bearing on the College's curricula development and implementation.

4.6.1 QA Roles of the Implementing Units

For the purpose of this policy the caption "implementing unit" refers to a centre, department or any other basic segment of the Ndanda College of Health and Allied Sciences establishment, with a primary responsibility for planning and carrying out activities aimed at meeting a set of established Collegial objectives. Implementing units shall have the primary responsibility not only to achieve and maintain high quality standards in carrying out their mandated roles but also to regularly conduct self-evaluations. Their role in the Ndanda College of Health and Allied Sciences QA system shall therefore include:

- (i) Implementing their mandated roles effectively and in the most cost-effective manner so as to contribute to the effort to achieve the umbrella Ndanda College of Health and Allied Sciences goals and objectives;
- (ii) Developing and periodically revising unit-specific performance standards, and striving to meet those standards in practice;

- (iii) Preparing unit-specific QA procedures, operational manuals and measurement instruments, and providing the QAU with copies of such documents;
- (iv) Conducting regular self-evaluations to determine the extent to which it meets the set performance standards in practice, and using the results of such evaluations to improve practice;
- (v) Providing the QAU with self-assessment reports in readiness for College-level and external evaluations;
- (vi) Implementing the recommendations resulting from internal and external evaluations and providing the QAC with timely reports on the status of such implementation; and
- (vii) Keeping staff, students and other stakeholders informed of the evaluation results and efforts being made to implement the recommended improvements.

4.6.2 QA Roles of Participatory Organs

Participatory Organs include departmental meetings, Governing Board and its technical committees (e.g. Academic committee), etc. The core QA role of these organs shall be to oversee quality in their respective areas of jurisdiction, taking into account the concerns that gave rise to the promulgation of this policy. Among other roles, their specific functions shall include:

- (i) Ensuring that their respective unit/operational area has in place appropriate quality standards to guide the implementation of its mandated functions, and that the standards are regularly reviewed for sustained relevance;
- (ii) Regularly assessing the performance of implementers in the respective units/operational area in light of the set quality criteria and recommending improvement measures to implementers and/or relevant organs within or above the implementation unit concerned; and
- (iii) Frequently upraising implementation of recommended improvements and

directing corrective measures against poor implementation.

As an agency/secretariat of the Chief Executive Officer (Principal), the QA&CU shall constantly monitor and periodically evaluate the functioning of these participatory organs to determine the extent to which they play their roles as per established regulations and schedules. The QA&CU shall also provide technical guidance to the organs wherever the need arises.

CHAPTER FIVE

OBJECTIVES OF THE QUALITY ASSURANCE AND CONTROL POLICY

5.1 Main objectives

The main goal of the Quality Assurance and Control policy is to ensure that relevant and appropriate academic standards are achieved and good quality education is provided to students by encouraging and supporting continuous quality improvement in institutional as well as in programmes and research management. In particular the QA policy aims to achieve the following specific objectives:

- (i) To safeguard and improve the academic standards and quality of education at the College;
- (ii) To ensure the integrity of the academic awards of the College;
- (iii) To develop and maintain, through enhanced support processes, quality academic programmes appropriate to the academic strengths of the College where a recognizable market has been clearly identified;
- (iv) To ensure that all programmes are of high standard and of continued relevance to graduate labor markets and the needs of the workforce in the country
- (v) To continually improve quality of community service programmes offered by the College;
- (vi) To enhance constant improvement of internal support services provided to students and staff;
- (vii) To develop and refine internal Quality Assurance and Control and enhancement mechanisms that are appropriate and to apply such mechanisms systematically across all programmes offered by the College, all services
- (viii) rendered to the society and all support services provided to students and staff; and
- (ix) To develop and sustain a culture of quality seeking and Quality Assurance and Control among members of the College community

5.2 Scope of the QA Policy

Quality is the outcome of interactions of many factors. All such factors are within the scope of this Policy. However, certain factors tend to stand out conspicuously as major determinants of quality in college processes. The policy therefore embraces, applies and is of particular interest and relevance to the following:

- (i) All academic/administrative departments and other institutional structures operating under the umbrella of Ndanda College of Health and Allied Sciences.
- (ii) All staff, volunteers, temporary/part time and permanent, which are active in teaching, research and providing any form of support service to the core functions of the College.
- (iii) All students registered with the Ndanda College of Health and Allied Sciences.
- (iv) All Infrastructure, learning resources, governance/ institutional set up, information dissemination structures and social amenities belonging to the Ndanda College of Health and Allied Sciences

Ultimately attention to quality has to become an embedded feature of the College culture. The entire College has to view quality as an overarching principle of all its operations.

5.3 Anticipated Benefits of the QA Policy

It is anticipated that successful implementation of this policy will result in:

- (i) Improved student performance and success in learning;
- (ii) Improved work performance of academic and other staff;
- (iii) Fuller satisfaction of society's and stakeholders' interests, expectations and needs;
- (iv) Enhanced transparency, society's confidence, and thus internal and external material support;
- (v) Improved College and public image, and thus enhanced relations with

stakeholders and the wider society;

- (vi) Enhanced capacity to compete with other higher learning Colleges and universities nationally, regionally and globally; and
- (vii) More focused approach to the implementation of the College's mission activities.
- (viii) Financial stability and control

CHAPTER SIX

POLICY STATEMENTS AND ASSUMPTIONS

6.1 Policy Statements

In the effort to realize its vision, mission and objectives, Ndanda College of Health and Allied Sciences shall consistently monitor and systematically evaluate the implementation of all its mandated activities. As a starting point, the College shall review all its existing policies, regulations and procedures and, where such instruments are lacking, develop appropriate ones, so as to ensure that all these guides are in line with its vision, mission and overall objectives. In addition, the College shall ensure that at all times it has in place well stipulated and widely understood criteria for judging performance standards in all its core mission activities. This entails compilation and distribution of a comprehensive Quality Assurance and Control policy. In line with these guides, Ndanda College of Health and Allied Sciences shall constantly monitor and evaluate all its day to day activities in the core mission areas of teaching/learning, research, service to the public and support services to students and staff:

6.1.1 Teaching/learning

In order to ensure quality in the area of teaching and learning, Ndanda College of Health and Allied Sciences shall comply with NACTE Quality Assurance and Control through:

- (i) Periodically review of teaching programmes in order to confirm the
 - extent to which: Programmes are meaningfully structured and
 - organized;
 - The goals and learning objectives are achieved;
 - Programmes not only meet student needs but actually provide an experience that lives up to their highest expectations;
- Programmes help in the attainment of the College's academic vision
- and mission; Teaching and learning constantly address critical national human resources requirements;
- The quality and quantity of available human, material and financial

- resources meet the programme requirements; and
- Programmes are both viable and relevant.
-
- (ii) Ensure that establishment and running of teaching programmes/units proceed on the principle of rational use of resources and cost effectiveness;
 - (iii) Regularly arrange for external evaluation of the quality of the teaching programmes offered by its units in terms of their contents, delivery methods and internal assessment processes;
 - (iv) Involve professional bodies, potential employers and other relevant sections of the society in reviewing and evaluating academic programmes through curriculum review workshops, tracer studies and other appropriate mechanisms;
 - (v) Ensuring that all major curriculum reviews or introduction of new programmes are informed by stakeholder inputs; and
 - (vi) Every programme shall undergo at least one review within a span of five years.

6.1.2 Research

In fulfilling the obligation to ensure high quality in the various research undertakings, Ndanda College of Health and Allied Sciences shall consistently monitor and evaluate the quality and quantity of the research activities conducted, with specific focus on:

- i. Relevance and appropriateness of the set priorities;
- ii. Adequacy of financial allocations to research activities;
- iii. Adequacy in quantity and quality of research outputs;
- iv. Effectiveness of dissemination channels and impacts of research results;
- v. Adherence to existing Ndanda College of Health and Allied Sciences regulations and procedures relating to research and publications; and
- vi. Integration of research outputs into teaching/learning.
- vii. Supporting staff to solicit research funds

6.1.3 Public Services

Ndanda College of Health and Allied Sciences shall constantly monitor and frequently evaluate the quantity and quality of public services rendered by its staff and students, with a view to assuring the highest possible quality in terms of:

- (i) Relevance of the priorities set institutionally and by individual units;
- (ii) Adequacy and quality of outputs in public service provision; and
- (iii) Overall impact of Ndanda College of Health and Allied Sciences services to the public.

6.1.4 Support Services

In discharging its responsibility to ensure quality in the area of provision of support services, Ndanda College of Health and Allied Sciences shall continually monitor and regularly assess the appropriateness and adequacy of support services provided for students and staff, especially in respect of adequacy and quality of:

- (i) Academic and social counseling services;
- (ii) Study materials, space and teaching/learning infrastructure;
- (iii) Social amenities, including health, catering, recreational and other services.

6.2 Policy Assumptions

Ndanda College of Health and Allied Sciences has set for itself the goal of becoming a centre of excellence for knowledge transfer from one generation to another, train skilled human resources and job entrepreneurs, and for the promotion of national unity through teaching, research, training, consultancy and community service to the nation, the region and the international community at large. To realize this vision, Ndanda College of Health and Allied Sciences and all its units shall abide to rules, regulations and quality criteria developed internally to guide the implementation of its set objects in all spheres of its operation, particularly in teaching/learning, research, service to the public and in₄₂the provision of support services to students and staff.

6.2.1 Teaching/learning

In ensuring quality in the area of teaching and learning, Ndanda College of Health and Allied Sciences commits itself to continually seeking the highest possible standards in respect of input resources, implementation processes and the final outputs.

6.2.1.1 Input Resources

The major inputs into the teaching/learning process are academic and administrative staff, students, teaching programmes and materials, and an efficient administrative structure. Ndanda College of Health and Allied Sciences is committed to ensuring that its inputs are of the highest possible quality, and to this end it shall:

- (i) Recruit and engage the best available academic and administrative personnel, selected on the basis of established and regularly updated quality criteria, and through an absolutely transparent procedure;
- (ii) Admit its students from among the highest qualified candidates available, by using set and frequently reviewed selection criteria, following a fair and absolutely transparent procedure and conformity to NACTE specifications and requirements;
- (iii) Offer academic programmes that are relevant locally and internationally, in terms of both academic content and planned professional training;
- (iv) Seek adequate financing of the College's core mission activities: teaching/learning, research, public service and provision of internal support services; and
- (v) Strive to provide the necessary learning materials and teaching/learning infrastructure for effective delivery of all teaching programmes on offer;

6.2.1.2 Implementation Processes

In carrying out its core function of facilitating learning Ndanda College of

Health and Allied Sciences shall ensure that:

- (i) Its teaching programmes are effectively delivered through the use of appropriate technologies and pedagogic skills;
- (ii) Delivery of its teaching programmes emphasizes practical training where appropriate, and therefore provides for the development of a good balance between academic knowledge and practical skills; and
- (iii) Its academic and administrative staff is sufficiently motivated to effectively fulfill their leadership obligations in the teaching/learning process.

6.2.1.3 Outputs

The ultimate goal for the College's engagement in its core activities of teaching and learning is production of knowledgeable and skilled graduates and, through the post- graduation activities of these products, impact on the society notably and positively. Ndanda College of Health and Allied Sciences therefore always anticipates that its graduates shall demonstrate excellent knowledge, skills, creativity and appropriate social values in their post-graduation engagements, and that they will therefore make significant contributions towards the common imperative of improving the quality of life in society.

6.2.2 Research

Because research and teaching/learning are so inextricably intertwined, Ndanda College of Health and Allied Sciences gives equal weight to the two processes, and is thus equally committed to achieving the highest possible quality of research outputs. In ensuring quality in research Ndanda College of Health and Allied Sciences shall ensure that:

- (i) The policy priorities and regulations guiding research at the College are at all times relevant, operational and effective;
- (ii) Conscious efforts are constantly made to secure and rationally utilize research funding and facilities;
- (iii) At all times the existing research policy and agenda are implemented vigilantly and successfully⁴⁴ in light of the set objectives and performance criteria;

- (iv) All research activities undertaken in various units and by individuals are properly managed, conducted and evaluated;
- (v) Implementation of the various research projects constantly take into account ethical and environmental considerations;
- (vi) A robust system is in place for ensuring that research outcomes are effectively disseminated, leading eventually to tangible contributions towards the improvement of quality of life in society; and that
- (vii) Research results are continually integrated in teaching/learning and, where applicable, their commercial value enhanced and exploited.
- (viii) Contributes to the body of knowledge
- (ix) Publish research findings in international and referred Journals

6.2.3 Public Service Provision

Being a renowned College, and having contributed to national development, Ndanda College of Health and Allied Sciences has an obligation not only to produce skillful and innovative graduates but also to provide expertise services to the needy and the general public. Moreover, the College needs to play an exemplary role in providing such services. To this end, Ndanda College of Health and Allied Sciences shall:

- (i) Establish a relevant and effective policy to guide Ndanda College of Health and Allied Sciences involvement in the provision of services to the broader society;
- (ii) Have in place a robust and operational system of planning, executing and evaluating public service activities; and
- (iii) Ensure that such engagement in public service provision contributes significantly towards the improvement of quality of life among the target communities.

6.2.4 College Set Up

To achieve its core mission goals, Ndanda College of Health and Allied Sciences shall operate on the basis of an efficient governance structure, consisting of administrative structures and participatory organs or

committees. It shall maintain clear lines of authority and accountability while maximizing transparency and legitimacy through effective and efficient participation of stakeholders in major decision-making processes. In creating and constantly improving such a governance system, Ndanda College of Health and Allied Sciences shall abide by the provisions of its Charter and the principles emanating there from.

6.2.5 Staff Support Services

A favorable general environment is needed for students and staff to effectively engage in a productive education process. Ndanda College of Health and Allied Sciences therefore takes the responsibility to continually strive to create and maintain this environment. In this regard, the College shall ensure that:

- (i) Its physical infrastructure sufficiently supports the core mission activities of teaching/learning, research and provision of services to the public;
- (ii) Reasonably good and accessible social services are made available to students and staff. These shall include catering, healthcare, recreational, academic advising and mentoring, social counseling and other services; and
- (iii) Students' learning is continually enhanced through constant adoption of the latest innovations in educational media and technology and in the professional field of pedagogy.

CHAPTER SEVEN

IMPLEMENTATION STRATEGIES

Ndanda College of Health and Allied Sciences shall utilize a variety of strategies and instruments to evaluate the implementation of its core mission activities. The main strategies include surveys of students, alumni, academic and administrative staff, employer and community satisfaction, as well as College audits and programme reviews, both external and internal.

7.1 Student Satisfaction Surveys 46

The Quality Assurance and Control Unit (QA&CU) shall regularly and

systematically organize student satisfaction surveys annually. These surveys will aim at giving the students an opportunity to provide feedback on their experience of individual modules, courses and teaching programmes as a whole. In carrying out this task, the QA&CU shall design or adopt tools for collecting students' views coordinating data collection activities, analyzing and disseminating the results. Capturing of student experiences and opinions may be done by use of a questionnaire, a structured interview, focus group discussions or any other appropriate method. The QA&CU shall eventually disseminate the survey results to teaching units and staff, and shall coordinate the formulation and implementation of strategies to improve on problem areas revealed by the evaluation results.

7.2 Surveys of Academic and Administrative staff opinions

The QA&CU shall also conduct academic and administrative staff opinion surveys, specifically aimed at assessing the level of satisfaction with the current quality of teaching and learning and support services at the College respectively. The surveys will also collect suggestions on required interventions and possible improvement measures. The QA&CU shall communicate the results of such surveys to individual units and the College Management, and shall coordinate discussions at both the Unit and other College administrative levels, aimed at streamlining the improvement proposals and strategizing on their implementation. The QA Unit shall also monitor the implementation of improvement strategies and report progress to the Principal through the Deputy Principal Academics and Deputy Principal Finance and Administration.

7.3 Alumni Satisfaction Surveys

In addition to the employer satisfaction surveys, the QA&CU in collaboration with programmes shall conduct alumni satisfaction surveys on a regular basis. The purpose of such surveys shall be to know from former students the extent to which their studies at Ndanda College of

Health and Allied Sciences have been relevant to their post-graduation needs and challenges. The information from these surveys shall be used in improving approaches to teaching. The surveys shall ordinarily focus on recent graduates (2-3 years), but older alumni may be surveyed for specific purposes. Alumni satisfaction surveys shall go hand in hand with employer satisfaction surveys, to be conducted for the entire College once every three years. Departments may conduct surveys more frequently, and the QA&CU may ask particular units to carry out alumni satisfaction surveys with respect to particular teaching programmes.

7.4 Employer Satisfaction Surveys

Departments, in collaboration with the QA&CU, shall conduct employer satisfaction surveys on regular basis. The surveys will provide vital information on the relevance of the teaching programmes on offer and on ways in which they can be made more responsive to the market needs. The College-wide employer satisfaction surveys shall be conducted by the QA&CU every three years, but units may do their own surveys more frequently. If need be the QA&CU may ask particular units to carry out employer satisfaction surveys with respect to particular teaching programmes for specific reasons. Where programme specific employer satisfaction surveys are requested by the QA&CU, findings shall be used for the purpose for which the surveys were requested. For the purpose of monitoring and improvement this information shall feed into (but not replace) any of the subsequent employer satisfaction surveys.

7.5 Surveys of external community's perceptions

The QAU shall run surveys once every two years to collect information about the neighboring communities' feelings and attitudes towards the College. The exercise shall aim at assessing the general social acceptability of the College by the broader society as well as identifying specific problem areas in the College-local community linkage. The resulting data shall be used to improve the College's relationship with the immediate surrounding

communities as well as designing activities that involve neighboring communities in a mutually beneficial manner.

7.6 Internal Programme Reviews

The head of units shall be responsible for the implementation of the Ndanda College of Health and Allied Sciences policy through regular self-evaluation of their units. In each case the coordinator shall appoint a team of up to five people from among the staff in the units to constitute Review Team. The Team shall execute its tasks under the guidance of the Terms of Reference and modalities centrally drawn by the QAU.

The Review teams shall generate and submit reports to respective unit, who shall in turn communicate them to the QAU for scrutiny of their completeness. In consultation with the Principal the QAU shall arrange and conduct a verification visit to respective units, using a small committee of three people, consisting of the following:

- Two people from within Ndanda College of Health and Allied Sciences but outside the unit concerned, to be identified by the QAU in consultation with the Deputy Principles;
- One person chosen from another College (within the country) of comparable status who is an acknowledged authority in the programme in question, to be appointed by the Principal after consultation with the Unit Coordinator

The Committee shall execute its task based on the Terms of Reference prepared by the QAU and approved by the Governing Board. It shall review pertinent documents and contact staff and students in the unit concerned. The Committee's focal tasks shall be to:

- Validate the self assessment document;
-

Examine and provide recommendations on the structure, organization and contents of the programme or unit concerned;

- Make any observations on any issue that may affect the present and future well- being of the programme or unit concerned; and
- Complete its work within the period specified by the QAU.

The Committee shall submit its report to the QAU, which upon consultation with the Principal shall forward it to the respective units with comments and directives on the improvements recommended by the Committee. Upon receipt of the improved report, the QAU shall transmit it to Governing Board and then Council for discussion and approval. The QAU shall subsequently monitor the implementation of the approved recommendations/directives by the respective unit.

All mandatory external programme reviews by the National Council for Technical Education (NACTE) shall be preceded by these internal programme reviews; and shall be coordinated and facilitated by the QAU at the College level.

7.8 Improvement Plan

The evaluation reports shall first be discussed at the department, faculty and college levels, where strategies for addressing the shortfalls emanating from these reviews are drawn. The Units shall then forward these improvement plans to the Principal, who shall arrange the discussion of the same by appropriate participatory organs at the College level and direct the implementation of its resultant recommendations and improvement strategies.

At the same time the QAU shall study the improvement strategies approved by the participatory organs at the College levels. It shall subsequently monitor the implementation of all⁵⁰ approved improvement plans and evaluate the outcomes. The QAU shall prepare and present implementation

status reports to relevant Unit Heads, relevant Vice Principal Academics and the Vice Principal Finance and Administration, and shall execute directives given by the Principal in connection with the reports.

7.9 Programme Accreditation

Whenever applicable, Ndanda College of Health and Allied Sciences teaching programmes shall be accredited by qualified and legally competent agencies before submitting to NACTE for final approval. However the internal procedures for such accreditation shall be coordinated and overseen by the QAU. In this context, the QAU shall require the concerned unit to prepare an application portfolio based on the guidelines given by the accrediting agency, and shall advise on proper filing of such applications. It shall coordinate and facilitate the activities of the accrediting agency. Ultimately, it shall receive verdicts on accreditation applications and, upon consultation with the DPAA, pass the verdict on to the concerned units, together with advice or directives on the way forward.

CHAPTER EIGHT

POLICY IMPLEMENTATION, REVIEW AND AMENDMENTS

8.1 Policy Scope and Implementation

This policy provides a general guide to the process of monitoring and evaluating quality in all aspects of Ndanda College of Health and Allied Sciences operations. It does not specify modalities or procedures for the actual process of ensuring quality, a task left to individual units and the College administration. The policy assumes that the units and the College administration shall continually set and review quality standards in all the major fields of operation. The task of the Quality Assurance and Control process is to constantly determine the extent to which Ndanda College of Health and Allied Sciences achieves the standards it set for itself, and to advise on ways of improving quality at both the College and unit levels. The QAU shall continually execute this task using appropriate evaluation instruments. It is the duty of the QAU to constantly develop and review these instruments with a view to ensuring that they are capable of capturing sufficient evidence to show the extent to which Ndanda College of Health and Allied Sciences is achieving its set quality standards in all its major spheres of operation.

8.2 Validity of the Policy Provisions

These policy provisions shall become operational immediately upon approval by the Ndanda College of Health and Allied Sciences Governing Board, and shall remain valid until when they are revoked by the same authority. However, given the changing circumstances under which the College operates, this document is subject to periodic reviews and alterations, and, whenever such alterations happen, the revised version of the document shall take precedence over the previous one.

8.3 Revision of the Policy document

In the event that any statement in the policy provision is outdated or a need to introduce new statements arises as a result of the changing College

environment, or market forces, or any other reason, such statements may be changed or modified at the direction and approval of the Ndanda College of Health and Allied Sciences Governing Board and the Board of Trustees. In any case the entire document will be reviewed after every 5 years.

8.4 Quality Assurance and Control Evaluation

Assessment tools used in different programmes such as examinations regulations, promotion criteria, and other related tools would be applied for Quality Assurance and Control evaluation. Ndanda College of Health and Allied Sciences Quality Assurance and Control Unit will prepare Quality Assurance and Control manual and Quality Assurance and Control Evaluation tools and forms in order to make sure QA is controlled and maintained.

8.5 The Policy review

Will be effected **after three years**, where departments/divisions present their future plans and describe their Quality Assurance and Control policies and procedures. These reviews aim to:

- a) Plan at the departmental level - to consider the range of courses offered and their long term viability as well as to give departmental staff and the wider College community an opportunity to be involved in academic planning;
- b) Review the existing use of resources in academic departments and divisions;
- c) Look for synergies at departmental/divisional level, not simply to economize but in order to free up resources for new initiatives;
- d) Appraise and encourage research;
- e) Identify and develop community service activities;
- f) Consider progress made in relation to previous review and recommendations;
- g) Highlight areas of good practice;
- h) Ensure College activities fit in with the institutional strategic plan;
- i) View departments/divisions in their institutional as well as national

and international contexts;

- j) Identify Quality Assurance and Control procedures and ensure that these are consistent with the Quality Assurance and Control policies covering the College as a whole;
- k) Consider feedback from departments and divisions on the review process.

8.6 Ad hoc reviews.

Ad hoc reviews are undertaken where necessary, usually where a department experiences a major change (such as a significant drop or increase in student numbers) outside of the normal review process.

8.7 Review procedure.

The Quality Assurance and Control Committee reconsiders the effectiveness of the Quality Assurance and Control Policy **after every three years**, preferably at the first meeting of the relevant year. The Committee's recommendation is submitted (via the Quality Assurance and Control Committee Minutes) to Governing Board through Academic Committee for consideration.

8.8 College Quality Assurance and Control Philosophies and Strategies

Quality Assurance and Control at Ndanda College of Health and Allied Sciences is viewed as a **shared responsibility**. It is both centralized and decentralized. Whilst the Principal and senior management play a major role in 'driving' the College's Quality Assurance and Control system, all members of the College Community are expected to strive for high quality in their activities.

8.8.1 An ethos of individual pride and responsibility

It is encouraged that, the responsibility for defining the quality of teaching and courses rests with individual lecturers. Heads of departments are responsible for ensuring that policy requirements are met within their own

departments.

Ndanda College of Health and Allied Sciences sees Quality Assurance and Control as a **developmental process** which does not have an endpoint. The focus is on **improvement**, where good practice is identified and shared, and the emphasis in college policies is on improving the status quo rather than censuring areas of weakness.

8.8.2 The College's assessment system is based on self-evaluation and peer review.

Individuals/departments are encouraged to set their own targets (within the broader mission of the College) against which internal and external peers evaluate them. In addition, the principle of 'self-reflective practice' is emphasized.

8.8.3 Appropriate Performance Indicators

These are provided annually in a widely distributed 'Digest of Statistics' used to indicate and monitor performance in relation to the College's mission as well as provide a central source of essential information for those responsible for the planning and management of the College'.

8.8.4 Head of Department

The Guide for the Head of Department is continuously revised and published annually as a resource for all heads of departments. It provides information on the responsibilities of headship on recent developments in college, as well as on the various administrative divisions and services offered at the College.

8.8.5 Frequent communication

Frequent communication is ensured by keeping staff and students fully informed of all Quality Assurance and Control initiatives and developments via the College website, the Quality Assurance and Control Office, the internal College Guide and reports to Governing Board and Board of Trustees.

In recognition of the crucial role played by Heads of Departments in the

strategic direction and overall success of the College, a workshop is held annually for all Heads of Departments in order to share information and to provide HoDs with the opportunity to raise issues of concern or propose strategies for meeting the challenges, which lie ahead.

8.9 Quality Assurance and Control Policies and Procedures

8.9.1 A Policy Register

This register easily accessible and regularly updated ensures all existing College-wide policies are recorded on a central College website.

8.9.2 Proposals for new academic programme

Individual departments shall initiate proposals for new academic programme. They require faculty approval and approval by the Academic Committee, Governing Board, and Board of Trustees before coming into use to submitting to NACTE. Activity as the appointment of excellent staff is critical for ensuring the College meets its objectives.

CHAPTER NINE

MONITORING AND EVALUATION

9.1 Monitoring and Evaluation (M&E)

Collection and analysis of information aimed at improving effectiveness of the Quality Assurance and Control and Control that is monitoring; and comparison of actual against planned impact of the Policy. This further means that evaluation will involve different stakeholders playing their role in the realization of desired Objective. The College shall establish a mechanism for monitoring and evaluation of the implementation of Quality Assurance and Control and Control Policy. Key personnel in Monitoring and Evaluation of the Quality Assurance and Control and Control are as indicated in Table 9.1 below:

Monitoring and Evaluation shall involve:-

- i. Establishment of mechanisms of accountability for monitoring and evaluating the implementation of the Quality Assurance and Control and Control Policy.
- ii. Establishment of framework that will provide basis for monitoring and evaluating the Policy implementation at all College levels.
- iii. Establishment of sound institutional framework for translating the goals, objectives and strategies into actual programmes at all levels. This means that the implementation will be effected through the existing College institutional set up.

9.2 Motivations to encourage Quality enhancement

Motivation is an essential pillar in building a Quality Assurance and Control system. In order to build a good Quality Assurance and Control system, motivation is a common term for all internal factors that consolidate intellectual and physical energy, initiate and organize individual activities, direct employees' behavior, and determine the direction, intensity, and duration.

On the other hand, there are some common, generally accepted human factors that represent the basis for motivation at work. In the direction of achieving a certain goal, the motivation comes in a form of enthusiasm not **an obligation**.

Some of them are the following;

- Appreciations for the work done
- Developing the awareness of every employee that the quality of the education is crucial for applications.
- To show every employee that his/her idea of improvement and innovation will be applied because it is significant;
- To build a system for advancement and reward for the results achieved (e.g. issuing certificates)
- Attending seminars and workshops
- Study tour

Key players of Monitoring and Evaluation of Policy as shown in table below,

SN	Key Players	Key Activities
1	Governing Body	- Approving the Policy and overseeing the implementation of the Policy by Management.
2	College Academic Committee	- Recommending the approval of the Quality Assurance and Control and Control Policy to the Governing Body for approval. - Receiving and deliberating on Quality Assurance and Control and Control implementation reports.
3	Principal	- Overall coordination of the implementation of Quality Assurance and Control and Control Policy.
4	Vice Principal Academic	- Coordinating Quality Assurance and Control and Control implementation.
5	Quality Assurance and Control and Control Officer	- Administering implementation of various Quality Assurance and Control and Control activities. - Preparing annual Budget for Quality Assurance and Control and Control matters.
6	Accountant	- Coordinating issues related to finance.
7	Heads of Departments/Units	- Allocating personnel for conducting Quality Assurance and Control and Control training. - Advising on technical matters related to IT and information systems.

