





KITALE NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

GUIDANCE AND COUNSELLING QUALITY OBJECTIVES

KNP/QO/G & C/04

Authorized by: _____ Principal	Sign: 	Date: <u>25/10/2021</u>
Issued by: _____ Management Representative	Sign: 	Date: <u>25/10/2021</u>

GUIDANCE AND COUNSELLING

QUALITY OBJECTIVES

Objective	Who will be responsible?	What will be done?	When will it be completed?	What resources will be required?	How will the results be monitored and evaluated?
<i>State a measurable quality objective addressing any of the dimensions of quality product/ service</i>	<i>Give the title of the person to ensure that the quality objective is achieved (the process owner)</i>	<i>State activities to be undertaken to ensure that the quality objective is achieved</i>	<i>For every activity in column 3 indicate when it will be completed</i>	<i>Indicate the resources required to undertake the activities in column 3</i>	<i>Indicate how results will be monitored and evaluated that you've met the quality objective</i>
To build the capacity of the department staff by undertaking at least two trainings by December 2022	HOD G&C	1 Conduct a TNA 2 prepare a training schedule 3 carry out the training	<ul style="list-style-type: none"> • Conduct a TNA by June 2022 • Prepare training schedule by Jan 2022 • Train the dept members twice by Dec 2022 	Personnel, funds, rooms, stationery, equipment	Review the TNA, training schedule, results, training report, training certificates and evaluate the results 31 st Dec 2022
To train at least 30 peer counselors per year	HOD G&C	<ul style="list-style-type: none"> • Conduct a NAT • Prepare a training schedule • Conduct a training of peer counselors 	<ul style="list-style-type: none"> • Per year by Nov 2022 • By end of Feb 2022 • By March 2022 	Personnel, funds, room, stationery, equipment	Review the TNA, training schedule, training reports, Graduation of peer counselors and evaluate results by March 2022
Maintain 100% confidentiality of every client counseled by December 2022	HOD G&C	counseling record maintenance in such a way that confidentiality is maintained	At the end of the term	Personnel, room funds, stationery	Review the TNA Feedback tool and evaluation of the report termly

PREPARED BY: HEAD OF GUIDANCE AND COUNSELLING

APPROVED BY: THE PRINCIPAL

DATE: 25th OCTOBER 2021