***<institute logo>***

**Quality Manual**

Issued No : 01

Issue Date :

Controlled Copy No :

Copy Recipient : TVEC

TABLE OF CONTENT

|  |  |  |
| --- | --- | --- |
| **Index No.** | **Contain** | **No. of Page** |
| Section A | Abbreviation | 2 |
| Section B | Amendment Sheet | 3 |
| Section C | Distribution List | 4 |
| Section D1 | Profile and History | 5 |
| Section D2 | Service Rendered | 6 |
| Section D3 | Vision and Mission | 7 |
| Section D4 | Information and Location | 8 |
| Section E | Organization Chart | 10 |
| Section 1 | Scope Of QMS | 12 |
| Section 2 | Reference | 12 |
| Section 3 | Terms and Condition | 12 |
| Clause 4 | Quality Management System | 13 |
| Clause 5 | Management Responsibility | 17 |
| Clause 6 | Resource Management | 22 |
| Clause 7 | Service Realization | 24 |
| Clause 8 | Measurement analysis & improvement | 28 |

Section: A ABBREVIATIONS

Following abbreviations are used in the foregoing document

MPED Ministry of Policy Planning & Economic Development

ISO International Organization for Standardization

MVTT Ministry of Vocational and Technical Training

TVET Technical & Vocational Education and Training

TVEC Tertiary and Vocational Education Commission

DSEC Divisional Secretary Office

GC Governing Council of Centre

O/L Ordinary Level (GCE)

A/L Advanced Level (GCE)

NVQ National Vocational Qualifications

AS Administrative Secretary

AAD Assistant Administer Secretary

MR Management Representative

AOIC Assistant Officer In Charge

MA Management Assistant

HOD Head of Division

MIS Management Information System

GCE General Certificate of Education

IQA Internal Quality Audits

QAP Quality Assurance Procedure

QM Quality Manual

QMS Quality Management System

QP Quality Plan

QR Quality Records

Section: B AMMENDMENT SHEET

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
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Section: C DISTRIBUTION LIST

This Quality Manual is issued to specified members of ***<training institute name>***. That Specific members are responsible for keeping the Quality Manual in good condition and to:-

* Incorporate any new amendment upon receipt of such amendment.
* Obsolete pages are destroyed by copyholder.
* Assure that the Manual assigned to them are readily accessible to authorized personnel.

Master copy of the Quality Manual will be owned by the Management Representative (MR)which is uncontrolled The controlled Quality Manual will be distributed among the following members of the institute and the certifying body.

Control Copy Holders Copy No.

AdministrativeSecretary CopyNo. 01

Assistant AdministrativeOfficer (MR) Copy No. 02

Assistant Officer in Charge Copy No. 03

Head of Division(Computer) Copy No. 04

Head of Division (Cosmetology) Copy No. 05

Chairman – Governing Council Copy No. 06

Certifying Body (TVEC) Copy No. 07

**Update:**

Controlled copy of the Quality Manual contains up to versions of the QMS. The obsolete versions and/ or components are withdrawn from the Quality Manual and kept under MR’s custody. MR is responsible for necessary updates and making relevant versions to the manual. Necessary authority is to be obtained from the Administer Secretary as & when necessary for revisions. All revisions to this Quality Manual are documented per 4.2.3 (Control of document).

Section: D1 PROFILE AND HISTORY

***<institute history and profile>***

Section: D2 SERVICE RENDERED

At present it implementing following Training Programme under the NVQ frame work of Sri Lanka.

* Information & Communication Technology Technician
* Computer Application Assistant
* Computer Graphic Designer
* ……………………….
* ………………………….

All courses are accredited by TVEC up to NVQ Level 4 and 3.

This Quality Management System of the ***training centre*** is to ensure that the training programs endorsed &accredited by TVEC are conducted as per Quality Management Handbook - TVEC.

The ***training centre*** understands the importance of stakeholders and thus identifies and fulfills current and future needs.

Section: D3 VISION AND MISSION

**Vision**

< vision of the institute>

**Mission**

< mission of the institute>

**Objectives:**

We hope to achieve above vision and mission by,

1. …………………….. < objectives of the institute>
2. …………………………….
3. ……………………………

Section: D4 INFORMATION AND LOCATION

**Corporate information**

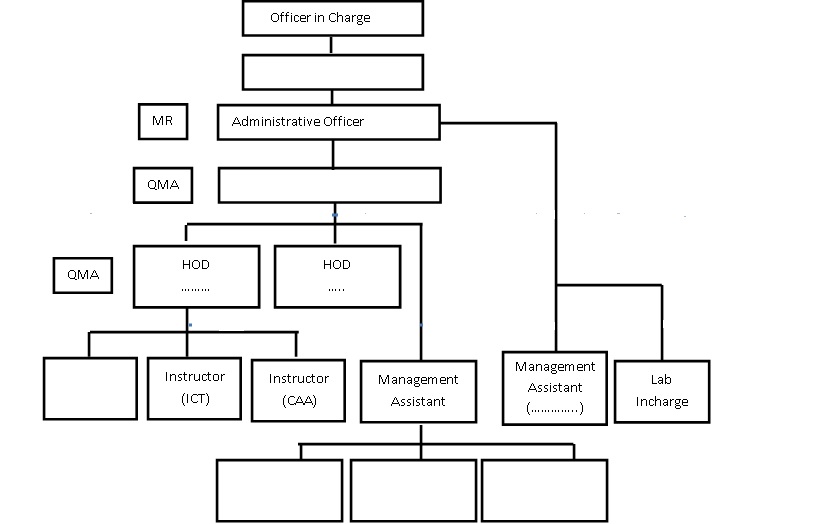
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* Tel: e-mail:
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* Tel: e-mail:
* <name of the officer> (designation)
* Tel: e-mail:
* TVEC Registration No :
* Telephone :
* Email :
* Web :
* Facebook :
* SMS :

**Location**

***< direction to the institute >***

Address: -

Section: E ORGANIZATION CHART ***<your own >***



QYALITY POLICY ***<sample>***

The ***vocational training center*** is committed to become a leading vocational training center in the Colombo area by generating wise knowledgeable and technically competent personals through quality delivery of training.

In this process the training center continuously improve the trainer quality improvement process to meet the stakeholders satisfaction.

QYALITY OBJECTIVES ***<sample>***

1. TVEC Accreditation all courses for the standardize the certification in 2017.
2. Confirm 98% of students attendance for the relevant training programme.
3. Reduced drop-out ratio by 2% by annually.
4. At the management review meeting measurable objectives are identified and established at functional level in the areas of selection process, education process, industrial training process, and other appropriate process.

The progress of achievement of these quality objectives are monitored and reviewed at the managements review meeting as part of the continual improvements process though the students’ performance results in the particular year.Once such objectives are achieved new measurable objectives are identified and established. (In the Cooperate goals are identified, and these goals used as quality objectives)

Authentication

…………………………………………. ………………………………………….

Officer-in-Charge Date

Section 1 SCOPE OFQMS ***<sample>***

This manual specifies Quality objectives and policies of the ***training institute*** and described its quality management system.

The manual covers the Quality Management System established for core processes as Selection of students, Institutional Education & Training, Assessment of Learning and issuing of Certificates.

This includes Resources Management, Management Responsibility, Management analysis & Improvements and service realization.

This includes only full time training programmes functioning under the NVQ system and develop validated audited and certified by TVEC.

The manual is written to cover the above scope and conforming to the requirements of Quality Management System Handbook – TVEC with exclusions as justified below.

EXCLUSIONS

* Competency standards & curriculum design & development is excluded as the institute following the TVEC endorsed programs,
* Post-delivery activities are not applicable as the contract with the student is over when the final certificate is issued.
* As all the resulting output of all processes can be verified by subsequent assessment, validation of processes for education & training is excluded from the quality system.
* ………………………………………

Section 2 REFERENCES

* Quality Management System Handbook –TVEC (Revised Version 2014/10/01)

Section 3 TERMS AND CONDITION

Clause 4 QUALITY MANAGEMENT SYSTEM ***<sample>***

4.1General Requirements

Process Description

1. The Training Center has identified the following processes which are required for the Quality Management System.

* Selection Process
* Education & Training Process

- Institutional Process

- Assessment of learning Process

- Certification

* Internal Quality Audit Process
* Management Review Process

1. The sequence and interaction of the processes are appearing in the diagrams of process interaction and process flow (sequence) chart.
2. The Training Center has identified the following criteria and methods to ensure the operation and the control of these processes are effective.
   1. Tutorials and practical works, Daily diary.
   2. Evaluating teaching staff, Trainer Guides, Learner Guides, Lesson plans teaching aids,year plans, document related to the training delivery.
   3. Continues assessment during theTraining Center and industrial training and final assessment.
3. The Governing Council has provided the necessary resources and information required to support the operation and monitoring of these processes such as teaching staff, teaching aids, tools, equipment and infrastructure.
4. The Training Center measures, monitor and analysis these processes through Assessments, evaluations and customer feedback.
5. The Training Center implement actions required to achieve the planned result and continual improvement of the processes by monitoring and analyzing the data at the management review.

* Training Center obtains customer feedback during each Training Center and industrial training program and initiate corrective and preventive action.
* Training Center evaluates the effectiveness of corrective and preventive actions from the next customer feedback and analyzing the progress for further continual improvement at the management review.
* Evaluate the coverage of the lesson plan and display.
* Educational field trip for the students which is close relatives of their study places / industries / factories. Evaluate the field trip through the questionnaire.

4.1.1 Instruction of Process ***<sample>***

The Training Center has established and documentedthe following:

* Quality manual including quality policy and quality objectives
* Quality assurance procedure manual
* Work instruction, forms, lists and plans

Quality assurance procedure manual consists of following:

|  |  |  |
| --- | --- | --- |
| **PROCESS/ACTIVITY** | **KEY INPUTS** | **OUTPUT** |
| Activities related to academic staff (1) | 1. lecturer selection criteria (SOR) 2. induction 3. performance evaluation 4. CPD | List of lecturers /assessor panel |
| Activities related to training equipment/material purchase (2) | 1. consumables 2. teaching aids 3. list of items 4. service agreements 5. safety & health equipment 6. supplier list | Uninterrupted availability of items |
| Activities related to environment/infrastructure (3) | 1. fire fighting equipment 2. water 3. sanitation 4. ventilation 5. sufficient light 6. necessary safety aspects 7. class rooms, labs. | Conducive and safe environment for training |
| Updated training material NCSs & curricula (4) | 1. updated NCSs 2. updated curricula 3. updated assessment material 4. updated guides | Current knowledge, skills and attitudes used for training |
| Continuous and final assessments (5) | 1. time table for assessments 2. question papers 3. assessment materials 4. consumables for practicals 5. appropriate place for assessment 6. model papers 7. model answers | Successful assessments conducted |
| Training delivery (6) | 1. training plan 2. time table 3. lesson plan 4. attendance 5. registries 6. teacher feedback | Training delivered as per plan |
| Student enrolment (7) | 1. selection criteria 2. screening applications 3. interviews and selection test 4. data in the database | Suitable students enrolled |
| Customer satisfaction (8) | 1. students 2. parents 3. employers 4. employees 5. questionnaire surveys | Customer satisfaction outcomes measured and analyzed |
| Financial reviews (9) | 1. cash flow 2. balance sheet 3. P & L | Sustainable operations |

4.2 Documentation Requirement

4.2.1 General Requirement

Training institute maintains detail Quality Manual in order to ensure effective QMS in the Centre established and implemented. Quality Manual shall comprise with following captions.

* Quality manual including quality policy and quality objectives
* Quality assurance procedure manual
* Work instruction, forms, lists and plans

4.2.2 Quality Manual

4.2.3 Control of Documents

1. All internal document related to the quality system of the Training Center are controlled as to their approval, issue, review, change, re-issue and obsolescence.
2. All document of external origin which affect the Quality Management System are identified and are given in a list, and their distribution is controlled.
3. The pertinent documents are readily available at the relevant locations and they are identifiable and are legible.
4. The Management Representative keeps one set of obsolete document for legal, contractual or knowledge preservation, under a suitable identification.
5. The management Representative maintains a master list of documents, indicating the current revision status and the locations of the controlled copies and heads of division maintainlist of document related to their duties and responsibilities.
6. The Management Representative and administer secretarywill do reviewing approving of all document respectively.
7. Management Representative will review any amendment to document and re approved by the administer the secretary.
8. Record of all changes are reflected in amendment sheet and indicated in the document itself.

4.2.4 Control of Record

**General Process**

1. Records required providing evidence of conformity to the requirements and effective operation of the Quality Management System have been established and maintained.
2. List of all records are maintained by Management Representative and list of records related to each division are maintained by the respective division heads.
3. These Quality Records are filed and give file identification.
4. These records are stored at a designated storage place so that they could be easily retrieved and to prevent any loss or damage.
5. All personnel entering record shall do so in a legible manner.
6. Retention period of all quality records are specified, if the retention period of the records are contractually specified then the retention period will be as per contract.
7. If contractually specified, the quality records are made available (within an agreed period) to the customer or customer’s representative for evaluation.
8. On expiry of retention period quality records are disposed through the facility of the training center Regulation.

Clause5 MANAGEMENT RESPOMNSIBLITY

5.1 Management Commitment

Management is committed to develop and implement the QMS and continually improve the effectiveness and committed to establish a quality policy which ensures that,

* It is appropriate to the purpose of the institute and its functions, understood and followed by everyone in the institute,
* It includes commitment to comply with requirements and continually improve the effectiveness of the QMS,
* It is communicated, effectively displayed and understood among the staff,
* It is periodically reviewed at the Management Review meetings for suitability

The Quality policy is to be displayed in understandable languages.

5.2 Customer Focus

Top management shall ensure that,

* Customer requirements are determined and achieved.
* Customer satisfaction is periodically measured and appropriate corrective actions taken.
* Customer issues are discussed at the Management Review meetings.

5.3 Quality policy

The ***training center*** is committed to become a leading vocational training center in the ***Colombo*** area by generating wise knowledgeable and technically competent personals through quality delivery of training.

5.4 Planning

5.4.1 Quality Objectives

Top management shall establish a few Quality Objectives needed to meet the requirements for services. Objectives shall be measurable, realistic and consistent with the Quality Policy and the institution itself. Employees know their quality objectives. Action should be taken to achieve the measurable objectives. Status of the achievement of objectives shall be discussed and reviewed at the Management Review meetings.

5.4.2 Quality Management System Planning

Management has identified, planned and established the QMS in order to meet.

* Required processes & sequence of these processes.
* Criteria and methods needed for operation and control of these processes.
* Availability of resources for these processes and for monitoring of processes.
* Measure, monitor and analyses the processes.
* Implement actions to achieve planned result and continual improvement of these processes.
* When amendments to the quality managements system are planned and implemented the integrity of the system is assured.

5.5 Responsibility, Authority and Communication ***<sample>***

5.5.1 Responsibility and Authority

All staff aware of their responsibilities and areas of authority. The quality manual will indicate responsibilities and areas of authority of key personnel who play a role in implementation of the QMS. Procedures and work instructions indicate responsibilities of respective staff.The basic organization structure will convey responsibilities, areas of authority and delegation of authority in the quality manual.

The responsibility, authority and interrelationship of all personnel who perform and verify works-affecting quality are addressed in the relevant procedures. In addition, the key personnel’s responsibility and authority are as follow.

Administrative Sectary

* Responsible for the Management of the Quality system.
* Responsible for the smooth functioning of all institutional & non – institutional activities of the training institute.
* Responsible for all staff training activities and for authorizing.
* Responsible for selection of permanent & part time staff.
* Conduct Management progress meetings and evaluation of performance of staff.
* Responsible for financial management of the training institute as per guidance given by the board of Governess.
* Ensure sustainability of the training center.

Assistant Administrative Officer

Responsible for functional activities of the training institute.

* Supervises the work of the staff.
* Assist the administrative Secretary to obtain the approval of necessary as resources as required by the Training center.
* Supervise master time tables of the division, Prepare examination time table, Assessment co-ordination.
* Responsible for all maintains work and good housekeeping of the premises.
* Providing infrastructure facilities necessary for training.
* Responsible to administration and maintains of the laboratory.
* Assist and administration in financial management of the Training center.

Assistant Officer in-charge

* Responsible for smooth functioning of training programme.
* Responsible for smooth functioning of examination, according to the given time table
* Resolve the administration matters related to the examination.
* Issuer of final certificate.
* Resolve the disciplinary matters.
* Hiring and conduct interviews of students.

**Head of the divisions**

* Ensure that course curricular / NCS / industrial training modules are prepared and maintained in compliance with TVEC requirements.
* Ensure that lectures and practical are conducted by instructor according to master timetable and students participation for the same.
* Responsible for all industrial training co-ordination.
* Identify and register suitable industrial establishments of industrial training.
* Maintain lab and lecture rooms clean and under the S5 system.
* Co-ordination NVQ Assessment.
* Resolve the disciplinary matters.

**Instructors**

* Instructors should be primarily engaged in lectures & practical classes.
* Responsible for preparing Assessments question papers, daily dairy, progress book, project work of students.
* Record book
* Responsible for preparing and maintain training delivery document and implementing such plans.
* Preparation of tutorials and conducting tutorial classes when necessary.
* Co-ordinate with the work of laboratory in charge.
* Students counseling and maintaining discipline of students.

5.5.2 Management Representative

* Responsible for establishing, implementing and maintaining the quality system.
* Control of documents of the Quality System.
* Organizing the Management Review meetings.
* Responsible for promoting the awareness of the customer requirements though out the organization.
* Responsible for reporting the performance of the quality management system and necessary improvements to the top management.

5.5.3 Internal Communication

The training institute has established internal communication channels through the organization hierarchy.

The following methods of communication channels are identified for the training center.

1. Circulars / Notices.
2. Memos.
3. Management Review meeting.
4. Monthly staff meeting.
5. SMS and Email.
6. Weekly assembly.

5.6 Management Review

1. The management revive committee comprises of following members:-

|  |  |
| --- | --- |
| 1. Administrative secretary | 1. Assistant Administrative Officer (MR) |
| 1. Head of Division (Computer) | 1. Assistant Officer in Charge (QMA) |
| 1. Head of Division (Cosmetology) | 1. Management Assistants (Finance, Student affairs, Information system, Student hiring and registration) |

1. The Administrative secretary will chair the management review meeting.
2. Administrative secretary will invite any other members as and when required.
3. The management review committee will review the performance of the quality system during the meeting.
4. The management representative is responsible for maintaining records and minutes of the meeting.
5. Management reviewed meeting are conducted once in every two months.
6. The following topics shall be specially discussed at the review meetings,

* Results of internal audits
* Customer feedback and satisfaction
* Status of improvements and corrections taken
* Follow up actions from previous meetings (minutes)
* Changes that could affect QMS

Clause 6 RESOURCE MANAGEMENT ***<sample>***

6.1 Provisions of resources

6.2 Human Resources

The training institute has identified the personnel who have required competence to perform their task and deliver the educational services to required standards though their education, training, experience and skills as given in 6.2.2

6.2.2 Competence, Awareness and Training

|  |  |  |  |
| --- | --- | --- | --- |
| Position | Qualifications | Experience | Skills |
| Administrative secretary | NVQ Level 7 or equivalent | More than 15 years’ experience | Management Skills |
| Assistant Administrative Officer | NVQ Level 5 or equivalent | More than 8 years’ experience | Management Skills |
| Assistant Officer in charge | NVQ Level 5 or equivalent | More than 8 years’ experience | Management Skills |
| Head Of Department | NVQ Level 4 or equivalent | More than 8 years’ experience | Computer literacy |
| Instructor | NVQ Level 4 or equivalent | More than 3 years’ experience | Computer literacy and relevant field experience |
| Management Assistant | NVQ Level 4 or equivalent | More than 1 years’ experience | Computer literacy |

Staff Training

1. The staff development comity indicates training needs of the staff and submits the requirement to Admin secretary.
2. Admin secretary as per policy decides the training plan and submit to the G.C for approval.
3. Annual training plain is implemented.
4. Evaluate the effectiveness of such training imparted to the identified personnel and ensure that they effectively contribute to the achievement of quality objectives as appropriate.
5. All training records are maintained.

6.3 Physical Recourse (Infrastructure and work environment)

6.3.1 Infrastructure

The training institute identified and provided the infrastructure required for the teaching – learning processes of all divisions. Adequate recourse is provided to maintain infrastructure facilities as follows.

1. Lecture rooms Facilities, laboratories, assessment hall are maintained.
2. Teaching aids, laboratory equipment, training materials etc. are provided.
3. Water, electricity, telecommunication & sanitary facilities with associated utilities are maintained.

Maintenance programme is planned and carried out to maintain the above infrastructure satisfactorily.

6.3.2 Work environment

The training institute has identified and provided work environment needed to achieve conformity to educational service requirements.

1. Adequate lighting and ventilation system to all lecture rooms and laboratories.
2. Adequate safety measure such as fire extinguishers and protective equipment for practical work are provided.
3. Facilities for the training institute staff and students are provided.

Clause 7 SERVICE REALIZATION ***<sample>***

7.1 Planning Service of realization

The objectives and requirement for the educational service realization are to impart knowledge, skill and competence to the students in compliance with TVEC endorsed national competency standards.

The training institute has identified the following services and related responsibilities with service quality objectives for educational service realization to achieve the desired quality objectives.

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Service Quality Objectives |
| Selection process | O.I.C, H.O.Ds | Prepare, publish recruited name list of student. |
| Institutional process | H.O.Ds,  Academic Staff, A.A.O,  A. Sec, | Establish quality delivery of training the under TVEC training delivery standards. |
| Assessments process | H.O.Ds, MA,  Academic staff, A.A.O | Assessment process will start Within 2 months after the training requirement full fill. |
| Industrial training process | H.O.Ds,  Academic staff, A.A.O | Need to be full fill industrial training requirement of NVQ frame work. |
| Certification process | A.A.O,  Ad.Sec | Final certificate awarding within the 3 months of after the find final examination. |

7.2 Customer related Process

The training institute has planned and established document and resources specific to the service such as lecturers, procedures lesson plans, teaching aids and equipments are provided.

The training institute has planned the required verification, validation, monitoring &measuring specific to the educational service and criteria for service acceptance through assessment and evaluation process.

The training institute maintains necessary records needed to establish evidence that the students have fulfilled the certification criteria in training institute process.

7.2.1 Determination of Requirement Related to Service Offered

1. The objective of customer related processes is, on successful completion of training and assessment; the learner should be competent to carry out duties according to NVQ level in their respective fields.

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Specified Requirement | Customer specified requirement | Statutory, regulatory and other requirement |
| Information & Communication technology | Up to G.C.E. A/L education | Commitment to complete the training programe. |  |
| Computer Application Assistant | Up to G.C.E. A/L education | Commitment to complete the training programe. |  |
| Computer Graphic Design | Up to G.C.E. A/L education | Commitment to complete the training programe. |  |
| Hair Cutting | Up to G.C.E. A/L education | Commitment to complete the training programe. |  |
| Beautician | Up to G.C.E. A/L education | Commitment to complete the training programe. |  |

7.2.2 Review of Requirement Related to Services

|  |  |
| --- | --- |
| Service Offered | Review of Requirement |
|  |  |
|  |  |

7.2.3 Customer Communication

The training institute shall identify the following communication system with the customer:-

* Newspaper notification – twice year.
* Course information including competency/skill standards & curriculum.
* Learner feedback during training programmers.
* Analysis of customer complaints during management review meeting.
* Analysis of Assessments and examination result at end of each programme.
* Centre notice board.
* Morning assembly.
* Brochures, handbills and information letters.

7.4 Purchasing

|  |  |
| --- | --- |
| Purchasing item/ Service | Responsibility |
| Services of maintance | A.A.O, A.O.I.C, MA(finance) |
| Services of cleaning | A.O.I.C, MA(finance) |
| Services of building repair | A.A.O, MA(finance) |
| Materials | A.A.O, MA(finance) |
| Training Equipment’s | A.A.O, MA(finance) |

7.4.1 Purchasing Process

1. Suppliers are evaluated for their ability to supply the required services and equipment as required by the training institute.
2. The extent of control exercised over the suppliers depends upon their performance.

7.4.2 Purchasing Information and verification of Purchase Services

* Purchasing Information

1. Purchase order contains quantity, specifications, delivery instructions and other relevant information and evaluated by technical instructor.
2. Purchase order has to be reviewed for adequacy prior to being sent to the suppliers.

* Purchasing Verification

1. All purchased good will be verified for quality and quantity prior to being taken to their respective stocks and storage.

7.5.2 Validation of Processes for Service Provision

* The characteristics of the educational service in compliance with the endorsed national competency standards of TVEC.
* Maintain necessary training plans, course/ year plans, scheme of Training, lesson plans, lecture notes/ handouts, reference text books, time tables as per curricula and other training delivery documents under the standers of TVEC and the training institute.
* All teaching staff, course plans, lesson plans, teaching aids etc., are evaluated during each training programme.
* Assessment results are evaluated at each training programme to ascertain the performance of Staff and students.

7.5.3 Identification and Traceability

* Students’ identification and traceability throughout all processes is maintained by a unique and distinct registration number assigned to each student at the selection stage.
* The status of students from the enrolment stage up to the passing out stage as a NVQ skill levels is maintained. (Student progress record book)

|  |  |
| --- | --- |
| Teaching and Learning Process | Responsibility |
| Details of enrolment  Details of training institute programmes  Details of practical records  Details of training monitoring programmes  Details of attendance records  Details of assessments  Details of training evaluations  List of passed students/ certificates | A.O.I.C, MA  A.A.O, H.O.Ds, Instructor  H.O.Ds, Instructor  A.A.O, H.O.Ds  H.O.Ds, Instructor  MA, H.O.Ds  A.A.O  MA, A.O.I.C |

7.5.4 Customer Property

7.5.5 Preservation of Service

The training institute ensure preservation of services by effective monitoring and measuring system to ascertain the quality and standard of the learner related processes in compliance with the requirements of TVEC.

The following measuring and monitoring system are identified.

1. All staff is evaluated after and during each training programme.
2. The evaluation includes learner performance profile, assessment of personnel record, written course assessment, lesson plans, teaching aids and teaching skills.
3. When evaluation finding are unsatisfactory training institute take necessary corrective actions.

Clause 8 MEASUREMENTS, ANALYSIS AND IMPROVEMENT ***<sample>***

8.1 General

The training institute monitors and measures student performance to verify that the requirement are met.

1. The training institute has developed processes needed for education and training.
2. Students have to sit for assessment, tests, examination, perform demonstrations & practical in accordance with the documented procedures.
3. Evaluation of applications and interviews are carried out as per planned arrangement.
4. Written assessment, evaluation of the training at the end of each training programme and evaluation of attendance of the trainees are conducted as per planned arrangement.
5. Assessment after completion of training programme and final evaluation of training is conducted as per planned arrangements.
6. When planned result are not achieved the appropriate corrective and preventive action are taken to ensure the conformity.

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction

8.2.2 Review & Verification

1. Relevant HOD in consultation with the A.S shall review and allow for re-sit the assessment or terminate students who have failed assessment as per procedure.
2. Records are maintained to identify the students and the nature of non-conformances.
3. Copies of such records will be given to relevant personnel to take appropriate corrective and preventive actions.

8.2.3 Monitoring and Measurement of Processes and Service

The training institute has applied the following methods to measure and monitor the Quality Management System processes.

1. Student achievement
2. Evaluation of academic staff
3. Evaluation of non-academic staff
4. Service Provision

A.A.O monitor the processes of the quality management system to ascertain the adequacy of such processes to achieve the desired result in compliance with Quality Objectives.

8.3 Controlling of Deficiencies and Deviations

1. The relevant authorized personnel in accordance with the assessments procedure do identification of deficiencies and deviations service and propose necessary corrective and preventive actions to the management reviews.
2. All students who failed any assessment, practical test or evaluation should re-sit or reevaluation as per documented procedure.

8.4 Analysis of Data

The training institute should collect data on the following items and analyse them to demonstrate the suitability of the QMS and its effectiveness and for continuous improvement of the system. The data includes results from monitoring and measurements, status of the Quality objectives and from other relevant sources such as:

* student complaints or customer satisfaction
* assessments and evaluation results during the institutional education and training programmes
* evaluation of suppliers
* evaluation of teaching staff, lesson plans and teaching aids
* dropout rates
* employment rate of students

8.5 Improvement

The training institute use appropriate problem solving techniques for problem solving.

8.5.1 Continual Improvement

1. Quality policy, quality objectives and management review are used to improve the effectiveness of the quality management system.
2. All audit finding are documented and handled according to audit procedure.
3. Corrective and preventive actions, analyzed data and findings in the management review meeting are continual improvement.

8.5.2 Corrections

1. Investigating causes of all non-conformance reported by corrective action reports are handled by the management reprehensive.
2. Management representative in consultation with H.O.Ds and other relevant officials will decide and record the appropriate corrective actions to eliminate the causes of non-conformities.
3. After obtaining the A.S approval for the decided action plan, it is forwarded to the relevant personnel for implementation.
4. The management representative will review the effectiveness of the corrective actions through periodic analyses of non-conforming records.

8.5.3 Improvement

1. All the information derived from customer complaints, audit reports and correctives action report are analysis to determine potential causes of nonconformities.
2. Action plans and steps are initiated to prevent and eliminated such potential causes.
3. A.S or management representative shall periodically determine the effectiveness of such preventive action.
4. Preventive action report is tabled at the management review meeting.