

# **KARUCO COLLEGE**

An Institution of  
The Evangelical Lutheran Church in  
Tanzania  
**Karagwe Diocese**

# **QUALITY ASSURANCE POLICY**

**2021**

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## 1. Introduction

Karuco College, an institution of the Evangelical Lutheran Church in Tanzania - Karagwe Diocese, envisions building a prosperous, just and sustainable society through education. The college engages in training, research, consultancy, community outreach and environmental conservation programs, which produce competent, skilled, entrepreneurial and ethical graduates, who in turn participate in building a prosperous, just and sustainable society. The college was established as a way of implementing the mission, objects and functions of its founder, i.e., the Evangelical Lutheran Church in Tanzania – Karagwe Diocese (ELCT-KAD), a faith-based organization, mandated to provide social services in the country.

All college's operations are guided by the following values:

- (i) In pursuit of academic excellence, the College creates a culture among students, the staff and community that focuses on competence-based education and training.
- (ii) In pursuit of entrepreneurship, the College values creative and critical thinking as mind-sets that lead to the integration of knowledge across disciplines and the creative implementation of new ideas.
- (iii) In pursuit of social justice, the College fosters social consciousness and individual

values that promote the common good, equality and solidarity over individual gain.

- (iv) In pursuit of community service, the College creates a caring culture that engages the community and organizes effective responses to community needs.
- (v) In pursuit of sustainable development, the College promotes best practices that conserve resources and enhance our roles as responsible stewards of the earth.

As indicated in the Karuco College's Charter of Incorporation, all matters pertaining to the academic activities of the College, including the organization of courses, competent staffing, quality performance of students, research, consultancy and short term programmes of study shall be supervised by the Deputy Principal for Academic Affairs (DPAA) under the general direction of the Principal.

This Quality Assurance Policy sets guidelines, which ensure that the offered education and training meet the required standards in accordance with the guidelines of the National Council for Technical Education (NACTE).

**Bishop Dr. Benson Kalikawe Bagonza**  
Governing Board Chairperson

**Rev. Dr. Brighton MJ Katabaro**  
Principal,  
Karagwe, June 2021

## 2. Policy Objectives, Policy Statement and Strategies

### 2.1 Policy objectives

This Quality Assurance Policy aims at guiding and supporting the College's efforts towards achieving its mission and vision through development and implementation of College Academic and non-Academic activities that meet expected and required national standards. The overall objectives of quality assurance policy include:

- i. Ensuring quality delivery of academic programs and other services offered within the College;
- ii. Ensuring a framework of management, academic support and facilities that enhance the quality of the teaching and learning experience, research and outreach programmes;
- iii. Designing and coordinating staff development programs; and
- iv. Mainstreaming quality in planning, implementation and evaluation at all levels of the college.

### 2.2 Policy statement

The College shall promote and maintain quality standards in training, research, community outreach programs and environmental conservation programs in a way that shall ensure great achievement of its vision and mission.

## 2.3 Strategies

- (i) Each academic and administrative department shall conduct a periodic self-appraisal that enhances the institutional capacity to effectively undertake its role in ensuring quality training, research and community outreach;
- (ii) Self-assessment committees shall be set up in all entities of the College; and
- (iii) External evaluation of programmes, activities and services shall be conducted on a regular basis.

### 3. Quality Assurance Committee

#### 3.1 Composition

There shall be Quality Assurance Committee whose membership shall include the following:

- (a) Principal who shall be the Chairperson;
- (b) Quality Assurance Officer who shall be the secretary.
- (c) Deputy Principal for Academic Affairs (Coordinator of Studies);
- (d) Deputy Principal for Administration;
- (e) Heads of Departments;
- (f) Dean of Students;
- (g) Students' Representative;

#### 3.2 Functions of the Quality Assurance Committee

The Quality Assurance Committee shall have the following functions:

- (a) To make decisions regarding all matters pertaining to quality of the college.
- (b) To receive and deliberate on quality concerns brought to its attention by the Quality Assurance Unit/Officer.
- (c) To monitor and ensure quality delivery of academic programs and other services offered by the college.

Subject to the general and specific directives of the National Council for Technical Education, Respective Ministries, Founder, Governing Board and the College Management, the Quality Assurance Committee shall abide by and follow the quality guidelines and standards as they may be provided.

The Quality Assurance Committee shall conduct its scheduled meetings as well as ad hoc meetings as needs may arise.



#### 4. Quality Assurance Unit

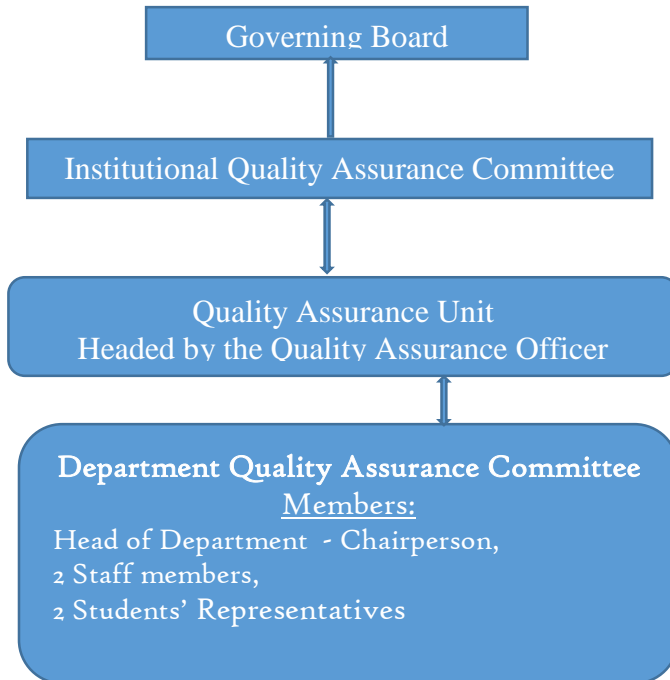
Karuco College shall be a Quality Assurance Unit that shall be headed by the Quality Assurance Officer, who shall be appointed by the Principal upon advice and recommendation of the Management Committee. The function of the Quality Assurance Unit shall be to lead, support and coordinate quality assurance processes in all units of the institution.

The Quality Assurance Officer shall be a person of integrity, holding at least a bachelor's Degree with at least three years of experience. He/she shall be responsible to the Principal for all matters pertaining to the quality of the services provided by the college and shall, in collaboration with the Quality Assurance Unit:-

- (a) Develop and maintain appropriate and relevant general operational manuals including internal self-evaluation instruments to guide College quality assurance operations;
- (b) Evaluate resources availability for training, research and outreach programmes and advise accordingly;
- (c) Support general management to find out the quality of the institution and institutional management;
- (d) Coordinate programmes for institutional self-evaluation on quality assurance systems;

- (e) Carry out analysis of quality assurance reports such as students' course evaluations; External Examiners reports, external evaluation reports and identifying issues for short, medium or long-term implementation and their implementing units;
- (f) Design and coordinate staff development activities;
- (g) Monitor, evaluate and ensure quality in teaching, learning, research, outreach and service provision and advise the corrective measures for enhanced teaching and learning performance;
- (h) Advise DPAA (Academic) and DPA (Administration and Finance) on matters of the attention of their offices;
- (i) Conduct periodic training on quality assurance issues;
- (j) Promote quality awareness and a quality culture in the institution;
- (k) Support departments in the self-assessment process for discovering the quality of the programs;
- (l) Carry out such other duties and functions as may be prescribed.

## 5. Institutional Quality Assurance Structure



## 6. Implementation Strategies, Monitoring and Evaluation

### 6.1 Implementation Strategies

The college shall utilize a variety of strategies and instruments to evaluate the implementation of the Quality Assurance objectives. The main strategies shall include but not limited to:

- (i) Setting milestones or targets to be achieved in order to facilitate internal and external audits of the institution, its programs and all the services offered by the College.
- (ii) Setting up mechanisms of ensuring compliance by assigning responsibilities of implementation at all levels of the implementation of the Quality Assurance Policy.

### 6.2 Monitoring and Evaluation (M&E)

Collection and analysis of information aimed at improving effectiveness of the Quality Assurance and Control (i.e., monitoring and comparison of actual against planned impact of the Policy) shall be regularly conducted. The evaluation process will involve different stakeholders as they realize the set objectives. The monitoring and evaluation will be conducted through surveys of stakeholders, which include on-going students, alumni, employers and members of the community.

### 6.3 Internal Reviews

The Principal, the Deputy Principal for Academic Affairs (DPAA), the Deputy Principal for Administration (DPA) and Heads of Departments (HoD) shall be responsible for the implementation of the Quality Assurance Policy (QAP) of various units on regular basis. The Review Teams shall generate and submit reports to the head of the unit concerned for discussion by all members of the unit. The head of the unit shall, in turn, submit the report to the institutional Quality Assurance Committee which, in consultation with the Principal shall arrange and conduct a verification visit to the respective unit. The verification shall be conducted by a team of not less than three (3) members.

### 6.4 External Programme Reviews and Institutional Audits

The Quality Assurance Unit shall regularly arrange and coordinate external institutional audits and programme reviews. External institutional audits and programme reviews shall focus on the structure and functioning of administrative and governance organs of the college, while programme audits shall evaluate the relevance of the teaching programmes, the teaching and learning environment and the effectiveness of the delivery and evaluation strategies employed.

### 6.5 Client Satisfaction Surveys

The Quality Assurance Unit shall organize client satisfaction surveys aimed at giving the different clients

an opportunity to provide feedbacks on their experience of the study programmes, employers' perspective and service delivery to students, staff and the general public.

People to be involved in monitoring and evaluation of the College Quality Assurance Policy are as shown in the table below:

S/N	Responsible Person/Unit	Activities
1	Governing Board in collaboration with the College's Management Committee	<ul style="list-style-type: none"> <li>- Approving the Policy and overseeing the implementation of the Policy by Management.</li> </ul>
2	Institutional Quality Assurance Committee	<ul style="list-style-type: none"> <li>- Recommending the approval of the Quality Assurance and Control Policy to the Governing Board for approval.</li> <li>- Receiving and deliberating on Quality Assurance and Control implementation reports.</li> </ul>

3	Principal	<ul style="list-style-type: none"> <li>- Overall coordination of the implementation of Quality Assurance and Control Policy.</li> </ul>
4	DPAA & DPA	<ul style="list-style-type: none"> <li>- Coordinating the implementation of the Quality Assurance Policy.</li> </ul>
5	Quality Assurance Unit	<ul style="list-style-type: none"> <li>- Administering implementation of various Quality Assurance and Control activities.</li> <li>- Preparing Budgets for Quality Assurance and Control matters.</li> </ul>
6	Departmental Quality Assurance Committee	<ul style="list-style-type: none"> <li>- Allocating personnel for conducting Quality Assurance and Control training.</li> </ul>

## References

NACTE (2004). Guidelines for Preparation of Quality Management Plan for Institutions Accredited by NACTE, Dar es Salaam

NACTE (2014). NACTE and the Quality in Technical Education Handbook for monitoring the Quality in the Technical Institutions in Tanzania, Draft 27th November to be discussed 10th-12th December 2014, Dar es Salaam.

SUA (2017). Quality Assurance Good Practices Hand Book, First edition, Morogoro.