

# **QUALITY ASSURANCE AND MONITORING**

## **1. PURPOSE/OBJECTIVES**

The key purpose of Quality Assurance is to promote high standards in all aspects of life in the College. The objectives of this policy are:

- Guide the operations of the Quality Assurance and Monitoring unit
- To inform all College actors about the expected standards in their work
- Inform all college actors particularly management, HODs and unit heads about appraisal requirements and procedures.

## **1. SCOPE**

This policy shall apply to all aspects of College life including but not limited to;

- Quality of leadership and management
- Quality of teaching and learning
- Quality of assessment (quizzes and Exams)
- Students practicum
- Environment and infrastructure
- Partnership and cooperation
- Student engagement, Gender and Inclusion, etc.

## **2. POLICY STATEMENT**

St. Joseph's College of Education is committed to raising standards, establishing high expectation and promoting effectiveness in all units and departments of the College. The College constantly monitors and evaluates all aspects of College life as an integral part of self-evaluation and improvement.

Monitoring College life helps to ensure effectiveness and encourage dialogue about how the College might achieve its shared vision and mission. It has been agreed by all staff members in the College community including other stakeholders of the College to have the Quality Assurance and Monitoring Unit in place and policy guidelines for its operation.

The objectives of this policy, all members of the College community will be involved in the Quality Assurance and Monitoring process focusing on teaching, learning and research, quality of leadership, gender responsiveness and inclusion, students' practicum, quizzes and examination, etc. The College's Quality Assurance and Monitoring procedures provide insight into the strengths and areas for improvement.

## **3. SUPPORTING PROCEDURES**

The Quality Assurance and Monitoring procedure is seen in the context of long-term strategic plan which is broken down into action plans as the semesters roll. It covers the College's Strategic Plan

and any general programme that will help sustain good practice. It includes a range of appropriate strategies and a range of different people working in the College community. It involves data collection, recording and reporting to College Administration/ Governing Council.

The long term plans of the College would ensure that all aspects of policy and planning (work plans) of each unit/department are monitored and evaluated regularly. This will provide the details of our action plans for monitoring within the College Improvement Plan.

The College also recognizes the need for flexibility; as such the College would need to analyse and respond to actions/suggestions from external monitoring visits. Quality instruments for Monitoring and Evaluation shall be developed and used regularly in our operation to ensure improvement.

A monitoring schedule shall be developed and published at the beginning of each semester for members of the College community to be aware of their responsibilities and the time scales for monitoring.

The College Quality Assurance and Monitoring procedures shall either be external or internal.

#### **4.1. External Procedures**

The external Quality Assurance and Monitoring procedures refer to activities of external stakeholders such as mentoring/affiliated institutions, NAB, NCTE, T-TEL, etc.

#### **4.2. Internal Procedures**

With regards to the internal monitoring, it will include among others;

- Internal Quality Assurance and Monitoring mechanisms shall be continuous and departmentally generated. This shall be consistent with the quality assurance and monitoring framework set forth in this policy and approved by the College Council and shall include mechanisms to assess the following areas:
- Staff recruitment and promotion
- Admission procedures
- Professional development and in-service training for staff
- Adequacy and quality of teaching and learning facilities
- Assessment of student academic performance through end of semester results
- Level and adequacy of teaching and learning resources
- Conduct of quizzes and examinations.
- Students practicum
- Classroom teaching and learning

#### **4.3 Who does Internal Quality Assurance and Monitoring?**

- Principal/Vice Principal
- Quality Assurance and Monitoring Unit
- HODs and Unit Heads

- College Council

#### 4. **RESPONSIBILITY FOR POLICY IMPLEMENTATION**

Academic Planning and Quality Assurance Committee

The Committee shall perform the following tasks;

- Ensure policy implementation
- Ensure compliance of processes and regulations for institutional and programme accreditation

The **governance structure** of Quality Assurance and Monitoring shall be as follows:

- i) The Head of Quality Assurance and Monitoring Unit reports directly to the Principal. He is a member of Academic Board, Admission Committee, and Staff Development Committee.
- ii) The Quality Assurance and Monitoring Unit shall develop a set of strategies for the setting up of standard benchmarks/parameters for all academic and administrative units and activities of the institution from time to time as well as perform all other functions stipulated under the “College Statutes”.
- iii) The Academic Planning and Quality Assurance Committee shall be responsible for quality assurance and monitoring issues in the College. The Committee is chaired by the Vice Principal, and includes the Heads of Departments, Works and Physical Development Officer, ICT Officer, Quality Assurance Officer, Students Affairs Officer, College Internal Auditor and College Finance Officer or his/her representative. A conscious effort should be made to make the Committee gender sensitive.
- iv) The Academic Planning and Quality Assurance Committee shall contribute to the assurance of quality by supporting staff in meeting the demands of teaching, learning and research in the College to meet national standards. It shall perform this by running staff development programmes and by providing assistance in the aspects of curriculum development, assessment and evaluation.
- v) Departmental Review Committees of the various departments shall conduct academic and administrative reviews every two years, where departments/units present their future plans. The reviews will aim at the following:
  - 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 College community an opportunity to be involved in academic planning;
  - Review the existing use of teaching and learning resources in academic departments and units.
  - Identify synergies at departmental/unit level in order to free up resources for new initiatives;
  - Appraise and encourage research;
  - Identify and develop community service activities;
  - Consider progress made in relation to previous review recommendations;

- Highlight areas of good practice;
- Ensure that the activities fit in with the College strategic plan;
- Identify quality assurance procedures and ensure that these are consistent with the quality assurance policies covering the College as a whole;
- Consider feedback from Departments and units on the review process.

## **5. RESPONSIBILITY FOR MONITORING, IMPLEMENTATION AND COMPLIANCE.**

- Principal/Vice Principal,
- Quality Assurance Officer,
- Monitoring and Evaluation Officer
- Teaching Practice Co-ordinator and
- H.O.Ds.

## **7. KEY STAKEHOLDERS**

- College Council
- College leadership and management
- Tano South District Education Office
- Partner schools
- Students
- Staff
- Alumni
- Contractors
- Suppliers
- All persons working on behalf of or for the College

## **8. KEY WORDS AND DEFINITION OF TERMS**

- **Quality**

In this policy document and in the context of academic programmes in St. Joseph College of Education, the term quality refers to “fitness for purpose”.

- **Quality Assurance**

In the context of this policy document, Quality Assurance refers to the process whereby measures are established to ensure that outcome of academic programmes and their related activities and facilities are of a prescribed standard.

- **Quality Control**

Quality Control is the process whereby outcomes are assessed to determine if they are of the prescribed standard.

- **Quality Assurance and Monitoring Unit**

The Quality Assurance and Monitoring Unit is a statutory Unit set up to oversee quality assurance in all areas of operation in the St Joseph College of Education. The main function of this Unit is

to formulate Quality Assurance and Monitoring policies and strategies and ensure their implementation in all departments/units of the institution.

- **Stakeholders**

The term “stakeholders” includes agencies (both public or private) that oversee and regulate Colleges of Education or individuals or groups that participate in or have responsibilities towards Colleges of Education in Ghana.`

- **Monitoring**

In the context of this policy, it is the systematic and regular collection of information from academic programmes and activities for the following purposes.

- To learn from previous experiences so as to improve practices and activities in the future
- To have internal and external accountability of the resources used in each department/unit and the results obtained.
- To take informed decisions on the future of each initiative

- **Evaluation**

In this context, it is the systematic analyses of completed or on-going activities that determine and/or support management accountability, effectiveness, and efficiency.

- **Assessment**

It is the process of determining that personnel, facilities, processes and operations are in compliance with regulatory standards and that documented procedures are correctly adhered to. Such determination should be done through observation, interviews, and records.