A snapshot of the Road Map for Establishing a QA Programme at KCN

1. What will this QA Programme be all about?

Producing ***Evidence of Compliance*** in meeting expected level of performance of institutional processes as defined by the guiding policies, procedures, standards. The evidence produced will provide ***assurances*** to our customers that we are producing the desired product.

1. Why QA and Enhancement programme at KCN?

To Operationalize the UNIMA wide QA and Enhancement Policy to improve the quality of teaching; research; consultancy; community engagement and outreach programmes.

1. **Proposed Strategic Areas of Focus for the QA Programme**
2. ***Customer /client focus***
3. Addressing the needs of both internal and external customers
* Internal customers include students, departments within the organization; Secondary schools
* External customers (users of our products) include MoH; NMCM; Affiliated training institutions, nurses and midwifery associations; CHAM; private practitioners, developmental partners in health; consumers association; NCHE etc
1. ***Total organizational involvement***
2. Involve ALL employees and empower them with responsibility to make a difference in the quality of service they provide. This is about ***YOU*** and this is about ***US!***
3. Every employee must have knowledge of the TQM philosophy as it relates to their job and overall goals and mission of the organization
4. ***Use of quality tools and statistics for measurement (and ensuring that the tools are available where they don’t exist)***
5. “You can’t manage what you can’t (or don’t) measure”
6. There are many tools, formats, and designs that can be used to build knowledge and make decisions, to improve quality
7. ***Identification of key processes for improvement***

All activities performed in the organization will be described in terms of processes (functions);

1. Levels at which QA activities will be operated

The maintenance of quality in higher education and nursing education is a ***corporate responsibility*** involving both academic and support staff. The quality assurance will operate at four levels:

1. ***Individual lecturer level:*** quality in relation to teaching and quality in relation to the lecturer’s CPD
2. ***Programme level (departments) which are the operational units of the institution:*** curriculum and module development and evaluation/reviews/updates; curriculum delivery approaches; student assessment;
3. ***institutional level (overseer, governance issues):*** assessing inputs, processes and outcomes of the institution and how its creating a supportive environment to achieve the organization’s mandate ;
4. ***External quality monitoring:*** use/engagement of external examiners and regulatory bodies; NECH;
5. Steps to be taken in institutionalizing and implementing the College QA Programme
6. Orientation of all staff to ***what*** and ***why*** the QA Progamme at KCN within the context of UNIMA wide QA Policy;
7. Situation analysis
* Assessing where we are in terms of meeting the expected standards of performance (what policies, standards and procedures/mechanisms does the institution have against which to measure our performance) and identifying challenges which are hindering our performance
1. Development of a college QA Policy Framework to legitimize/sanction QA activities. The process will include ***policy dialogue*** with key stakeholders and partners as one way of engaging partners in our QA system
2. Development of a Plan of Action and M&E Framework
3. Establishment of a capacity enhancing programme to address identified challenges /gaps (in liaison with CUTL) and instituting quality improvement activities on a regular basis.
4. Resource mobilization

1. Required resources to establish the programme
2. A fully functional QA Unit to lead and facilitate generation of evidence for compliance of College interventions/processes in meeting expected standards;
3. Finances to support activities for establishing the programme (orientation meetings; policy development and policy dialogue meetings with partners)
4. An efficient Secretary to provide support for secretarial and office management services;
5. A designated IT person for QA data management
6. 2 Computers – one for Sec and the other for IT person