

Intervention and action plan format

One row per area with a gap. Every row needs a named responsible person and a date. This is the quality enhancement plan the authority expects.

Programme		Plan date		Review date	
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No	Area of standard	Gaps identified	Cause and performance factor (capability, opportunity, motivation)	Activities	Strategy	Responsible body	Time frame	Remark
1	Mission and values							
2	Curriculum							
3	Assessment							
4	Students							
5	Academic staff							
6	Educational resources							
7	Quality assurance							
8	Governance and administration							
9	Research, community service and collaboration							

Before the activity column is filled

- Do they know how? (capability). Can they? (opportunity). Do they want to? (motivation).
- Capability gaps get training, information, feedback and job aids. Opportunity gaps get tools, time, resources, supervision, redesigned work. Motivation gaps get feedback, recognition, development, consequences.
- Objectives are SMART. The plan is a team action, initiated by change agents, bottom up.
- Resource mobilisation. Need, source, selection, contact, negotiation, acknowledgement. Recognise the first completed row publicly.

Based on the EAA Education Quality Assurance and Enhancement manual, the ETA accreditation guideline (January 2022) and the ERAS Africa EQA course, 2026. Free to copy and adapt with attribution.