

**APPLICATION  
FOR SAACDHE EXTERNAL QUALITY ASSURANCE REVIEW**

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*# Section A and B to be completed by HOD / Director of Student Counselling  
Department / Center / Unit*

**Section A**

<b>Name of Institution</b>	
<b>Name of Student Counselling Department / Centre / Unit</b>	
<b>Title and Name of HOD / Director</b>	
<b>Physical Address of Institution</b>	
<b>Postal Address of Institution</b>	
<b>Contact Numbers:</b> Telephone - Secretary	Code (        )
Telephone - HOD/Director	Code (        )
Fax number	Code (        )
E-mail HOD / Director	
<b>Suggested date(s) for External Panel Review</b>	
<b>Date of next HEQC visit to your institution</b>	
<b>Motivation for requesting External Quality Assurance Review</b> - The EMC is able to handle 5 or 6 External Quality Assurance Reviews annually. The EMC will therefore have to review the needs of applicants in order to make a selection if necessary.	

## **Section B**

*In order for the Quality Assurance Review to be effective and worthwhile the following conditions need to be met by your department / center / unit before the external review. These conditions also serve as a guideline for your department / center / unit as to what will be expected from you during the External Quality Assurance Review and how to prepare.*

*Also see the attached example of a programme on page 5 of this document.*

<b>ASPECT</b>	<b>SPECIFICATION / DETAILS</b>	<b>PROJECTED DATE ACHIEVED</b>	<b>Check √</b>
<b>Time</b>	Internal self evaluation review using the SAACDHE QA measuring instrument - <i>About 1 day</i>		
	External review with panel members - <i>1 ½ to 2 Days</i>		
<b>Permission from own institution</b>	Direct Head / Director Student Services / Deputy Vice Chancellor - <i>submit written permission</i>		
<b>Budget</b>	Traveling expenses for persons who will form the External QA Panel - <i>Airfare for 2 to 4 people</i>		
	Accommodation for External QA Panel members - <i>2 nights for 2 to 4 people</i>		
	Lunch / Refreshments - <i>2 lunches for panel members (and own involved staff)</i> - <i>4/5 tea &amp; coffee for panel members (and own involved staff)</i>		
	Photocopies / Binding - <i>previously submitted documentation: about 200 to 300 pages</i> - <i>5 / 6 copies of full document</i> - <i>see below for proposed content</i>		
<b>Documentation / Collation of evidence</b>	Should include - <i>Self-evaluation report</i> - <i>Attachments with confirming evidence of each score, e.g. strategic objectives and programs, procedure manuals, annual reports, evaluation by clients &amp; staff, etc.</i>		
<b>Interviews</b>	To be arranged with - <i>superiors / DVC</i> - <i>with own staff</i> - <i>with students / clients</i>		
<b>Visits to premises</b>	To view facilities and resources		

\_\_\_\_\_  
**Signature: HOD / Director**

\_\_\_\_\_  
**Date**

## **Section C**

### **1. PURPOSE**

The general purpose of this document is to set standards for quality assurance:

- To enable Student Counselling and Development Services to assess and evaluate the quality of their services at higher education institutions.
- To enable institutions to assess, evaluate and align their policies with national and international standards.
- To enable the SAACDHE to provide an audit service nationally to insure that Student Counselling, Career and Development Services are well positioned at institutions and on a national basis.
- To enable the SAACDHE to address and contribute to long-term institutional reform goals and the national higher education policy goals.

The quality standards are considered to be:

- Consensus-based, i.e., agreed to by the service providers - with input from the education and training community as well as students.
- Recommended-only, i.e., there are no regulatory mechanisms or legislation to enforce these standards.
- Comprehensive, i.e., including all elements of a Student Counselling and Development (SCD) Service - inputs, processes and practices, and outcomes.
- Futurist, i.e., describing a preferred future rather than the status quo.
- Useful for both planning/developing Student Counselling and Development Services, and evaluation of existing services.

In the standards set out and in its promotion of SCD Services in South Africa, the SAACDHE uses the broad description of the role of the Student Counselling, Career and Development (SCCD) Services as formulated by the *International Association of Counselling Services, 2000*:

*“The SCCD Service should play three essential roles in serving higher education institutions and the student community. One role involves supporting and enhancing wellness and the healthy holistic growth and development of students through co-involvement of the campus community. A second role is the preventive role of assisting students in identifying and enhancing learning skills, which will assist them in effectively meeting their educational and life goals. A third is providing guidance, counselling and/or therapy to students experiencing personal adjustment, vocational, developmental and/or psychological problems that require professional attention”.*

## **2. QUALITY ASSURANCE**

### **2.1 Student Counselling and Development Services at higher education institutions as the focus of this Quality Audit Process**

While quality assurance has always been a part of academic practice, the formal, systematic implementation of a quality audit process in the RSA has been erratic, except for the SERTEC assessments at Technikons every five years. Now, with new legislation, Higher Education stipulates that each institution has to have an external evaluation at least once every six years.

This document is an effort to provide a Quality Audit Instrument for formal systematic quality assessment of Student Counselling and Development Services at all higher education institutions.

- As a concept that embodies “best practice” in higher education, Student Counselling, Career and Development is a well established service for many decades in institutions.
- The SAACDHE has, as professional association for student counselling staff, initiated a 2001 strategic review resulting in the drafting of (i) guidelines, principles and standards, and (ii) a quality audit instrument in a drive to provide quality audit information to enhance the professional status and the accompanying positioning of Student Counselling and Development Services (SCDS) in higher education institutions.

### **2.2 Quality Audit Process**

The quality audit (QA) process is about gathering evidence. The primary evidence of quality that are set out by the QA are, for each standard, stated policies, unstated policies - i.e., practices, and such success indicators as student surveys and testimonials.

The focus is on “*best practice*” in Student Counselling and Development Services. The QA process should attempt to balance the views and evidence of providers and consumers. The quality audit should be conducted by an expert, which would be a qualified psychologist with experience in Student Counselling and Development Services. This person will serve as the chair person of the Quality Assurance Committee

### **2.3 Quality Assurance Committee**

- The chair person of the Quality Assurance Committee is to be approved by the EMC of the SAACDHE.
- One or two members of the EMC to serve on the Quality Assurance Committee.
- Two or three other experts (preferably qualified psychologists with experience in Student Counselling and Development Services and preferably from the same region as the specific SCD Centre, on which a Quality Audit will be performed) will also be appointed to the Quality Assurance Committee, after approval by the EMC.
- Quality Assurance Committee Sheet– *refer to page vi*)
- The Quality Assurance Committee will receive training from the EMC with regards to the Quality Audit Process and the use of the Assessment Instrument.

## **Section D**

**PROGRAMME & AGENDA**  
**FOR SAACDHE EXTERNAL QUALITY ASSURANCE REVIEW**  
**STUDENT COUNSELING SERVICE**  
**INSTITUTION**  
**DATE**

### **External SAACDHE Quality Assurance Panel**

#### *Members*

<b>Day 1</b>		
<b>Time</b>	<b>Activity / Item</b>	<b>Involved</b>
10:00 – 10:30	<i>Reception &amp; Tea / Coffee</i>	External Panel Members and selected Student Counseling staff
10:30 - 10:45	<b>Welcome and Agenda:</b> Chair person briefs panel members on the procedure for the review	External Panel Members and HOD / Director
10:45 – 11:30	<b>Overview by Head of Student Counselling Services,</b> on the main services provided by the unit and the 2003 Self Evaluation Report	External Panel Members and HOD / Director
11:30 – 12:15	<b>Panel interviews</b> with Staff Members from Student Counselling	Panel Members Student Counselling Staff
12:15 – 13:00	<b>Panel interviews with Students</b> (previous clients of CSCD programs / services, e.g. students who attended workshops or courses)	External Panel Members Selected students
13:00 – 14:00	<i>Lunch</i>	External Panel Members Selected Student Counselling Staff
14:00 – 15:00	<b>Panel Members' Observation of Student Counselling Services' physical resources / facilities, training and self-help materials, procedures / policy documents</b>	External Panel Members Selected staff to assist external panel
15:00 – 15:20	<i>Tea / Coffee</i>	
15:20 – 16:00	<b>Brief meeting with:</b> Deputy Vice-chancellor: Student, International and Public Affairs and Quality Manager	External Panel Members
16:00 – 16:30	<b>Recap on Day 1 &amp; Finalizing QA Process for Day 2</b>	External Panel Members
<b>Day 2</b>		
<b>Time</b>	<b>Activity / Item</b>	<b>Involved</b>
08:00 – 08:30	<i>Tea / Coffee</i>	External Panel Members
08:30 – 11:00	<b>Evaluation by Panel</b> of Student Counselling Services (SAACDHE QA Instrument)	External Panel Members
11:00 - 11:30	<i>Tea / Coffee</i>	
11:30 – 12:15	<b>Specific recommendations by Panel</b>	External Panel Members
12:15 – 13:00	<b>Conclusion and Panel Feedback</b>	External Panel Members HOD / Director and selected staff members
13:00 – 14:00	<i>Lunch</i>	External Panel Members
<b>QA Evaluation Report</b>		
<ul style="list-style-type: none"> <li>• Chair person is responsible for writing the QA Evaluation Report (within 7 days after review)</li> <li>• Draft QA Report to be circulated to panel members for comments / changes</li> <li>• Final QA report to be ready within 14 days of the review date.</li> <li>• Final QA report to be submitted to the Head/Director of the Centre visited for a response</li> <li>• Final QA report to be submitted to the following stakeholders: <ul style="list-style-type: none"> <li>- Head / Director of Student Counselling Services</li> <li>- Deputy Vice-chancellor: Student Services</li> <li>- Quality Manager of Institution</li> <li>- Executive Management Committee of the SAACDHE for validation</li> </ul> </li> </ul>		