Student Orientation
Quality Assurance
January 2023 Intake
• **Cavendish University Zambia** is committed to deliver quality education to its students. As Cavendish University Zambia we conduct quality audits to ensure that we are up to speed in offering you quality education. These audits help the University to realize its Mission and Vision statements which are ‘To transform and inspire students to reach their full potential in employment, entrepreneurship, and ethical leadership’ and a centre of excellence, innovation and transformation’, respectively.

• Because of the University’s commitment to deliver quality education, the University has established the Quality Assurance Department to monitor the learning processes and ensure that they meet the international standards and that the University is in compliance with the regulators.

• **Quality Assurance** starts with monitoring the inputs (Students and human resource), processes (learning processes & Mgt.) and ensure that quality output is produced (graduates).

• **Quality Assurance** can be a driver for institutions to achieve excellence in **higher education**.
Quality Assurance Processes

**INTERNAL QUALITY CONTROL**

**MONTHLY**
- Self-Monitoring Checklist Report

**BI-ANNUALLY**
- End of Term Course Delivery Surveys

**ANNUAL**
- Student Satisfaction Surveys
- Performance Appraisals
- Institutional Audits
- Module Reviews

**EXTERNAL QUALITY CONTROL**

**BI-ANNUALLY**
- External Examiners

**ANNUAL**
*Regulators*
- Higher Education Authority (HEA)
- Technical Education and Vocational Entrepreneurship
- Training Authority (TEFETA)
- Health Professional Council of Zambia
- Zambia Qualifications Authority (ZQA)
*Professional Bodies*
(ZIPS, ACDE, EAZ, ZACCI, ZALICO, ODLAZ, ACCA etc.)

**ACADEMICS**

**ADMINISTRATIVE SUPPORT**

**FACILITIES**

**INPUTS**
- Human and Material Resources

**PROCESSES**
- Management and Teaching & Learning

**OUTPUTS/OUTCOMES**
- Quality of Results and Effects of the Results

**INDICATORS OF QUALITY**

CUZ
- Processes to Achieve the Vision and Mission

29-Jul-2022
© 2021 Cavendish University. Private and Confidential

© 2022. Cavendish University. Private and Confidential
Thank You