



Experiences of higher education institutions of quality assurance and the NCHE accreditation assessment exercise: The Case of College of Medicine

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Overview



- What is COMETO?
- What is Quality?
- Who are our Stakeholders?
- Strategies for enhancing Quality Assurance
- NCHE accreditation process – the COM experience



‘The way of a fool is right in his own eyes, but a wise man listens to advice’

Proverbs 12:15

‘Give instruction to a wise man, and he will be still wiser’

Proverbs 9:9



What is COMETO?



- College of Medicine Education and Training Office
- Quality Assurance Directorate
- Responsible for Quality Assurance *and Enhancement*

‘Excellence Yesterday, Today, Tomorrow’



Pedagogical skills teaching



- Basic certificate in medical and health science education
- Based on needs assessment





Basic Certificate in Medical and Health Science Education



- Qualities of a good health science educator / clinical teacher
- Learning theory
- Planning a teaching session
- Teaching large groups
- Teaching small groups
- Curriculum development and evaluation
- Assessment of learning
- Setting and marking MCQ
- Blue printing and Standard setting
- Evaluating your teaching



Pedagogical skills teaching

- Workshops





What is QUALITY?





What is QUALITY?



‘The standard of something as measured against other things of a similar kind;

The degree of excellence of something’

Google dictionary



- Who are the stakeholders in quality assurance?
- What strategies are available for enhancing quality assurance?



Who are the stakeholders in COM quality assurance?



- Students (inc SADC)
- Faculty
- Members of staff
- UNIMA
- NCHE
- Research affiliates
- Ministry of Health
- Malawi Medical Council
- Pharmacy and Poisons Board
- Developmental partners
- General public



What is Quality Assurance?



‘Evolving mechanism that ensures that continuous improvement on educational standards to meet or exceed the expectations of educational stakeholders’

All-Africa Students Union (AASU) 2012



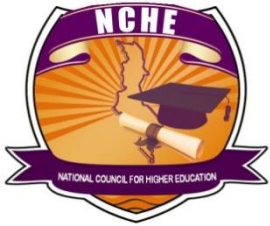
Quality Assurance



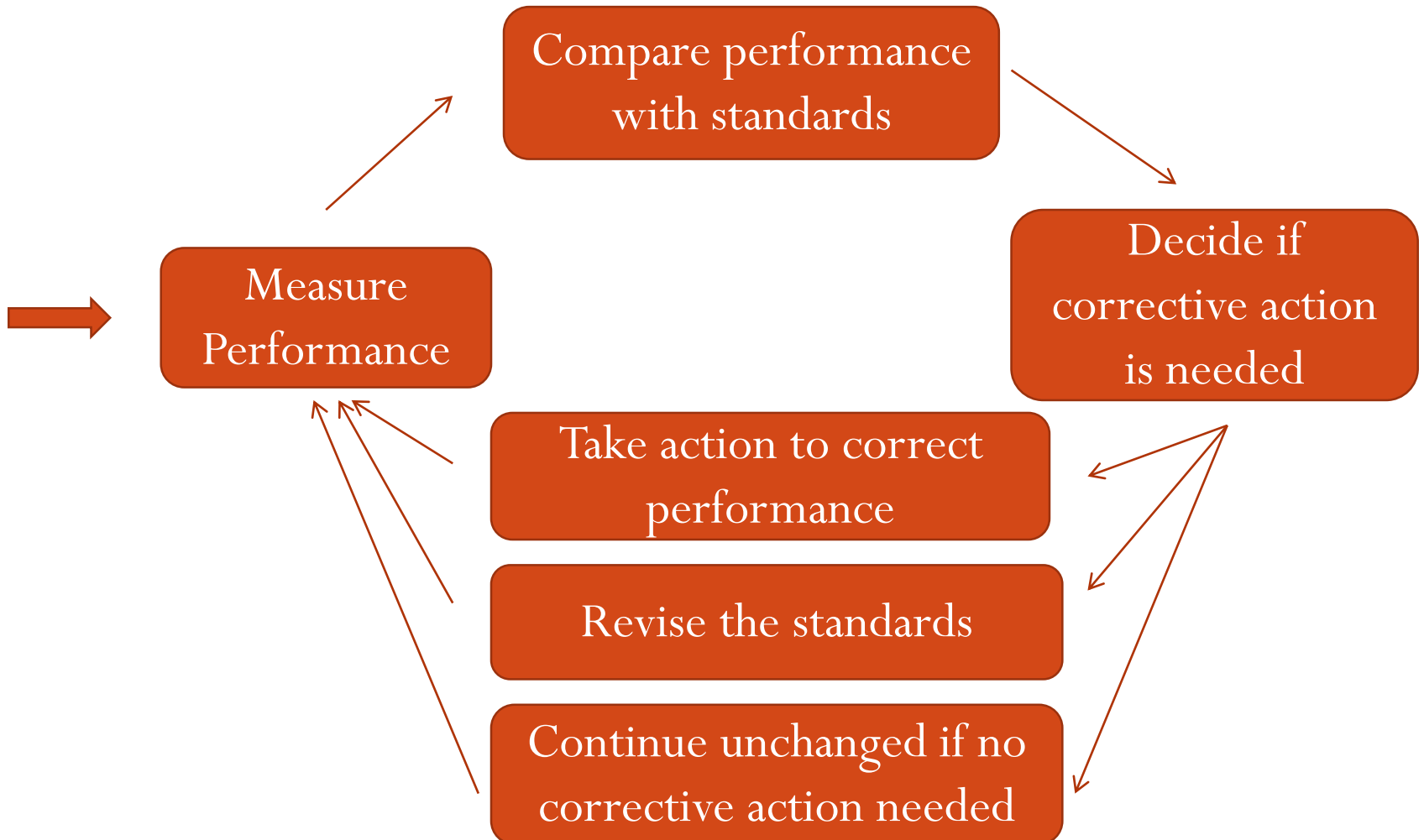
‘Not everything that matters can be measured, and not everything that is measured matters’

Elliot Eisner

Eisner, E. (2002) *The Arts and the Creation of Mind*. London: Yale University Press.



What is Quality Assurance?





Quality Assurance

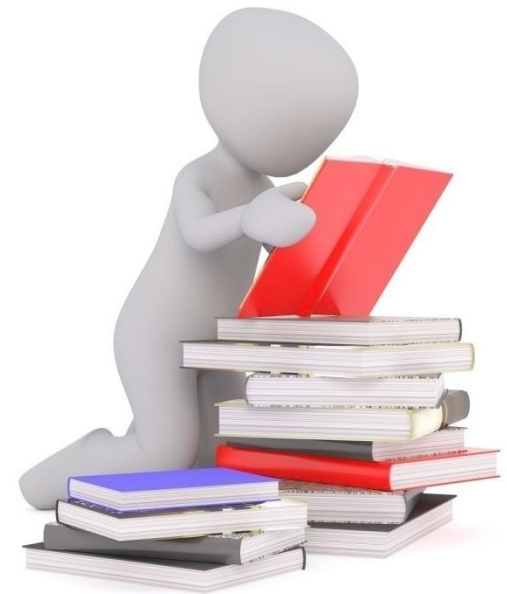


- The COM perspective:
- Internal review (Self-assessment)
- External review
- Accreditation



Internal review

- Curriculum review and development
- Facilitate student feedback process
- Peer assessment of teaching
- Self assessment of teaching





- Research in adult education
- Policy Development eg QUAEF
- Changing the 'quality' culture





External review



- External review of exams
- Review of programmes (and TLAs) by external ‘examiners’ still needed
- Informal feedback
- Medical Council of Malawi
- Pharmacy and Poisons Board



COM experience



‘A known mistake is better than
an unknown truth’

Arabic Proverb



Accreditation Process



- Self evaluation using NCHE minimum standards
- NCHE visited COM August 2016
- 1 week visit
- Entry meeting and exit meeting
- Briefing by NCHE team leader
- Presentation by the Principal



Accreditation Process



- Site visits
 - Inc Registry, Teaching Spaces, Laboratories, Library, Sports complex, Hostels, Cafeteria, Hospital annexe
- Curricula
- UNIMA policies
- Human resources – academic and administration staff qualifications



Accreditation Process



- Student issues...
 - Availability of guiding principles
 - Resources for students
 - Support services
 - Conformity of academic programmes
 - Support towards teaching and learning
 - Admissions and recruitment procedure
 - Assessment of examinations



Accreditation Process



- Met with
- Senior lecturers and Dean of Students
- Students
- Registry staff
- Hostel supervisor
- Estate development officer

- Separate visits to Lilongwe and Mangochi campuses



Accreditation Process



- Completion...
- Exit meeting
- Some areas of self evaluation scored low when actually high and vice versa
- Some immediate action points
- Written feedback within 3 months



COM experience



- Preparations need support of highest office
- Process needs a team inc AR academic, Estate development officer and Deans looking at different aspects
- Lack of advance formal agenda
 - Need for clear information to prepare institution and staff
- Site visit teams include local and international experts
 - Orientation to Malawi's standards needed



COM experience



- Draft findings not provided prior to publication
- Programmes omitted
- Clarity sought on outcome
- One programme accredited with conditions
- COM improvement plans accepted by NCHE




COM experience



- Overall highly beneficial process
- Each programme outlined
 - Strengths
 - Areas for improvement
 - Recommendations
- Allowed us to implement improvements
- Aiming for excellence – we are already benefitting!



Thankyou NCHE!

A black and white photograph of a chalkboard. The chalkboard is dark and has some faint, illegible markings from previous use. In the center, the words "Never a failure, always a lesson" are written in a white, elegant cursive script. The text is arranged in four lines: "Never" on the first line, "a failure," on the second, "always" on the third, and "a lesson" on the fourth. The overall tone is motivational and educational.

Never
a failure,
always
a lesson