

Mauritius Qualifications Authority

Guidelines for Self Evaluation Workbook

Guide to applicant

Important Points to Note

A self-evaluation workbook is submitted to the Mauritius Qualifications Authority (MQA) for the **initial** application for accreditation of programme.

The self-evaluation workbook should be accompanied with the application form for each programme and a processing fee of Rs3000 per programme. The workbook should be developed after reading the **QA Standard** available at the MQA office or on the MQA website at <http://www.mqa.mu>.

Initial Accreditation of Programme Application

A Training Institution that applies for first time programme accreditation will be required to submit the self evaluation workbook together with the application form for each programme. It should be noted that accreditation will be granted only if the training institution meets the requirements of **QA Standard**.

Re-accreditation of Programme Application

Training Institution would be required to submit the application form for each programme and an **updated** self evaluation workbook. It shall be the sole responsibility of the Training Institution to track and renew the Accredited Programme status.

Submission of application

Three (3) copies of the self-evaluation workbook together with an electronic version (CD or email) need to be submitted at least two (2) months before the launch date of the programme or re-accreditation of the programme, together with appropriate payment to:

**The Director
Mauritius Qualifications Authority
Pont Fer
Phoenix
Email: office@mqa.mu**

The self evaluation workbook

Overview

Self-evaluation should be part of any training quality management system. Such evaluation helps build ongoing awareness within a training institution on how well it is doing and how prepared it is to keep pace with changes in the technical and vocational sector.

The MQA is encouraging training institutions to evaluate their own effectiveness before submitting their application for accreditation of their programmes.

While developing the Workbook for Self-Evaluation

1. Training institution is requested to develop a self-evaluation workbook and provide relevant details. Identify the evidence that supports a positive response. Evidence that supports the requirement should be identified.
2. Evidence might include written information (e.g. MoU, letters) or it might be information provided through some other means
3. You should also state the location of sources of information and provide the contact details for people who can confirm evidence or provide access to documents.
4. Training institution should ensure that they provide information with respect to **Site of Delivery** and **Mode of Delivery**
5. Training institution is required to refer to this guideline while developing a self-evaluation workbook.

Training Institution Details

Self-evaluation workbook should provide details as follows:

Training Institutions Details		For office use only
<i>Name</i>		
<i>Correspondence Address</i>		
<i>MQA Registration</i>		
<i>Site of delivery</i>	<p style="text-align: right;"><i>Tick as appropriate</i></p> <p><i>Multi-permanent site</i> <input type="checkbox"/></p> <p><i>Permanent Site</i> <input type="checkbox"/></p> <p><i>Temporary Site</i> <input type="checkbox"/></p>	
<i>Mode of delivery</i>	<p style="text-align: right;"><i>Tick as appropriate</i></p> <p><i>Face to face</i> <input type="checkbox"/></p> <p><i>Distance</i> <input type="checkbox"/></p> <p><i>E Learning</i> <input type="checkbox"/></p> <p><i>Online</i> <input type="checkbox"/></p>	
<i>Date of application for accreditation</i>		
<i>Expected number of programmes</i>		
<i>Potential awarding bodies</i>		
<i>Telephone Number</i>		
<i>Fax</i>		
<i>Email</i>		
<i>Website (if any)</i>		

Fees applicable

		For office use only
Processing fee per programme	Rs 3,000	
Total	-----	

The training institution may wish to elaborate the content as per below and attach any relevant document as required.

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Self Evaluation Workbook

1.1 Course details requirements

The training institution to describe with supportive evidence on the following:

- effective systems to ensure that physical and learning resources which are adequate, appropriate and enable learners to achieve the learning outcomes of the courses. There must be processes to safeguard and maintain these resources.
- Evidence of physical and learning resources which include:
 - the physical environment e.g. premises
 - the physical resources of individual programmes and the provider e.g. computers
 - learning resources for individual programmes e.g. texts
 - independent learning opportunities e.g. library, study area, internet access.

1.2 Course delivery requirement

The training institution should, inter alia, show evidences as per the following:

- Programme delivery is effective when learning is purposeful, there is attention to learner needs, the delivery methods used are appropriate and varied, and there is an appropriate balance of theory and practice.
- There should be evidence that staff not only have subject expertise but also are knowledgeable about the principles that can translate knowledge into delivery of programmes.
- There must be processes to regularly monitor student satisfaction. The processes and tools used should be appropriate to the learning environment and the types of students enrolled.
- The systems and processes result in better learning outcomes for the learner. Also ways to measure achievement that will reflect the types of students enrolled and the level and types of subjects taught
- To demonstrate that there is an effective personnel planning and management to enable it to meet learner needs and operate effectively as a provider of quality education and training. It is likely that staff will be required for administration, management, teaching, assessing, learner guidance and support, programme and resource design, quality assurance and quality management.

Planning ensures that there are adequate numbers of appropriately trained, qualified and experienced personnel to undertake the type and level of training activity provided.

- There are performance appraisal processes that are effective in identifying areas where improvement is needed and appropriate professional development has been planned or implemented. There should be records on site of all professional development activities undertaken by staff.
- Providers of distance learning are expected to provide evidence that policies and procedures reflect the nature of distance learning delivery and result in positive learning outcomes for learners. In particular, this includes
 - recruitment and selection of staff with experience in distance learning
 - learning resources that are appropriate for the particular mode(s) of delivery used
 - learner information and support systems that ensure that learners working in isolation receive the necessary level of support and guidance
 - programme development and review processes that take cognisance of the mode of delivery
 - systems for monitoring student satisfaction that are appropriate for the needs of distance learners
 - assessment processes that ensure assessment is fair, valid and consistent, and evidence is authentic and sufficient
 - systems for recording student progress and final achievement that are appropriate

1.3 Site of Delivery

- The training institution should be able to demonstrate that the site of delivery is adhering to requirements as follows:

For one permanent site:

- Premises/site is suitable for use as a training institution
- A quality management system is in place
- The name of the training institution is clearly displayed
- Records are accessible

For multi sites:

- All sites are integrated into a single coherent quality management system
- All sites are integrated into a single coherent quality management system
- All sites are accountable to a single management body
- There is a clearly designated head office
- The names of the organisation is clearly displayed and used at each site
- Records are accessible at the central management body
- Students at each site know they are enrolled as part of a multi-site establishment

- Students and others know where and how to contact the head office and there are no unreasonable barriers to this
- All advertising and documentation, including letterhead page, indicate the multi-site nature of the establishment

1.4 Institutional Requirements

- Training should demonstrate that there are coherent policies and procedures mean complete, currently put into action, understandable and reflect actual practice. This requires that systems, policies and procedures are established, documented, approved, implemented and regularly reviewed through internal audit. The training institution should ensure that there are robust document control systems in place. The provider should be able to demonstrate that the systems it has in place contribute to better learning outcomes for learners.
- Training Institutions should demonstrate that there are clear criteria for selecting learners assuming that any entry criteria have been met. Prospective learners should be informed in writing if entry is on a “first in, first served” basis or whether they will be selected according to a set of criteria, and if so, what the criteria are. Learners should be informed in advance in writing, of situations where further checks may be required before they can be accepted into a programme, for example police checks or other references, audition or pre-entry tests.
- Training Institution must document all selection decisions so that they can produce evidence of how selection decisions were made if required.
- The information provided to all learners before enrolment includes the full cost of tuition and all other course-related costs that may be incurred during the course of study:
 - total fees for each course, including fees for class materials, equipment, books and other items provided to the learners
 - class or lecture materials, books, equipment, tools or other items that learners have to purchase. The course related costs must be broken down into specific items. Estimates are acceptable where precise costs vary or are not available
 - indicative costs for any equipment, books or activities that are optional but recommended
 - any instances where the training provider does not charge learners directly for the cost of tuition or other expenses
 - programmes involving significant off-site components (e.g outdoor activities), the reason for these activities and how they relate to the course objectives, the costs the learner must meet, and the obligations of learners for any arrangements.

- Applicant should insert a statement from an auditor, to ascertain account system is acceptable and provide details about its ethical practices and standards

1.5 Quality Assurance Procedures

- The training institution should describe and provide evidence that assessment instruments that learners are fully informed of all the assessment arrangements before they are assessed, including their rights to appeal; that staff understand the procedures; and staff prepare valid assessment instruments for candidates to demonstrate their competence.

Internal Moderation

- Training institutions should also elaborate an internal moderation system and provide evidence that there exists an internal moderation system that monitors, moderates and evaluates the adequacy of assessment and moderation, reassessment and appraisal processes. Training institutions should ensure that these systems are formalised and supported by good documentation.
- Reassessment and appeals are two distinctly different processes and providers should have systems in place to manage both.
- Training Institutions should ensure that learners and staff understand the systems for reassessment and appeals and that the procedures are being applied consistently and fairly for all learners.
- This section should elaborate on how the training institution ensures the quality of learning and assessment on site of delivery, and the contractual arrangements that exist between the organizations.