



A F R I C A N  
A C A D E M Y

Policies  
and  
Procedures

**Monitoring, Evaluation and  
Review of Policies and  
Procedures**

## Introduction

An integral component of the African Academy's Quality Management System (QMS) is its internal monitoring, evaluation and review policies and procedures. The aim of a QMS is to quality-assure and manage all aspects of an organisation in order to evaluate, review and improve performance. This is done in relation to the organisation's objectives and targets.

The African Academy QMS, and in particular its Monitoring, Evaluation and Review of Policies and Procedures creates a mechanism for the implementation, monitoring, review and evaluation of each one of these elements.

## Purpose

The purpose of monitoring is to ensure the systematic assessment of performance and the progress of particular interventions toward achievement of outcomes. Information from monitoring provides the basis for making decisions and taking action. Monitoring also provides information and data for evaluations.

The purpose of evaluation is to systematically and objectively assess the relevance, performance and success of ongoing and completed programmes, projects or services. Evaluation is undertaken selectively to answer specific questions about the viability and value of the programmes and services offered by African Academy.

Broadly speaking, monitoring and evaluation together contribute to a number of objectives. Monitoring and evaluation aims to do the following:

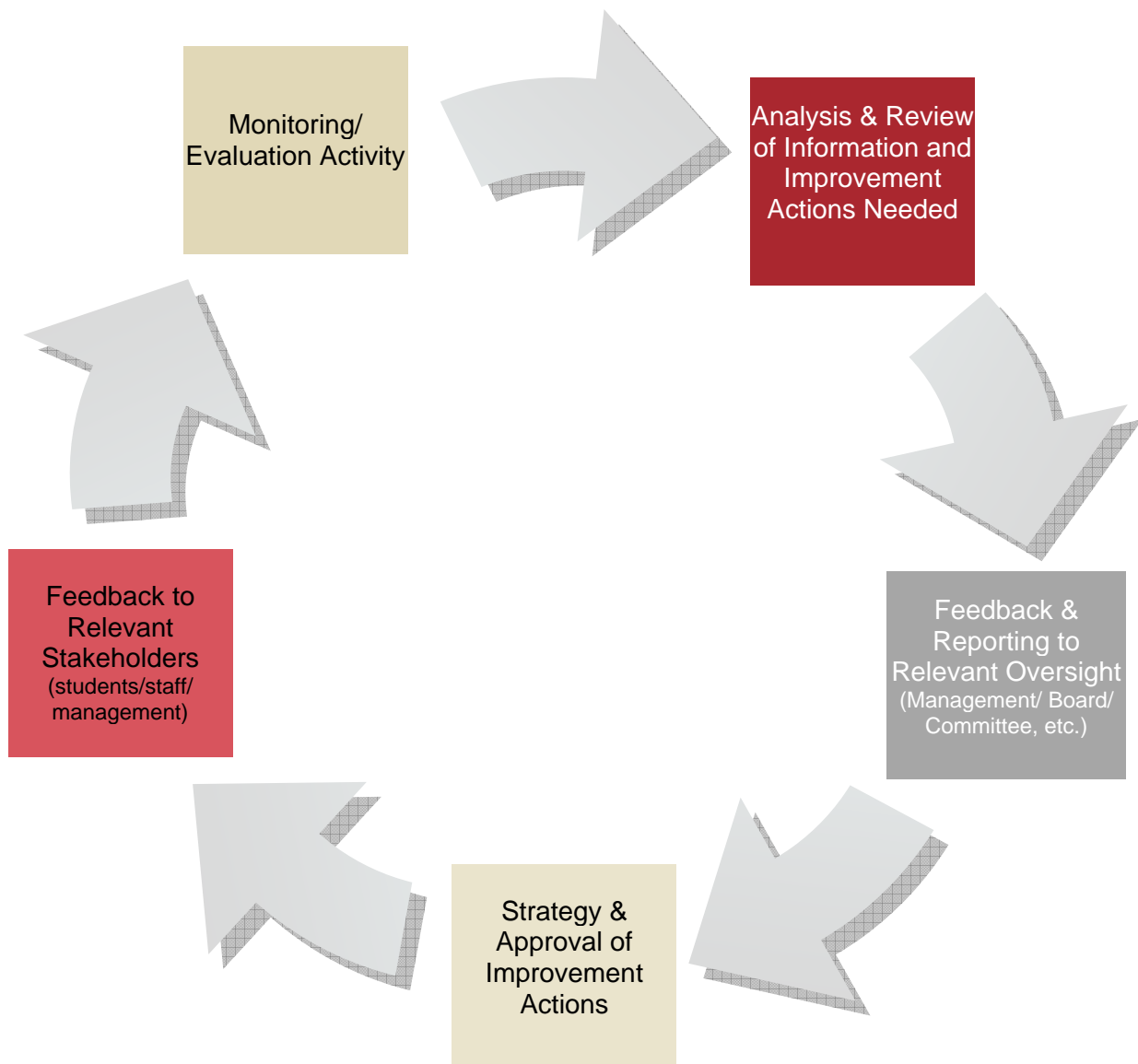
- Ensure that the programme, project or service is on the agreed-upon track
- Act as an early warning system for emerging problems, to enable the correction of these before they get out of hand
- Enable corporate learning and contribute to the body of knowledge on what works and what does not work and why
- Verify and improve quality and management
- Identify successful strategies for extension/expansion/replication
- Modify unsuccessful strategies
- Measure effects and benefits of programme, project or service interventions
- Give stakeholders the opportunity to have a say in programme or service output and quality

- Justify and validate programmes and services to donors, partners and other constituencies

As can be seen from the above, monitoring and evaluation are about enhancing the quality of the programmes, projects and services of the organisation and about improving the ability of the organisation to support these.

## The Review Cycle

The following process is followed in the African Academy's monitoring, evaluation and review system:



## Methodologies

The following methodologies and review mechanisms are currently utilised and are being implemented in the African Academy's monitoring, evaluation and review system:

Review	Elaboration
<b>Annual Internal Quality Control</b>	Quality management processes and adherence to policies are monitored annually. The outcome of the annual quality assurance process is reported to the Academic Board and the Board of Directors.
<b>Programme Review</b>	Students, staff and industry are provided the opportunity of reviewing the learning programmes and/or qualifications through the integration of various methodologies. The final review, update and feedback are overseen by the Academic Board.
<b>Assessment Review</b>	Students' assessments and attainments are monitored continuously through the learning programme delivery. In addition, a final evaluation of results and through-put rates occurs at the end of each academic year
<b>Student Evaluations</b>	Student satisfaction is monitored and evaluated regularly through student satisfaction surveys and lecturer evaluations. In addition to the internal evaluations, the Department of Labour also conducts surveys of this nature to monitor student satisfaction.
<b>Lecturer Evaluations</b>	Lecturer evaluations are conducted by the Academic Manager in assistance with the Academic Manager Assistant.
<b>Staff Satisfaction</b>	Staff satisfaction with, and perceptions of, African Academy and its processes is monitored and evaluated annually through staff performance reviews and periodic surveys.
<b>Staff Performance Reviews</b>	Staff performance reviews are carried out monthly for all full time staff

Detailed information about the methodologies is provided in the Quality Assurance Policy.

## **Implementation**

The review of all policies will annually be undertaken by the Academic Board and will be finalised at the last sitting of each year of the Academic Board. All updates must be channelled through the Academic Board and individuals may not undertake amendments to any policy document if the update has not been cleared by the Academic Board.

Once the Academic Board has agreed to the updating all the policies and procedures will be forwarded to the Board of Directors for rectifying and agreement.

If the Board of Directors has agreed to the update the latest updates will be incorporated in the policy documents. The update dates will then be indicated on each of the documents.

A full and latest version of all documents will be kept by the MD and the Academic Manager.

The updates will also be incorporated in the yearbook, prospectus and fact sheets.

The content of the policy and procedure documents will form the basis of all programme submissions to the relevant quality assurance bodies. The policies and procedures will also serve of the basis of the Annual Report that must be submitted to the Department of Education.