

Skills Development Providers, including TVET Colleges.

Quality Assurance Evaluation Questionnaire

Thank you for participating in this evaluation of the Quality Assurance functions of the Quality Council for Trades and Occupations (QCTO). Your insights will contribute to the ongoing improvement of vocational education and training. Please provide your honest feedback by responding to the following questions. **COMPLETE ALL QUESTIONS**

Biographic Details of Stakeholder:

SECTION A

Name (Optional):

Title/Position:

SDP type (TVET College, Private SDP, etc.):

Type of programmes offered by your organisation:

Full/part qualifications,	Skills Programmes

Location:

I agree to be contacted for a follow-up interview (please provide contact information)

Contact Information:

When last have you interacted with the QCTO? Tick one box.

3 months ago, or less.	
6 months ago.	
More than 6 months ago.	

SECTION B

For each statement below, please indicate your level of agreement using the Likert scale, where 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree.

Accreditation Process:

1. The accreditation process turnaround time met my expectations.

1	2	3	4	5
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2. The compliance assessment accurately reflects the institution's alignment with quality standards.

1	2	3	4	5
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3. The two phases of the accreditation process (desktop evaluation and site visit) effectively evaluate programme readiness for delivery.

1	2	3	4	5
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4. The accreditation process is well-structured and clear.

1	2	3	4	5
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5. It was easy to apply for accreditation.

1	2	3	4	5
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6. Can you share an experience where the accreditation process positively or negatively impacted the quality of a programme being offered by your organisation?

7. How has being an accredited provider added value to your organisation?

Quality Assurance of Implementation:

For each statement below, please indicate your level of agreement using the Likert scale, where 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree.

8. The site visit feedback was provided promptly.

1	2	3	4	5
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9. The site visit had a positive impact on improving programme quality.

1	2	3	4	5
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10. The quality of the feedback received after a site visit met your expectations.

1	2	3	4	5
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11. How do you think the feedback received after a site visit contributes to the overall improvement of programme delivery?

Quality Assurance of Assessment:

For each statement below, please indicate your level of agreement using the Likert scale, where 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree.

12. The EISA/FISA execution process ensures valid and credible assessments.

1	2	3	4	5
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13. The EISA/FISA assessments accurately reflect learners' competencies.

1	2	3	4	5
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14. Can you share a situation where adherence to the approval of results timelines significantly influenced the External Integrated Summative Assessment (EISA) process? (for full qualifications and part qualifications).

OR

Can you share a situation where adherence to the approval of results timelines significantly influenced the Final Integrated Summative Assessment (FISA) process? (for skills programmes).

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15. How does the EISA/FISA improve the value of the certificate that learners receive?

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Certification

For each statement below, please indicate your level of agreement using the Likert scale, where 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree.

16. Certificates are issued without any hindrances.

1	2	3	4	5
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17. Issued certificates are accurate.

1	2	3	4	5
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18. Certificates issued by the QCTO are valid and credible.

1	2	3	4	5
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19. I am familiar with the QCTO's Certificate Verification Service.

1	2	3	4	5
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20. The QCTO's Certificate Verification Service increases the credibility of the learner's certificate.

1	2	3	4	5
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21. In your view, how does a QCTO certificate contribute to learners' employability and career advancement?

22. Please provide an example of how a certificate issued by QCTO has positively impacted an individual's professional journey or job prospects.

Thank you for your valuable input. Your feedback will help shape the future of quality assurance in vocational education and training.