



UNIVERSITY OF
KWAZULU-NATAL
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منظمة الوسطاء والقيمين الأفارقة
African Ombudsman and Mediators Association
Association des Ombudsmen et Mediateurs Africains
Associação dos Ombudsmen e Mediadores



مركز بحوث الرقابة الأفارقة
African Ombudsman Research Centre
Centre de Recherche des Ombudsmen Africains
Centro de Investigação da Provedoria de Justiça Africana

SAVE THE DATE: AORC-AOMA WEBINAR

Quality Assurance Mechanisms

Tuesday, 24 August 2021 (10AM SA) GMT+2

“Quality assurance mechanisms” in order to ensure that investigations reports are able to withstand scrutiny has been identified in AORC’s ongoing needs assessment as one of the training priorities required by African Ombudsman. In responding to this need AORC has planned a webinar dealing with “Quality assurance mechanisms” for African Ombudsman and their staff.

Quality Assurance may be defined as "part of quality management focused on providing confidence that quality requirements will be fulfilled." The confidence provided by quality assurance is twofold—internally to management and externally to customers, government agencies, regulators, certifiers, and third parties.

This webinar will focus on practical quality assurance mechanisms that Ombudsman and their staff can employ with the aim of ensuring that their investigation reports are able to withstand scrutiny.

- The webinar will explore the following:
- What is quality assurance?
- What is the importance of quality assurance?
- What does the quality assurance process entail?
- Quality assurance checklist.

Webinar Goal: This Webinar is an excellent opportunity to enhance the capacity of African Ombudsman throughout the continent in their tasks. It will also contribute to the development of skilled resources within the Ombudsman institutions to the benefit of each participating country and Africa as a whole.

Language: Simultaneous interpretation will be available in English, French, Arabic, and Portuguese

You can register in advance and secure your place using the following link:
<https://ukzn.zoom.us/meeting/register/tJEIc-CgqDwsGdYhstTaDpil6Odd8YvAH08h>

An official invitation, order of proceedings & details of speakers will follow soon.

Enquiries: Lwelela@ukzn.ac.za OR adonism@ukzn.ac.za

AOMA/AORC - <http://aoma.ukzn.ac.za>