



GUIDE TO CONDUCT OF INSTITUTIONAL VISITS FOR PURPOSES OF ASSESSMENT FOR ACCREDITATION

Name of institution (Specify if campus or branch):

Date and time of visit:.....

Contact person (*name, title and tel. no.*):.....

Purpose of visit:.....

Note: Refer to Form ACF I or ACF II (as appropriate) earlier submitted by the institution to KASNEB. Any information that is incomplete or is not disclosed in the form should be followed up during the visit. For subsequent visits, refer also to findings from the previous visit(s).

A. INSTITUTIONAL DETAILS

1. Physical location: Country.....Town/city.....
Street.....Building.....

2. Contact address:

(a) Postal address: P.O. Box Code:.....City/Town:
Country:.....

(b) Telephone:..... Fax:

(c) E-mail:.....Website:.....

3. Registration particulars:

(a) Comment on the registration status of the institution.
(Confirm authenticity of copies of registration certificates submitted to KASNEB)

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.....

(b) Comment on ownership if a non-governmental institution.
(Confirm names of directors, partners or owners)

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B. PRELIMINARY OBSERVATIONS

1. Comment on the conduciveness of the learning environment, general ambience and accessibility.....

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2. Comment on the existence of branches/campuses offering KASNEB courses and any linkages with the institution. *(Ascertain whether trainers, library, management and other resources are shared with branches/campuses):*.....
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C. INSTITUTIONAL ADMINISTRATION AND GOVERNANCE

1. (a) Confirm the name of the Head of institution.
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Comment on:

- (b) (i) Qualifications and experience of the Head of institution. *(Verify with copies of academic/professional certificates, obtain employment history)*
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- (ii) Availability of the Head of institution for administration purposes. *(Obtain confirmation; seek collaborative evidence from trainers, other parties)*
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- (c) (i) Availability of a documented organisational structure and a schedule of duties for key administrative offices. *(Obtain copies)*
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- (ii) Existence of clear decision making processes. *(Obtain explanations, available documentation)*
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- (iii) Effectiveness of communication channels between and among management, staff, trainers and students. *(Review existing channels, identify strengths and weaknesses)*
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- (d) Adequacy and competence of administrative staff in service provision to KASNEB students. *(Review number of staff in various departments, their qualifications and experience)*
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- (e) Existence and documentation of institutional policies addressing the following issues, among others. *(Verify with available documentation):*

- (i) Conflict of interest.....
- (ii) Non-discrimination.....

- (iii) Recruitment, promotion and dismissal of institutional employees, including trainers.....
 - (iv) Consultation with trainers and students in institutional decision making as relevant.....
 - (v) Determination of fees charged to students and any changes (*Obtain copies of fee structures*).....
 - (vi) Other relevant policies (*Probe for details*).....
- (f) Existence and documentation of a code of ethics and institution rules to regulate conduct of:
- (i) Management.....
 - (ii) Staff.....
.....
 - (iii) Trainers.....
.....
 - (iv) Students.....
.....
- (g) Whether the institution’s academic programmes are run within a defined and documented semester and timetables showing lecture times and lecturers. (*Obtain a copy of the semester structure and copies of timetables*).....
.....
- (h) Existence and effectiveness of the institution’s internal quality assurance system. (*Obtain a description of the system, available documentations*).....
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- (i) Clarity and documentation of the division of operational authority and responsibilities between the institution and its branches/campuses/parent institution.
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2. Financial stability. (*for non-governmental institutions only*)

- (a) Comment on the reliability of the financial statements (*Check whether externally audited or otherwise independently verified*).....
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- (b) Obtain details of the following from the financial statements:

	Most recent financial year (Sh.)	Previous financial year 1 (Sh.)	Previous financial year 2 (Sh.)
(i) Current assets			
(ii) Current liabilities			
(iii) Owner’s equity			
(iv) Long-term liabilities			
(v) Net profit (loss) after tax			
(vi) Net cash flow			

- (c) Comment on the effectiveness of financial controls (*Obtain a description of the key controls*).....
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3. Institutional integrity: Probe and comment on:

- (a) Whether the institution has been investigated in relation to cases of examination irregularity within the last three years, and the outcome of such investigations.
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- (b) Effectiveness of institutional controls on monies collected from students for payment to KASNEB.....
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- (c) General compliance by the institution with relevant laws and regulations. *(Probe for any pending court cases, decided cases within the last three years)*.....
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4. Conclusion on institutional governance and administration:

- (a) Key institutional strengths
.....
.....
- (b) Key institutional weaknesses
.....
.....

Rating of the institution. *(See the guide to rating on page 10 of this document)*

Very good Good Fair Unsatisfactory

D. TRAINERS

- 1. Obtain the following information on students and trainers. *(Verify from available records, obtain copies of certificates as appropriate)*

KASNEB course	No. of students			No. of trainers		Trainers' qualifications		Trainers' experience (years)	
	Full time	Part time	Distance learning	Full time	Part time	Highest	Lowest	Highest	Lowest

Comment on:

- (a) Adequacy of trainers

(b) Qualifications and experience of trainers

2. Obtain the following information on trainers. *(Verify with timetables, other available records)*

KASNEB course	Lecture hours per semester per paper	
	Maximum	Minimum

Comment on any paper with less than 100 allocated hours per semester.....

3. Obtain the details of the highest number of lessons and total lesson hours allocated to a trainer per week *(Verify with the timetable, other records)*

Comment on trainers' availability for consultation with students *(Timetables should provide a break of at least one hour per day to allow for consultations)*.....

4. Evaluate the mode of training and comment on its compliance with IES 3 and IES 4 *(Verify this by interviewing a few trainers and students of the ATC and CPA examinations. Refer to the Guidelines for requirements of the two IESs)*.....

5. Comment on whether:

(a) Trainers' attendance to lessons is recorded and monitored. *(Verify with attendance registers, other records)*

(b) Trainers are evaluated by students and feedback provided. *(Obtain copies of evaluation forms)*.....

6. Comment on:

(a) Frequency of CATs and assignments. *(Verify with CATs timetables, performance records of students, interview with students, sample CATs)*.....

(b) Whether institutional policy provides that CATs and assignments are compulsory. *(Verify with documented institutional policies)*.....

7. Institution's strategies to attract and retain qualified and competent trainers. *(Probe for mechanisms of job security, motivation, trainers development)*.....

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 8. Comment on the frequency of meetings between trainers and management. *(Obtain a record of meetings in the current/past semester, interview some trainers)*

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9. Conclusion on trainers:

(a) Key institutional strengths

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(b) Key institutional weaknesses

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Rating of the institution

Very good Good Fair Unsatisfactory

E. PHYSICAL AND TECHNOLOGICAL RESOURCES

1. Comment on whether the buildings and physical facilities are owned or leased. *(Verify with titles where owned, lease documents for leases - check lease period)*.....

2. (a) Assess the buildings and other physical facilities used by the institution and comment on the following:

Building	Number	Combined seating capacity	Quality of		Other comments
			Lighting	ventilation	
Classrooms					
Lecture halls/theatres					
Staff common/consultation rooms					
Computer laboratories					
Libraries					
Sanitation facilities (consider gender separation)					
Other buildings (specify)					

(b) Accessibility *(including for physically challenged)*, safety, security, maintenance and general conduciveness for use.

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(c) Whether each student in a classroom/lecture theatre/hall can hear, interact with and see the lecturer and writings clearly. *(Visit some classes in session)*

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(d) Adequacy and suitability of furniture for use by students, white/chalkboards, other fittings. *(Reconcile with number of students)*
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3. Library. Comment on:

(a) Sufficiency and relevance of books and other reference material. *(Refer to the books to students ratio, other requirements, visit library)*
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.....

(b) Whether library's capacity (except digital library) meets the set proportion.
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4. For an institution offering or intending to offer ICT courses examined by KASNEB:

(a) Physically verify and comment on the existence and working condition of the following additional facilities:

(i) Appropriate operating systems
(specify).....
.....

(ii) Appropriate application software
(specify).....
.....

(iii) Adequate number of computers with sufficient processing capacity *(specify number and type of computers, processor types and speeds, consider computer to student ratio)*
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(iv) Internet access and programming languages (for relevant papers).
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(v) Power back-up facilities *(specify type and number)*

(vi) Printing capacity *(specify number, types and speed of printers)*.....
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(vii) Computer tool kits
.....

(viii) Other ICT accessories (such as routers, bridges, modems, switches, terminating tools).....
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.....

(b) Qualifications, competence, and adequacy of ICT support staff *(verify number, qualifications, years of experience)*.....
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5. Conclusion on physical and technological resources:
- (a) Institutional strengths.....
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-
- (b) Institutional weaknesses.....
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Rating of the institution

Very good Good Fair Unsatisfactory

F. STUDENT AFFAIRS AND SUPPORT SERVICES

1. Comment on:
- (a) Adequacy and appropriateness of institutional measures to ensure safety and security of students and their property
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- (b) Whether career and academic advisory services are provided to students.....
- (c) Existence and effectiveness of mechanisms for handling student complaints
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- (d) Existence of a student orientation programme and issues addressed
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2. Interact with a few students pursuing various KASNEB courses. Comment on their views on the:
- (a) Institution.
-
-
- (b) Management.
-
-
- (c) Staff.
-
-
- (d) Trainers.
-
-

(e) General satisfaction with services and facilities.

3. Conclusion on student affairs and services:

(a) Key institutional strengths

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(b) Key institutional weaknesses

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.....

Rating of the institution

Very good Good Fair Unsatisfactory

G. Overall rating of the institution

Very good Good Fair Unsatisfactory

H. Other issues for disclosure in relation to institutional evaluation for accreditation

(a) Exemplary performance by an institution. *In exceptional circumstances, an institution may fully have fully complied (100%) with all the accreditation requirements, or even surpassed the requirements. Such an institution will be rated as Very good, but given special mention below.*

Indicate whether this institution’s compliance level qualifies as exemplary. If yes, justify your decision.....

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(b) Indicate, with reasons, if this institution has made significant improvements on compliance (within the last year) which qualifies it for special mention.....

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(c) Indicate if this institution, where rated as Very Good in the previous assessment, has continued to maintain the high standards.....

(d) Indicate, with reasons, if this institution has recorded a noticeable drop in terms of level of compliance with accreditation standards.....

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I. DECLARATION

We hereby declare that our assessment of the institution was objective and based solely on information and other evidence obtained.

Name of assessor *(starting with the team leader)* **Designation** **Signature**

Date:.....

GUIDE TO RATING AND SCORING OF COMPLIANCE LEVELS

1. Very good (Score of 4)	The institution meets over seventy per cent (70%) of the set requirements.
2. Good (Score of 3)	The institution meets between fifty per cent (50%) and seventy per cent (70%) of the set requirements.
3. Fair (Score of 2)	The institution meets between forty per cent (40%) and fifty (50%) per cent of the set requirements.
4. Unsatisfactory (Score of 1)	The institution meets less than forty per cent (40%) of the set requirements.