



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT & DEVELOPMENT
MSC IN HEALTH PROFESSION EDUCATION
END OF SEMESTER EXAMINATIONS May-August 2021

HPE 733: Quality Assurance in Higher Education

Date : Tuesday 27th July, 2021

TIME : Three (3) Hours **Start: 9:00 am**

Finish: 12 Noon

Instructions

- 1) This exam is out of 70 marks
- 2) This paper has ONE Section
- 3) Answer any **FIVE (5)** questions
- 4) Use the university examination booklets provided
- 5) Write your student registration number on all your answer sheets

Read carefully the additional instructions preceding each section

Question 1:

You've been hired as the African Union's Regional Quality Assurance Executive Director, discuss the five standards and guidelines of external quality assurance that you would disseminate to member countries to harmonise higher education in Africa. (20 marks)

Question 2:

As a process facilitator for the Commission of University Education's Stakeholder Engagement meeting, your terms of reference is to share imperatives of quality in higher education in the new constitutional dispensation. Discuss the four imperatives of quality and the role of 5 key stakeholders in ensuring quality of higher education. (20 marks)

Question 3:

Compare key structures of conventional and 'upside down' higher educational institutions in effecting total quality management and illustrate how quality is free but not a gift in enhancing continuous improvement. (20 marks)

Question 4:

As a Health Professions' Education graduate, your head of institution has requested you to be a key note speaker in students' seminar dubbed *quality assurance in higher education- a means to an end*.

Discuss key transformations in strengthening a quality culture in the institution using Edward Deming's blue print of a quality culture.

(20 marks)

Question 5:

Compare the three East Africa countries' quality assurance frameworks as analysed by the inter-university Council of East Africa (IUCEA). (20 marks)

Question 6:

Discuss the principles and practices of total quality management (TQM). Using an illustration, discuss four critical ways of enhancing the effectiveness of TQM in higher education.

(20 marks)

Question 7:

Explain Juran's three principles of quality management. Contrast Juran's road map of quality in higher education with Philip Crosby's steps of quality management that illustrates that quality is 'free' but not a 'gift'. (20 marks)