



REVISED STANDARDS AND GUIDELINES FOR REGISTRATION OF TERTIARY/TVET INSTITUTIONS IN THE GAMBIA

Standard 1: Legal status, mission, vision and strategy

A tertiary/TVET institution shall be a legal entity with Vision and Mission statements, institutional objectives and a strategic plan to guide its operations.

Criteria

- 1.1 Legal status
- 1.2 Vision Statement
- 1.3 Mission Statement
- 1.4 Institutional Objectives
- 1.5 Institutional Planning

Guidelines

- I. The tertiary/TVET institution shall have evidence of existence as a legal entity through business registration certificate or Act of parliament. The said legal instrument shall include education and/training services as part of the activities of the proposed tertiary/TVET institution.
- II. The name on the business registration certificate shall be the same as the name of the proposed tertiary/TVET institution.
- III. The vision statement shall clearly outline where the tertiary/TVET institution desires to be.
- IV. The vision and mission statements should be in line with government's policies or national imperatives.

- V. The vision and mission statements shall be displayed in strategic locations at the institution and shall appear in key documents of the institution.
- VI. The mission statement shall incorporate elements of the tertiary/TVET institution's purpose of existence and values, concisely describing why it exists and what it does to achieve its vision.
- VII. Institutional objectives should be developed such that the said objectives will be specific, measurable, attainable, realistic and linked to the vision and mission statements of the institution.
- VIII. A five-year strategic plan shall be developed with Key Performance Indicators linked to the vision and mission statements as well as institutional objectives.
- IX. A tertiary/TVET institution shall develop proposed academic calendar of activities.
- X. A tertiary/TVET institution shall calculate the estimated maximum number of students per programme and per level.
- XI. A tertiary/TVET institution shall submit a proposed master time table showing the proposed venue (classroom/lecture) and time for each course. The master timetable will be based on the assumption that the maximum number of students are admitted in each programme and at each level.

Standard 2: Governance and Leadership

A tertiary/TVET institution shall clearly have its governance and management structures in place.

Criteria

- 2.1 Organogram
- 2.2 Board membership
- 2.3 Institutional management
- 2.4 Service rules/Terms and conditions of service
- 2.5 Details of Promoters/Financiers
- 2.6 Security Clearance

Guidelines

- I. A tertiary/TVET institution shall have a clear organisational chart/organogram showing the inter-relationships of the various positions or offices.
- II. A tertiary/TVET institution shall ensure that the functions of all the positions/offices in the organogram are clearly described.
- III. The board of private tertiary/TVET institutions shall consist of at least five people and the total number of the board shall be an odd number. The composition of the board shall be as follows:
 - The chairperson shall be a non-member of staff of the institution.
 - The head of the institution.
 - One student representative.
 - At least two people from outside the institution.
- IV. The composition of the board of a public tertiary/TVET institution shall be as prescribed in the Act of Parliament that establishes it.
- V. The composition of the board may take into consideration gender diversity and shall include persons of credibility with diverse expertise (for example in the fields of education and training, law, business, financial management and industry) to provide the required oversight function for quality education and training.
- VI. A tertiary/TVET institution shall document signed minutes of board meetings.
- VII. Members of the sponsoring family in case of an individual sponsor of a tertiary/TVET institution or members of the sponsoring entity in case of the institutional sponsor of tertiary/TVET institution, shall not constitute more than one third of the board.
- VIII. At least two thirds of the members of the board shall be Gambians and the Secretary to the board shall be the head of the institution.
- IX. Board members shall be issued appointment letters with clear terms of reference and tenure of office.
- X. A tertiary/TVET institution shall have documented policies that include but not limited to research policy, ICT policy, disability policy, gender mainstreaming policy, curriculum development policy and academic integrity policy.
- XI. A tertiary/TVET institution shall have documented service rules/ terms and conditions of service which are consistent with relevant legislations such as the labour act and/or the General Orders (wherever applicable).

- XII. A tertiary/TVET institution shall provide details of promoters/financiers such as biodata (eg. Names, place of birth, age, occupation, current address) and certified valid copies of passports.

Standard: 3 Teaching and Professional Staff

A tertiary/TVET institution shall have policies relating to academic and administrative staff, and the required human resources to carry out its operation in line with its vision, mission statements as well as institutional objectives.

Criteria

- 3.1 Recruitment criteria and records
- 3.2 Staff qualifications and competencies requirements
- 3.3 Appointments, remuneration and promotion
- 3.4 Professional development
- 3.5 Staff performance appraisals
- 3.6 Teaching and support staff handbook

Guidelines

- I. There shall be a clear recruitment policy and selection of academic and administrative staff which provides for equality of opportunities and inclusive practice. The said policy should provide adequately for recruitment of teaching staff with relevant qualifications required for the scope of services.
- II. There shall be provision for regular review of the effectiveness of the implementation of the human resource recruitment, development and management policies of the institution.
- III. Job descriptions/terms of reference, required minimum qualifications for both academic and administrative staff shall be stated for all the positions.
- IV. A tertiary/TVET institution shall appoint Heads of Department/Programme Coordinator(s) and/or workshop supervisor(s).
- V. There shall be a training and development policy which is realistic and provides for inclusive practice.

- VI. The head of a tertiary/TVET institution shall be approved by NAQAA in accordance with set national standards.
- VII. All staff shall be issued appointment letters and terms of reference.
- VIII. A tertiary/TVET institution should clearly articulate its appointment and promotion criteria.
- IX. There shall be a staff development policy and plan.
- X. There shall be a staff performance appraisal system.
- XI. A tertiary/TVET institution shall develop a teaching and support staff handbook.

Standard 4: Learners

A tertiary/TVET institution shall have policies for the welfare of students and to guide their behaviour.

Criteria

- 4.1 Admission requirements
- 4.2 Learner database
- 4.3 Services for learners
- 4.4 Learner grievances
- 4.5 Learner behaviour

Guidelines

- I. A tertiary/TVET institution shall ensure there is a policy on admission which provides information on entry and selection criteria in line with the minimum national standards.
- II. There shall be a policy to ensure no barriers for prospective learners in their admission regarding disability, disadvantaged backgrounds, gender, ethnic, racial, or religious groups etc.
- III. A tertiary/TVET institution shall develop a sample learner database to record student information in line with NAQAA data collection tool/template.
- IV. A tertiary/TVET institution shall have student welfare policies including but not limited to career guidance, counselling, health and safety services. There shall be evidence of appointment of a qualified Career Guidance and Counselling Officer.
- V. Information on total programme costs and other financial commitments shall be made known to the learner prior to enrolment.

- VI. The learner shall be provided information on details of programme structure, duration (beginning and end date), level of award and credit value prior to enrolment. The said information shall contain the studentship duration for each programme which shall be 50 percent of the total qualification time of the programme. A student who completes his/her programme after the studentship period shall be issued only a transcript and not a certificate.
- VII. A tertiary/TVET institution shall have a noticeboard mounted in a strategic location at its premises to disseminate relevant information to learners.
- VIII. A tertiary/TVET institution shall develop a student code of conduct to guide the behaviour of students. The said code of conduct shall include appeals procedures to address learner grievances.

Standard 5: Teaching and Learning Resources

A tertiary/TVET institution shall provide sufficient teaching and learning resources.

Criteria

- 5.1 Operation of the learning resource centre
- 5.2 Electronic Library
- 5.3 Physical Library
- 5.4 Adequate furniture

Guidelines

- I. A tertiary/TVET institution shall provide a learning resource centre for trainers for preparation of educational and training materials.
- II. A tertiary/TVET institution shall have an electronic library (where applicable).
- III. A tertiary/TVET institution shall have a physical library. Refer to the standards for physical resources for details.
- IV. The library shall be equipped with relevant, adequate and up-to-date learning resources including text books.
- V. Provide a list of relevant available text books in a tabular form with the following details:
 - Title of proposed programme
 - Title of books
 - Name of Author(s)

- Year of publication
 - Quantity
- VI. A tertiary/TVET institution shall provide adequate furniture. Refer to the standards for physical resources for details.
- VII. Reliable internet connectivity shall be provided in the library to support learners and trainers.

Standard 6: Financial Resources

A tertiary/TVET institution shall have adequate financial resources to meet its financial obligations. There shall be clarity in all financial transactions or dealings.

Criteria

- 6.1 Evidence of financial capacity
- 6.2 Proposed annual budget
- 6.3 Tuition fees collection and refund policy
- 6.4 Cash management
- 6.5 Risk management
- 6.6 Tenancy agreement
- 6.7 Fixed assets register

Guidelines

- I. There shall be evidence of financial resources to carry out the activities of a tertiary/TVET institution.
- II. A tertiary/TVET institution shall ensure that its accounting systems are in line with accepted accounting standards.
- III. A tertiary/TVET institution shall prepare a 5-year cash flow forecast.
- IV. A tertiary/TVET institution shall open an account(s) with a financial institution(s) registered with the Central Bank of The Gambia. The said account(s) shall be in the name of the proposed institution.
- V. There shall be a minimum of three signatories to the account with a principal signatory.
- VI. A tertiary/TVET institution shall develop tuition fee collection and refund policy and the same shall be approved by NAQAA.
- VII. There shall be a proposed annual budget.

- VIII. There shall be a clear policy on cash and risk management.
- IX. There shall be a financial manual to guide the financial operation of the institution.
- X. Submission of a bank statement as and when requested by NAQAA.
- XI. A tertiary/TVET institution shall have Fixed Asset Register with all assets tagged with indelible marker, numbered and location clearly stated.
- XII. A tertiary/TVET institution shall have evidence of tenancy agreement for a period of at least two years (24 months).

Standard 7: Emergency Power Backup and Information Technology Systems

A tertiary/TVET institution shall have an emergency power backup and information technology systems.

Criteria

- 7.1 Availability of alternative source of power.
- 7.2 Easy access to internet facilities with adequate bandwidth.
- 7.3 Computer server and backup where applicable.

Guidelines

- I. A tertiary/TVET institution shall have an alternative and adequate source of power example generator, inverter, solar etc.
- II. A tertiary/TVET institution shall provide access to internet facilities with adequate bandwidth where applicable.
- III. The institution shall have a well-equipped computer server and backup where applicable.

Standard 8: Health and Safety

Criteria

- 8.1 Health and safety policy
- 8.2 A sick bay/recovery room and adequate first aid box
- 8.3 Trained first aid personnel
- 8.4 Operational Health and Safety Certificate from Public Health Directorate

- 8.5 Firefighting system including, fire extinguishers, equipment, fire hydrant, fire safety instructions and fire exit doors.
- 8.6 Crisis management plan
- 8.7 Designated assembly points

Guidelines

- I. A tertiary/TVET institution shall have a health and safety policy to guide both staff and trainees.
- II. A tertiary/TVET institution shall have a sick bay and adequate first aid box.
- III. A tertiary/TVET institution shall have a trained first aid personnel.
- IV. A tertiary/TVET institution shall have adequate fire firefighting system.
- V. A tertiary/TVET institution shall have the Operational Health and Safety Certificate issued by Public Health.
- VI. A tertiary/TVET institution shall have certificate issued by the Gambia Fire and Rescue Service.
- VII. A tertiary/TVET institution shall have a crisis management plan.
- VIII. A tertiary/TVET shall have designated assembly points.

Refer to the standards for physical for more information relating to health and safety not stated here.

Standards 9: Internal Quality Assurance

A tertiary/TVET institution shall put in place internal quality assurance mechanisms to ensure quality education and training.

Criteria

- 9.1 Internal Quality Assurance Unit
- 9.2 Internal quality assurance manual
- 9.3 Assessment and moderation policy
- 9.4 Students' course/trainer evaluation forms
- 9.5 Trainer's course/students' evaluation forms

Guidelines

- I. A tertiary/TVET institution shall establish an Internal Quality Assurance Unit.
- II. A tertiary/TVET institution shall have an internal quality assurance manual.
- III. A tertiary/TVET institution shall have a comprehensive policy on assessment and moderation which provides adequately for the implementation of the assessment system. The policy should include but not limited to the following:
 - assessment design detailing the inclusion and involvement of relevant industry or professional stakeholders where applicable;
 - provision for re-assessment and associated support services for learners
 - mechanisms to inform learners on assessment, re-assessment procedures, and appeals process;
 - pre-assessment moderation (to ensure the validity of its assessment tools and activities);
 - post assessment moderation (to ensure its assessment decisions are accurate and consistent);
 - internal moderation requirements; and
 - external moderation requirements;
 - a structure for coordination of assessment and moderation with clear roles and responsibilities and levels of accountabilities;
 - clear and appropriate procedures on the security of assessments, for handling and securing confidential assessment materials.
- IV. A tertiary/TVET institution shall have a process for ensuring that assessment and moderation reports as well as feedback from learners, assessors and moderators are used to inform staff development and improvement of learning and assessment practice.
- V. A tertiary/TVET institution shall have a system for monitoring the implementation of recommendations made by moderators, quality assurance entities and other stakeholders towards improvement of assessment practice.
- VI. A tertiary/TVET institution shall have trainer's course/student's evaluation forms.

- VII. A tertiary/TVET institution shall have students' course/trainer evaluation forms.

Standard 10: Physical facilities

Physical location of the institution must be easily accessible. Refer to the standards for physical facilities for comprehensive information relating to physical facilities.