KITALE NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

INTERNAL QUALITY ASSURANCE AND STANDARDS PROCEDURE MANUAL

KNP/PM/IQAS/ 02

VERSION: C

REVISION:0

Authorized by: _____ **Principal**	Sign:	Date: 25TH OCT2021
Issued by: _____ **Management Representative**	Sign:	Date: 25TH OCT2021
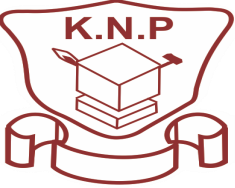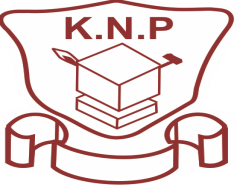
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RECORD OF CHANGE

NO	DETAILS OF CHANGE	DATE

PROCEDURE NUMBER 1: EVALUATION OF QUALITY SERVICES DELIVERY.

1.0   GENERAL

1.1   PURPOSE

The purpose of this procedure is ensuring timeliness, objectivity, effectiveness, consistency and relevance in evaluation of services at The Kitale National Polytechnic.

1.2   SCOPE

The procedure applies to the collection of feedback tool on quality service delivery of The Kitale National Polytechnic.

1.3   REFERENCES

a) Tiveta Act, 2012, O.S.H Act 2009, Academic policy, Education Act, Children Act, Polytechnic Act among many other relevant acts

b) Current KNP Strategic Plan.

c) KNP Service Charter.

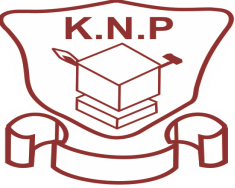d) Other relevant documents.

1.4   TERMS AND DEFINITIONS

a) The Principal - The Principal Kitale National Polytechnic.

b) D.P Admin – Deputy Principal Administration.

c) D.P A. A - Deputy Principal Academics.

d) Dean - Dean of Student

e) IQAS – Internal Quality Assurance and Standards Officer.

f) H.O.D – Head of Department. (Academic and non-academic H.O. Ds)

g) H.O.D R. I &D - Research Innovation and Development.

h) Nurse – The institution Nurse.

i) Patrons - Church based Patrons

j) PSC – Public Service Commission.

k) Council – The Governing Council

1.5   PRINCIPAL RESPONSIBILITY

The IQAS shall be responsible for the implementation this procedure.

1.6   INTERFACES/INTERACTIONS

a) Registrar Admission – Provide the list of students, lecturers and courses
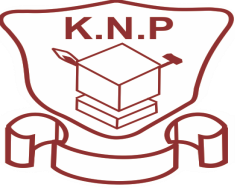
b) Academic Heads of Department – Provide list of classes. trainees and lecturers.

c) Non-Academic Head of Departments - Provide list of participants and lecturers in question.

d) IQAS – Provide the relevant questionnaire.

e) Lecturers – Fill in the evaluation forms.

f) Support staff - Fill in the evaluation forms.

g) Service providers - Fill in the evaluation forms.

h) Students – Fill in the evaluation forms.

i) Council – The Governing Council to finance.

j) P.S.C -Public Service Commission to provide finance.

k) H.R- Human resource office for identification of training needs, Preparing training schedule and ensure that training is done.

1.7   PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department

PERFORMANCE TARGET	MONITORING AND EVALUATION
Timely curriculum implementation	Evaluation forms/customers feedback
Effective implementation of the curriculum	Exam results and exams malpractices.
Quality on internal examinations	Review the CAT/end of semester examination against the course content/course outline
Timely Academic trips.	Evaluation forms/customers feedback.
Relevant Academic trips.	Evaluation forms/customers feedback.
Timely settlement of bills by finance departments to service providers.	Evaluation forms/customers feedback.
Timely evaluation of tenders.	Evaluation forms/customers feedback
Security.	Evaluation forms/customers feedback and observation.
Provision of quality services by prequalified suppliers.	Review the evaluation forms/customers feedback
Timely services by I.M. S	Evaluation forms/customers feedback

Effective service by I.M. S	Evaluation forms/customers feedback
Cleanliness by the grounds section.	Evaluation by observation.
Timely maintenance.	Evaluation forms/customers feedback
Effective maintenance.	Evaluation forms/customers feedback
Timely Boarding service provision.	Evaluation forms/customers feedback
Quality of Boarding service provision.	Evaluation forms/customers feedback
Timely Catering.	Evaluation forms/customers feedback
Quality of catering service provision.	

1.8 RESOURCES

The resources to be used in the process are listed below: -

a) Personnel

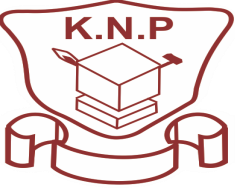b) Stationery

c) Computer hardware and soft ware

d) Finances

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel	• Filled class attendance lists
Stationeries	• Curriculum implementation reports
Computer hardware and software	• Departmental examination board reports
Finance	

2.0 METHOD

2.1 Evaluation of Curriculum Implementation

2.1.1 This procedure shall start at the sixth week of every semester with the IQAS issuing evaluation forms to students to evaluate various aspects of all courses offered in the semester.

2.1.2 Upon receipt of the completed forms from students, the IQAS shall analyze the feedback and prepare evaluation reports.

2.1.3 The IQAS shall then as per the communication procedure number forward the evaluation reports to the principal for information and necessary action.

2.1.4 Upon receipt of the reports, the principal shall mark them to the respective H.O.Ds. Outline how these reports are used as a tool for continual improvement. The reports have to reach the respective lecturers and monitoring of the implementation of recommendations should be undertaken.

2.2 Enhancing Lecturers Attendance

2.2.1 This procedure shall start at the beginning of every semester by students filling in the class attendance and lecturers signing the filled class attendance

2.2.2 Upon receipt of completed class attendance forms, the IQAS shall analyse the forms and prepare the analysed report

2.2.3 The IQAS shall then as per the communication procedure Manual forward the evaluation reports to the principal for information and necessary action.

2.2.4 Upon receipt of the reports, the principal shall mark them to the respective H.O.Ds. Outline how these reports are used as a tool for continual improvement. The reports have to reach the respective lecturers and monitoring of the implementation of recommendations should be undertaken.

2.3 Improve Training Effectiveness

2.3.1 This procedure shall start at the beginning of the academic term with the IQAS identifying the need to undertake pedagogical skills training for teaching staff in the institution based on the following requirements:

   a) The evaluation reports of trainers' effectiveness by trainees

   b) The number of newly teaching staff to the institution from the council and P.S.C.

   c) Budgetary allocation for training under the council and the PSC.

   d) D.P A. A then will control the number of staff proceeding to the training.

2.3.2 Upon receipt of the training schedule, the respective HODs shall notify their full – time and part-time teaching staff on the training schedule as per the circulated work plan.
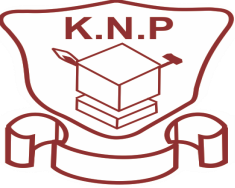
2.3.3 Upon completion of the trainings,

3 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

3.1 Evaluation forms.

3.2 Evaluation reports.

3.3 Evidence of communication.

3.4   Certificate of participants

3.5   Training schedules