



KMTC is ISO 9001:2015 Certified

Kenya Medical Training College



**QUALITY ASSURANCE
POLICY**

MAY 2019

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PREFACE

On behalf of the Kenya Medical Training College (KMTc) Board of Directors, I am delighted to approve this Policy for use by Management. The KMTc Board is determined to improve access to and equity of quality medical training and to ensure that the institution plays its role in the realization of Sustainable Development Goals (SDGs), Vision 2030, health sector policies and the government agenda on the “Big Four”. The Board continues to realize the set milestones which contribute to improving the quality and quantity of essential health care providers. Inadequate numbers of skilled care providers have had a negative impact on efforts to expand access and improve the quality of health services. This situation is compounded by continued high prevalence of communicable and non-communicable diseases in the country.

Towards this end, the KMTc Board of Directors under my leadership is determined to critically address the task of defining long-term strategies for addressing the constraints to training and development of quality health care providers through:

- i. Improved policy and corporate governance for enhancing accountability and decision making.
- ii. Enhanced access, quality, relevance and equity in medical training.
- iii. Prudent resource utilization and good infrastructural management.
- iv. Increased visibility of Kenya Medical Training College nationally and internationally as a premier institution focusing on training, research and consultancy.
- v. Improved resource base, partnership and linkages.

In response to the 2010 Constitutional agenda, the Board will continue to direct efforts at advancing community – oriented programs that respond positively to the country’s social and economic development agenda. This Policy therefore provides an analysis of the internal and external environment and makes strong statement on the role KMTc will play in supporting the Government to realize sustainable growth in the health sector. The Board is dedicated to offer oversight on the operations and management of the College to ensure sustainable delivery of health coverage in the country and beyond. I believe successful implementation of this Policy will be realized through total commitment of the entire staff, students and other key stakeholders.



Prof. Philip Kaloki, MBS,

Chairperson, KMTc Board of Directors.

FOREWORD

The Kenya Medical Training College (KMTC) is a Semi Autonomous State Agency (SAGA) under the Ministry of Health entrusted with the role of training of the various health disciplines in the health sector, to serve the local, regional and international markets. The College aligns its strategies to those of the health sector, which in turn draws its focus from the National Agenda. The College has defined obligations in the Kenya Constitution (2010) and plays significant role in attainment of the Sustainable Development Goals (SDGs) and Vision 2030.

This Policy specifies the College's approach to quality assurance and continuous improvement as well as its principles, features, structures and standards. The College has therefore put in place mechanisms for regular review and improvement of its processes.

The College aims to provide a stimulating and innovative environment for teaching, learning, research and community service. KMTC approach to continuous improvement is aimed at putting in place quality assurance and quality improvement systems by learning from best practices locally and internationally, and benchmarking against leading research and medical training institutions.

The Quality Assurance activity is a continuous process. It is therefore envisioned that lessons learnt during the implementation of this Policy will be adapted into the laid down mechanisms to ensure the mission of the College is achieved. Each key area has precepts and general guidelines on quality assurance mechanisms which may be revised whenever its principles are significantly affected by changes in Policy or procedures.



Prof. Michael Kiptoo,

Chief Executive Officer.

VISION

A model institution in the training and development of competent health professionals

MISSION

To produce competent health professionals through training and research, and provide consultancy services

CORE VALUES

Accountability

Integrity

Responsiveness

Equity

Teamwork

Professionalism

Creativity and innovation

ABBREVIATIONS

CEO	Chief Executive Officer
KMTC	Kenya Medical Training College
QA	Quality Assurance
SDGs	Sustainable Development Goals

DEFINITION OF TERMS

Quality Assurance:	Is a system of procedures, checks, audits, and corrective actions to ensure that all research, testing, monitoring, sampling, analysis, and other technical and reporting activities are of the highest achievable quality.
Staff members:	Includes the professionals and employees of the College, as well as formally appointed administrators in their capacity in making non-academic decisions (deans, heads of departments and executive officers).
Curriculum:	Refers to educational plan that spells out which goals and objectives should be achieved, which topics should be covered and which methods are to be used for learning, teaching and evaluation.
Knowledge:	Is the acquisition or awareness of facts, data, information, ideas or principles to which one has access through formal or individual study, research, observation, experience or intuition.
Professionalism:	Means adherence to a set of values comprising both a formally agreed-upon code of conduct and the informal expectations of colleagues, clients and society. The key values include acting in a patient's interest, responsiveness to the health needs of society, maintaining the highest standards of excellence in the practice of medicine and in the generation and dissemination of knowledge. In addition to medical knowledge and skills, health care professionals should present psychosocial and humanistic qualities such as caring, empathy, humility and compassion, as well as social responsibility and sensitivity to people's culture and beliefs. All these qualities are expected of members of highly trained professions.
Research:	Is the scientific inquiry or an organized quest for new knowledge and better understanding, such as of the natural world or determinants of health and disease. Research can take several forms: empiric (observational), analytic, experimental, theoretical and applied.
Skill:	Is the ability to perform a task well, usually gained by training or experience; a systematic and coordinated pattern of mental and/or physical activity.
Standard in Education:	Refers to model design or formulation related to various aspects of medical education and presented in a manner that enables the assessment of graduates' performance in compliance with generally accepted professional requirements.
Regulatory Body:	Is a licensing organization and its primary activity is to protect the public against harm that may be occasioned by the concerned professionals. Unlike professional associations, it is established on the basis of legal mandate. Regulatory bodies exercise a regulatory function, that is: imposing requirements, restrictions and conditions, setting standards in relation to any activity, and securing compliance or enforcement.
Assessment:	Is the process of identifying and ensuring that appropriate internal procedures are in place and operational and that outcomes of academic programmes and activities are in accord with established standards.
Audit:	Is a process of identifying and ensuring that appropriate internal quality assurance processes are in place and operational.

Programme Review:	Is a process of holistic appraisal of a course/programme and resources, with a view to its further evolution and improvement.
Quality:	Refers to fitness for purpose (i.e. the institution and its components of activities have equality if they conform to the purpose for which they were designed).
Quality Management:	Refers to all the processes that are in place to facilitate achievement of quality in an institution.
Stakeholders:	Include agencies of government, public and private institutions, individuals, groups that are affected and participate in the implementation of this Policy.
Monitoring:	Monitoring in this context means a process of following the progress of the implementation of planned activities and their outputs (using process/output indicators) against expected outcomes. This will be ongoing and shall be carried out periodically.
Evaluation:	Evaluation in this context means a process of measuring outcomes and impact of QA guidelines. The impact and outcome targets shall be set to guide parties based on the guidelines of this Policy.

1.0 INTRODUCTION

Kenya Medical Training College is a State Corporation established through an Act of Parliament; vide Cap.261 (1990) of the Laws of Kenya. The College is ISO 9001:2015 certified.

As a State Agency, KMTC is entrusted with the role of training and developing human resources for health to serve the local, regional and international markets. The College aligns its strategies to those of the health sector towards the attainment of socio-economic development as outlined in Vision 2030.

This Policy specifies the College's approach to quality assurance and continuous improvement as well as its principles, features, structures and standards. The College endeavors to provide quality teaching, learning, research, consultancy and service delivery through continuous quality improvement in an enabling, stimulating and innovative environment. This Policy is premised on the need to provide high standards in teaching and learning and is based on best practices locally, regionally and internationally benchmarking against leading research and training institutions.

1.1 Strategic Intent

- i. KMTC embodies and delivers training for health professionals with particular regard to delivery of healthcare. This Policy seeks to enhance quality training and development of health professionals for strengthening health care delivery in the health sector.
- ii. Key to achieving this strategy is the development of an effective and efficient Quality Assurance (QA) system underpinned by quality teaching, curriculum development, student progression and welfare, research and consultancy.
- iii. Train and develop competent health professionals.
- iv. Expand and sustain health training opportunities.
- v. Develop and sustain quality management system in teaching and learning.
- vi. Enhance research capacity in health training.
- vii. Institutionalize consultancy services.
- viii. Embrace Information and Communication Technology.
- ix. Attract, develop and retain qualified human resource.
- x. Expand facilities for competitive College education.

1.2 Mandate

The mandate of KMTC as stipulated in the Act Cap 261 of 1990 (as amended) of the Laws of Kenya is:

- i. To provide facilities for College education for national health manpower requirements.
- ii. To play an important role in the development and expansion of opportunities for Kenyans wishing to continue with their education.
- iii. To provide consultancy services in health related areas.
- iv. To develop health trainers who can effectively teach, conduct operational research, develop relevant and usable health learning materials.
- v. To conduct examinations for and grant diplomas.
- vi. To determine who may teach and what may be taught and how it may be taught in the College.
- vii. To examine and make proposals for establishment of Constituent Campuses and faculties.

2.0 SITUATION ANALYSIS

Currently Quality Assurance at KMTC takes a variety of methods both internal and external. Internal Quality Assurance takes the form of setting of examinations, moderation of examinations papers by internal and external examiners, monitoring of teaching and learning, vetting by the academic board of the proposed programmes.

KMTC has embraced Kenya Quality Model for Health and therefore looks at training as a continuous process. In many cases, emphasis has mainly been on controlling inputs, while attention needs to be given to the processes and outcomes. At institutional level, there is need for capacity to monitor educational performance in a systematic manner as well as implement quality related decisions in our campuses. Implementation of decisions and outcomes of reports related to quality need to be advanced by setting up a Quality Assurance Unit within the College to address quality assurance issues.

To address these critical issues, KMTC needed to develop a Quality Assurance Policy that spells out the principles, guidelines, and procedures for implementing the institutions quality assurance processes.

3.0 THE PURPOSE OF THE POLICY

- i. To harmonize various quality assurance aspects/activities within KMTC.
- ii. To ensure effective performance of staff and students.
- iii. To improve the campus environs in order to attract and retain staff and students.
- iv. To strengthen ties with County, National, Regional and International Quality Assurance agencies and institutions.
- v. To continuously improve the QA system, through reviews, streamlining and modernizing of QA function, policies, procedures and their supporting protocols.
- vi) To provide leadership in the transformation of the KMTC core Quality Assurance business processes through the implementation of Quality Management System and other Quality Assurance initiatives.

4.0 GUIDING PRINCIPLES

KMTC reaffirms its commitment to the development and implementation of a formal, Integrated Quality Assurance Management System as part of its strategic mission. It seeks to further bring about a creative, dynamic and supportive quality assurance culture built upon the following principles:

4.1 Quality Teaching, Learning and Research

Ensuring that the College environment meets students and staff needs through good academic planning and evaluations. The need to focus on results, performance and outcomes of both students and staff, and provide leadership and motivation, to support staff development, career progression and high completion rates.

4.2 Areas of Internal Quality Assurance

- i. Internal quality assurance mechanisms are departmentally generated and are continuous. The mechanisms shall be coherent with the quality assurance framework set forth in this Policy and approved by the Academic Council and shall include mechanisms to assess the following areas:
 - a. Quality of programmes and courses
 - b. Quality of academic staff
 - c. Quality of teaching and learning experiences
 - d. Quality in student assessment: Internal moderation

- e. Quality in support services
- f. Quality of resources and facilities
- g. Quality of research

4.3 External Quality Assurance

To ensure that high quality standards are maintained, the following external mechanisms shall be utilized;

- i. External Academic Review
- ii. Quality of educational programmes shall be assured through External Academic Review by any of the following bodies:
 - a) External examiners
 - b) External Professional bodies
 - c) External accreditation agencies (for professional programmes that have recognized credible accreditation agencies)
 - d) Employers
 - e) Former students
 - f) Other Universities

4.4 Academic Quality Management

- i. The Policy shall be implemented and carried out in context of KMTC's vision, mission and value statements.
- ii. The Policy is based on the expectation that high quality standards shall be achieved and maintained and that academic programs shall be nationally and internationally recognized.
- iii. Quality management shall include all of the following activities;
 - a) Mandatory internal moderation procedures to ensure validity of student assessments and reliability of marking.
 - b) Assessment and monitoring of academic honesty.
 - c) Monitoring academic staff performance standards.
 - d) Monitoring of curriculum implementation processes.
 - e) Self assessment reports.
 - f) Standardized programme and course development procedures which include:
 - i. College Academic Council approved guidelines/templates.
 - ii. Academic and non-academic staff performance.
 - iii. Yearly appraisal of -
 - What the department is trying to do (planning);
 - What is has done (doing);
 - Monitoring and evaluating processes and outcomes (reviewing); and
 - Making appropriate changes based on the data (improving).

4.5 Areas for Internal Quality Assurance

The following areas for internal quality assurance are further described.

4.5.1 Quality of Programs and Courses

Assessment of quality in the design and implementation of programs and courses shall ensure that well qualified staff members carry out such activities, which are based on the guidelines and procedures approved by Academic Council.

4.5.2 Quality of Academic Staff

Assessment of quality in academic staff shall include expectations with regard to qualifications, scholarly work and continuing professional development. Benchmarks for minimum qualifications, scholarly work and involvement in continuing professional development activities shall be determined by academic units.

4.5.3 Quality in Teaching and Learning Experience

Assessment of quality in teaching and learning shall cover the following;

- a) Use of well-established tools such as the Head of Department's assessment.
- b) Student Evaluation of Course and Teaching.
- c) Teaching portfolios and peer review.
- d) Assessment level of student engagement in the teaching and learning experience.

4.5.4 Quality in Student Assessment: Internal Moderation

Quality assurance mechanism for determining quality of student assessments, both continuous and final shall be developed. In the absence of external examiners, departments shall develop systems that are coherent with the Quality Assurance framework approved by senior management/Academic Board. These shall include a minimum of internal moderation procedures that ensure validity of student assessment and reliability of marking.

4.5.6 Quality in support services

Assessment of quality in the academic support services provided to departments including record keeping and attention to process as it relates to academic excellence; shall be included in the framework for quality assurance.

The administrative departments which support the core mandate of KMTC shall also be subject to the Quality Assurance principle as stipulated in this Policy and in line with the ISO 9001:2015 guidelines and their respective commitments to the Performance Contract parameters.

Each department shall set yearly targets and the Quality Assurance Officer will be tasked with the responsibility of auditing quality and reporting to the CEO yearly, who will in turn keep the Board of Directors duly updated.

4.5.7 Quality of resources and facilities

Assessment of quality of resources and facilities shall include measures of the availability and appropriateness of lecture rooms, library, ICTs, laboratory or practical facilities and equipment and include inspection of proposed sites for new campuses to establish suitability.

4.5.8 Quality of research

In order for KMTC to keep up to date with the new discoveries in health sciences, it must be committed to maintaining and expanding its research capacity. Quality of research shall be ascertained through assessment of capacity to perform research at the individual, departmental and institutional level and the quality of publications in various journals.

4.5.9 Quality of Graduates

Monitoring of graduates shall be undertaken through a tracking and follow-up mechanism to obtain feedback on their performance from employers.

4.6 Outreach Professional Services

The quality shall be achieved through Identification and dissemination of good practices within and from outside the College in terms of upholding the highest standards of professionalism, ethics, gender mainstreaming and equal opportunities for all students and staff.

4.7 Collaboration

The College shall provide an overview of its precepts, principles and guidelines on collaboration with other organizations and interdepartmental in offering taught programmes and other areas either at external level or between departments. This Policy takes cognizance of functions assigned to two levels of collaboration; External Collaboration to provide partnerships between KMTC and other institutions for mutual benefits and; internal collaboration which is responsible for collaboration between departments with a view of sharing of resources to optimize usage.

5.0 COMMITMENT TO CHANGE & INNOVATION

Promoting an innovative quality assurance culture and continuous improvement; building on the experiences of the past, seeking opportunities for needed change and pursuing and promoting creativity among staff and students within the College.

6.0 QUALITY ASSURANCE POLICY STATEMENT

KMTC shall adhere to training standards set by self, relevant regulatory bodies and other internationally recognized institutions in the design, delivery and evaluation of its training programmes.

KMTC shall periodically appraise its education system using recognized quality health education assessment tools to determine the readiness of the Colleges to improve training management systems as well as scale up trainings.

7.0 QUALITY ASSURANCE POLICY STRUCTURE

- i. The KMTC Board of Directors shall provide the overall approval on the implementation and effectiveness of the QA strategy, facilitate in publicizing the achievements made, and independence of the quality assurance committee.
- ii. There shall be established Quality Assurance Committees at departmental level, constituent campuses and the KMTC headquarters.
- iii. This Policy shall be implemented at KMTC Headquarters and in all the constituent campuses.
- iv. The Quality Assurance activities shall be centrally coordinated by the Deputy Registrar Quality Assurance. The Principal of the respective campuses shall provide leadership at the campus level.
- v. The Policy shall apply to all units of the KMTC campuses through internal quality assurance mechanisms on a continuous basis and external quality Assurance strategies which will be periodic.
- vi. The Internal Quality Assurance mechanisms shall focus on the quality of programmes and courses, faculty, teaching and learning processes, teaching and learning resources, practicum experiences, staff and student performance assessment, research processes, support services and infrastructure.

8.0 FEATURES OF THE QUALITY ASSURANCE POLICY

KMTC commits to a QA process that includes self-evaluation, evidence collection and peer review, external assessment, feedback to relevant stakeholders and action plan in accordance with the Quality Assurance Guidelines of KMTC.

- i. KMTC shall focus on efficient management, planning and resource utilization to achieve excellence and to ensure continuous improvement.
- ii. A commitment to judging outcomes and processes against internal standards, national health training standards and internationally recognized standards.

9.0 LEGAL AND INSTITUTIONAL FRAMEWORK

The Constitution of Kenya (2010) under the bill of rights provides the right to the highest attainable health for all Kenyans. KMTC established under Cap 261 (1990) endeavors to contribute to the attainment of this right by production of a robust human resource for health for the country.

Kenya Vision 2030 under the social pillar envisages social and economic development which is dependent on healthy citizens. This Policy is therefore instrumental in ensuring that health practitioners graduating from KMTC have the requisite knowledge, skills, attitude and competency.

10.0 THE OBJECTIVES OF THE POLICY

The aim of KMTC Quality Assurance Policy is to enhance the effectiveness of its core mandate of training Health Professionals. The Policy addresses all areas of the KMTC activities focusing on their contribution to and in alignment with the KMTC strategic goals.

The objectives of the KMTC Quality Assurance Policy include the following: -

- a) To provide guidance in development and implementation of internal and external quality assurance procedures and practices.
- b) To ensure that the quality of academic programmes at the KMTC meet standards expected by stakeholders.
- c) To ensure that graduates have attained skills and knowledge through KMTC academic programmes that are valued by stakeholders.

- d) To strengthen the independent role played by the Quality Unit in quality management and enhancement through various KMTC organs
- e) To ensure effective performance of staff and students.
- f) To continuously improve the QA system, through reviews, streamlining and modernizing of QA function, policies, procedures and their supporting protocols.

11.0 RESPONSIBILITY FOR POLICY IMPLEMENTATION

The CEO KMTC shall oversee the implementation of the Policy and shall ensure implementation in all campuses.

12.0 EFFECTIVE DATE

This Policy becomes effective upon approval by the KMTC Board of Directors.

13.0 MONITORING AND EVALUATION

The College shall conduct monitoring and evaluation of this Policy with the objective of promoting continuous improvement.

14.0 REVIEW OF THE POLICY

This Policy shall be reviewed from time to time but not later than three (3) years or when need arises.

APPROVAL

Title : Quality Assurance Policy

Contact : Manager Quality Assurance and Standards

Approval Authority : The Board of Directors

Commencement Date : May 2019

SIGNED



**Prof. Philip Kaloki, MBS,
Chairperson, KMTC Board of Directors.**

15th May 2019

Date



**Kenya Bureau of
Standards**

P O Box 54974-00200, Popo Road-south C, Nairobi

QUALITY MANAGEMENT SYSTEM CERTIFICATION SCHEME
CERTIFICATE OF REGISTRATION

No. KEBS/QMS/RF/069 Rev.03

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Awarded to:

THE KENYA MEDICAL TRAINING COLLEGE
P. O. Box 30195-00100
NAIROBI



This is to certify that the Quality Management system (QMS) implemented by the above organization has been audited and found to comply with the requirements of:

ISO 9001:2015 Quality Management Systems - Requirements

The certification covers the activities as special in the authorized annex(es) bearing the registration number

Managing Director/Authorized Officer

Date Of Issue: 6th November 2018

Date of first issue: 17th June 2009

Date of expiry: 16th June 2021

Valid Subject to the condition of the scheme. Printed copies of this certificate can be validated at www.kebs.org



KMTC is ISO 9001:2015 Certified.

Kenya Medical Training College


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