

Monitoring and controlling

What is monitoring? Monitoring is the process of finding out whether planned activities are being implemented as planned and whether they are producing the desired results.

What is controlling? It is the process of checking regularly to ensure that the plan is actually being carried out and meeting its intended targets or standards like those set in the ECD service standard guidelines. They also ensure that rules are followed.

After a plan of action has been developed and put into action, the manager checks regularly to ensure that the plan is actually being carried out and is meeting its targets.

Child development centres must meet the set standards by the state or government. The set standards are minimum requirements established by the government for the protection of children when they are not in their parents' care. Rules are minimum standards and a manager ensure that his/her centre adhere to the rules.

According to Hearron and Hildebrand (2003) standard is a measure of the quality or quantity of a service or product. For the manager to achieve high quality, he or she must be aware of the standards or criteria of quality.

What are the functions of controlling? The functions of controlling are:

- To establish standards of performance
- To compare actual results against standards
- To take corrective actions where required

Control Methods

What are the methods of control? The methods are:

- (a) Quality control
- (b) Budgetary control

(a) Quality control

What is quality control? It the processes of ensuring that the services offered to children are of quality.

Quality Assurance

What is quality assurance? It is the processing ensuring quality.

Purpose of Quality assurance

What is the purpose of quality assurance? The purpose of quality assurance is to improve the quality of services offered to children, parents or community.

Principles of Quality assurance

What are the principles of quality assurance?