UNIVERSITY OF ILORIN, ILORIN, NIGERIA

QUALITY ASSURANCE POLICY

Approved, 2021. Revised, 2025

FOREWORD

After the Quality Assurance Unit of the University of Ilorin had operated for about three years using guidelines drawn from available provisions from NUC and the products of relevant training workshops organised for tertiary institutions in the country, it was time for the University of Ilorin to formulate the policy that should establish the anticipated quality tradition of the University.

To this effect, the Vice-Chancellor constituted the committee on Quality Assurance Policy on the 10th of August, 2021, to formulate the policy on Quality Assurance and submit its report within three (3) months.

When the Committee started its deliberations, all relevant and available resources were carefully studied to gain insight into the national and international culture of accountability and quality assurance so as to position the University of Ilorin on the enviable highway of qualitative service delivery.

What is here presented is the outcome of the deliberations of the committee with the belief that the document will greatly institutionalize accountability, responsiveness and quality in the operations of the University of Ilorin.

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Acronyms:

A&PC – Appointment and Promotion Committee

AAU – Association of Africa Universities

AP&CC – Academic Planning and Curriculum Committee

APRC – Academic Programme Review Committee

APU – Academic Planning Unit

ARDC – Archives and Documentation Center

ASS –   Academic Support Services

BMAS – Benchmark Minimum Academic Standards

CBT –   Computer Based Testing

CIE –   Centre for International Education

CILS – Center for Ilorin Studies

COBES – Community Based

CODL – Center for Open and Distant Learning

COMSIT – Computer Services & Information Technology Directorate

CPSS – Centre for Peace and Strategic Studies

CREDIT – Centre for Research Development and In-House Training

CSC – Campus Security Committee

CSSD – Centre for Supportive Services for the Deaf

CTB – Campus Transportation Board

DQAO – Department of Quality Assurance Officer

DVC – Deputy Vice-Chancellor Management Services

DVC MS – Deputy Vice-Chancellor

DVC RTI – Deputy Vice-Chancellor Research, Technology and Innovation

FQAC – Faculty Quality Assurance Committee

FTE –   Full Time Equivalent

HDCC – Human Development and Counselling Centre

HOD –   Head of Department

IAU – International Association of Universities

IMRAT – Institute of Medical Research and Training

IOE – Institute of Education

L&PC – Library and Publication Committee

LA   –   Level Adviser

LABTOP – Laboratory to Product Centre

LIC -   Linguistic Immersion Centre

LMS –   Learning Management System

MOU – Memorandum of Understanding

NUC –   National Universities Commission

ODL – Open and Distant Learning

PGS – Post Graduate School

PPU –   Physical Planning Unit

QA   –   Quality Assurance

QAC –   Quality Assurance Committee

QAU –   Quality Assurance Unit

SAO – Student Affairs Office

SDG – Sustainable Development Goals

SERVICOM – Service Compact

SIWES – Student Industrial Works Experience

SU – Student Union

UHS – University Health Services

VCHC – Vice-Chancellor's House Committee

VTO – Volunteer Traffic Officer

WMD – Work and Maintenance Department

CHAPTER ONE

QUALITY ASSURANCE AT UNIVERSITY OF ILORIN

1.1 PREAMBLE:

The University of Ilorin is located in the ancient city of Ilorin, about 500km from Abuja, the Federal Capital of Nigeria. Ilorin, the capital of Kwara State, is strategically located in the geographical and cultural confluence of the North and South. The University is one of the seven institutions of higher learning established by the Federal Government of Nigeria in August, 1975.

Quality assurance is a regulatory mechanism focusing on accountability and improvement, thus, establishing confidence in stakeholders that the inputs, processes and output of educational system fulfill the expectations or measure up to minimum standards. Quality Assurance is therefore different from Quality Control.

Quality Assurance Unit (QAU) of the University was formally established in the year 2017 as a unit within the Academic Planning Unit of the University. The unit was headed by a Deputy Director. It became an independent unit with the appointment of a director in April, 2018, under the Office of the Vice-Chancellor. The Vice-Chancellor, therefore, appoints the University's Quality Assurance Director.

The Unit is responsible for ensuring the maintenance of quality in the university including assisting faculties and other units in their self-assessment and acts as a link with outside bodies on quality assurance matters.

1.2 MANDATE

The mandate of the unit is therefore to monitor quality performance, through assessment and evaluation of the activities of the University on regular basis, in order to receive feedback for amelioration and thus promote productivity and development.

1.3   STRUCTURE OF THE QUALITY ASSURANCE UNIT

The structure of quality assurance is as shown in the organogram below:

Vice-Chancellor

Director

Deputy Director

QUALITY ASSURANCE OFFICERS   ADMINISTRATIVE STAFF

CLERICAL OFFICER   SECRETARY

OFFICE ASSISTANT
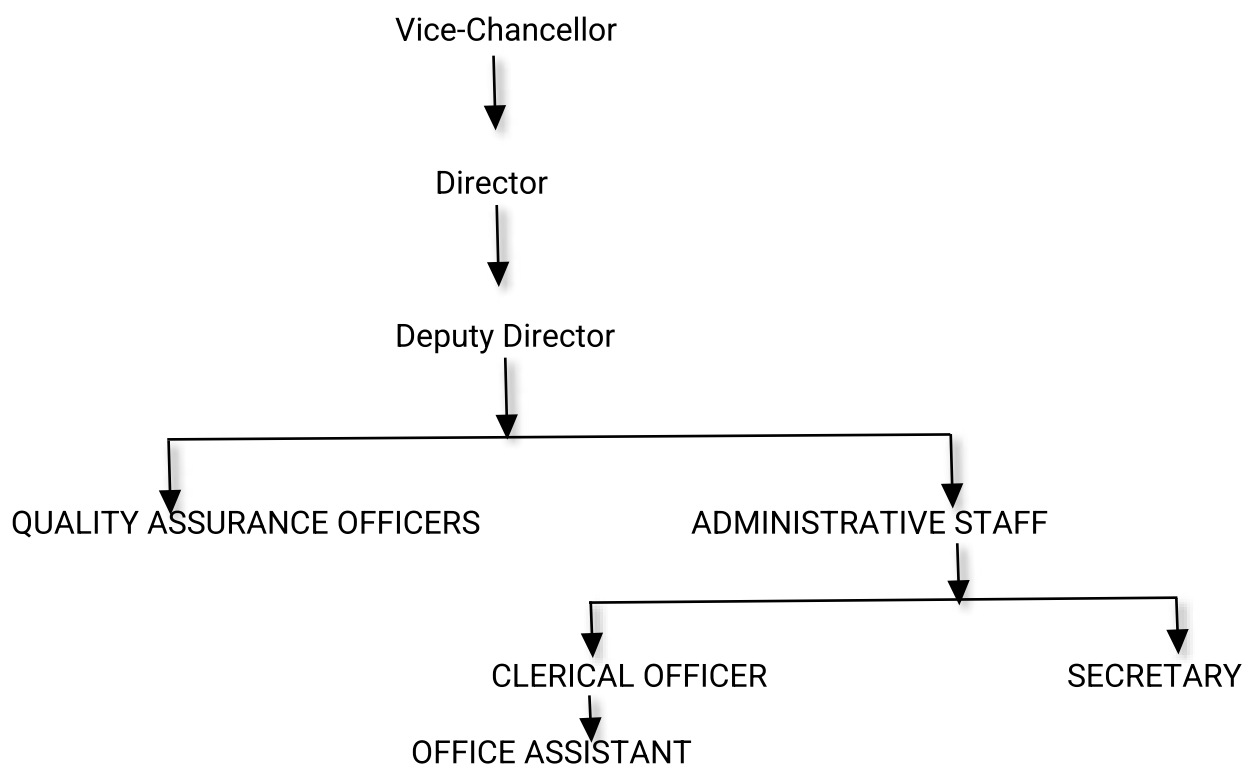
1.4   OVERALL UNIVERSITY QUALITY ASSURANCE STRUCTURE

To ensure the involvements of all the stakeholders within the University system, the following structure has been put in place.

Director QAU

University Quality Assurance Committees (QAC)

Faculty QAC (FQAC)   Service Unit QAC
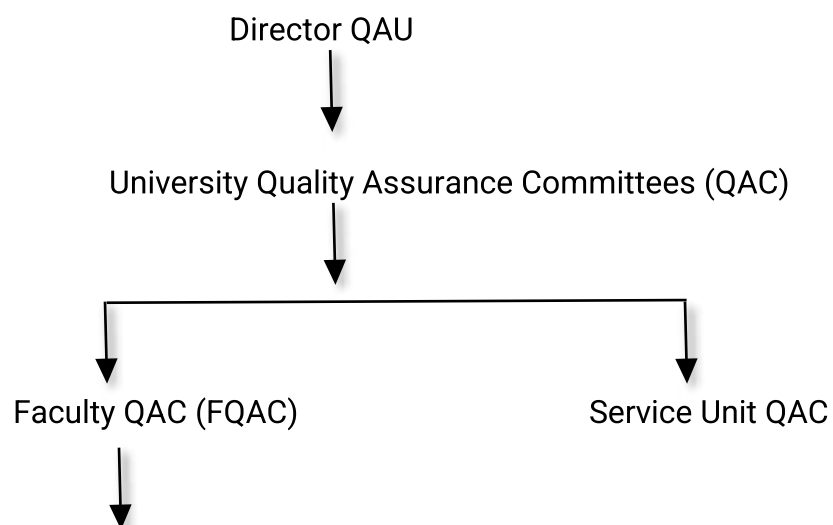
Departmental QAC (DQAC)

Note: The chairman of DQAC is a member of FQAC and the chairman of the FQAC is a member of the University QAC and provides feedback to the higher committee. Similarly, the chairman of the Service unit QAC is a member of the University QAC and provides feedback to that committee. The QAU coordinates the activities of the University QAC.

1.5 CORE VALUES OF THE UNIVERSITY

The following core values form the foundation on which our activities are carried out and conduct ourselves.

Excellence

- Safe guard academic standard and high quality of teaching and research
- Serve as pathway for ensuring the meeting of Institutional vision, mission and strategic goals
- Life-changing scholarship and value-based service

Integrity and Transparency

- Ensure the University Community maintain High level ethical behaviour
- Facilitate the honesty and accountability
- Ensure the integrity of university academic awards

Empathy

- Embracing compassion
- Optimizing health and well-being
- Empowering individuals

Justice and Fair-play

- Treating all individuals with dignity and respect
- Entrenching justice and equity in all dealings

Innovation and Creativity

- Encouraging intellectual inquisitiveness

- Promoting life-long learning

Team work

- Encouraging collaboration in all operations of the University

- Promoting shared values

1.6   STRATEGIC GOALS OF THE UNIVERSITY
There are 13 Strategic goals set for the University in the 2019 – 2023 to be pursued.

The goals are:

1.   Encourage advancement of knowledge
2.   Deploy appropriate and adequate ICT facilities in core university functions
3.   Promote probity, equity and other core values
4.   Produce globally competitive graduates
5.   Foster internationalization, partnerships & linkages
6.   Achieve efficient and effective human resources management
7.   Increase revenue generation
8.   Contribute to environmental sustainability
9.   Scale-up availability and maintenance of infrastructural facilities in the University
10.   Enhance welfare services for staff and students
11.   Ensure a safe and secure university community
12.   Contribute to the prevention and control of the HIV/AIDS & other public health issues
13.   Promote Global Best Practices and Good Governance

1.7   THE GOAL OF THE QUALITY ASSURANCE POLICY
One of the core values and guiding principles of the University of Ilorin is to maintain excellence in service delivery and all other activities of the University. The University has the vision to be an international center of excellence in learning, research, probity and service to humanity. Part of her core values are excellence, integrity, transparency, justice, fair play, innovation, creativity and team work. For the achievement of the goals and vision of the University, there is the need to develop and imbibe an effective strategy for quality assurance, monitoring and evaluation. The goal of the Quality

Assurance Policy therefore, is to enhance the effectiveness of the core University activities of teaching, learning, research, administration and community development.

Vision

- To be a university with a reputation for quality in all aspects of its business (pursuits)

Mission

To promote and ensure quality in the input and output processes of university activities

1.8   POLICY SCOPE AND IMPLEMENTATION

In this section, we present scope and implementation procedure of the policy.

The Quality Assurance Policy (QAP) of the University of Ilorin is designed to affect all aspects of the life and business of the University. The ultimate intention is to establish, in a decisive way, the culture of quality and accountability in the University. As one goes through the Policy, it should be obvious that it operates on a basis of checks and balances. This ensures that every stake holder realises the fact that they are operating in a system and others who are also connected at the same time are mindful of your input and operations.

The QAP presented clarifies the organs of the University saddled with the responsibilities of monitoring and evaluation, on one hand, and the respective actors, on the other. In this way, who to hold accountable for action and evaluation becomes obvious and minimises buck-passing (the Achilles' heel of accountability and quality assurance).

The QAU will collaborate with other necessary units to design appropriate instruments for operational monitoring and quality evaluation and assessment.

CHAPTER TWO

POLICY ON INTERNAL QUALITY ASSURANCE

2.1 Introduction

University internal processes span the activities of several stakeholders. These are the staff, students, service providers and the immediate community of the university. Some of these student-related activities are admissions, lecture delivery, the environment of learning, examinations and alumni relations. The internal quality assurance policies ensure that programmes of the University meet and even exceed national and international accreditation standards; these include policies to govern both physical and virtual lectures in response to global realities.

2.2 Admission Processes

Producing quality graduates starts from the quality of input. It is important that candidates admitted into the various programmes of the university at all levels, meet the minimum standards for admission. The university must consider demand and appropriately set competitive standards that promote merit.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. All candidates admitted to the University for undergraduate and postgraduate programmes must satisfy the requirements for the programme.	1. Screening of candidates should be done at the Department by the Level Adviser and Department Quality Assurance Committee (DQAO) and a report sent to the Quality Assurance Unit (QAU).	Level Adviser (LA) DQAC QAU
2. Files with copies of approved admission requirements in chronological order must be up-to-date at the department.	2. QAU to evaluate after every 1st semester.	HOD QAU
3. Within the guidelines of national policies on admission, highly ranked applicants should be prioritised.	3. The QAU should design and execute an analysis of the degree of variance between admitted and qualified non-admitted applicants after every	QAU

4. Approved admission quotas for programmes should be in line with that programme's Staff-Student ratio.	1st semester. 4. The QAU should report on variations as part of the admissions process report to the VC (Vice-Chancellor).	VC QAU Admissions Committee
5. There must be no admission of students after four weeks of resumption of the 1st semester	5. HOD to verify and send a report of any deviations to the QAU.	VC DVC Academic QAU HOD Admissions Committee
6. At the close of admissions, Senate must review the admission process. From reports submitted to senate through VC by CAC and DQAU	6. Report on the admission process should be sent to Senate through the VC and be based on independent reports from the Chairman Admissions Committee and the Director QAU.	Chairman Admission Committee Quality Assurance Director (QAD)
7. There must be deliberate and progressive percentage of foreign students admitted	7. QAU to monitor the proportion of foreign students admitted yearly.	CIE Linguistic Immersion Centre (LIC) DVC Academic

2.3 Curriculum

The unit of professional development from undergoing a university programme is the curriculum. It is important that the curriculum of every programme at the University of Ilorin reflects new bodies of knowledge and adapts to the needs of society while sequencing the subject matter in a logically understandable manner.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTOR
1. The university should regularly evaluate existing programmes for viability in terms of manpower, student uptake and infrastructure support and rebrand, merge or terminate as considered necessary.	1. QAU should monitor the activities of the review committee to ensure compliance	Academic Programme Review Committee (APRC) ASS APU
2. University should scan developments in society in order to start new programmes and incorporate into Academic Brief.	2. QAU should monitor the activities of the review committee to ensure compliance	Council VC APU
	3. QAU to monitor and ensure compliance	AP&CC APU
3. New programmes should be supported by favourable feasibility studies in terms of man power, student uptake and infrastructure support	4. Self-assessment committee to monitor	Departments APU Relevant Industries/Professional bodies ASS
4. The curriculum of all programmes must reflect the expected competencies of the potential graduate in line with NUC BMAS.	5. APRC to implement.	APU Department
5. There should be a mandatory curriculum review every five (5) years but three (3) years for programmes that would benefit from fast paced developments in the	6. APRC to implement.	CIE Legal Unit APU

society.		
6. Practitioners from related industries should be part of curriculum development and review in order to incorporate employer needs.		

2.4   Lecture Facilities (for face-to-face lectures)

The environment of learning must be conducive for students and lecturers. Lecturers must have the right equipment for teaching in the classroom. Students should be able to sit comfortably, hear the Lecturers and see the board or projections clearly. The classrooms or lecture halls should not present health hazards to students and the lecturers.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. The Academic Planning Unit should ensure the provision of adequate space for lecture rooms in line with the NUC BMAS to eliminate overcrowding.	1. FQAC to report on this to QAU.	FQAC QAU APU PPU
2. The Academic Planning Unit should ensure the provision of adequate facilities for lecture rooms in line with the NUC BMAS.	2. FQAC to report on this to QAU.	FQAC QAU APU PPU
3. Adequate and clean toilet facilities should be available for use by students and staff at all times.	3. QAU to work with Faculty officers to monitor and evaluate and report on this to VCHC.	Central Admin QAU FQAC VC
4. All lecture rooms/halls/theatres/offices should be appropriately furnished and fit for the	4. QAU to evaluate and report on this to Senate through the VC	FQAC QAU Works VC

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
purpose. 5. All lecture rooms/halls/theatres/offices should be properly lit (illuminated) both in and around the buildings.	5. QAU to evaluate and report on this to Senate.	FQAC QAU Works PPU FQAC QAU Works
6. All lecture rooms/halls/theatres/offices should be well ventilated.	6. QAU to evaluate and report on this to Senate.	

2.5 Lecture Facilities (for Online lectures)

Online lectures have become prevalent especially as a way to continue lecture delivery in line with best practices. This mode of teaching and learning is very dependent on the availability of Internet facilities, electricity and an appropriate Learning Management System (LMS).

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Internet facilities and bandwidth should be adequate so as to make virtual learning possible.	1. QAU to evaluate the quality of Internet service provided by COMSIT.	COMSIT QAU
2. University should procure licenses for online teaching and learning management systems (LMS) such as Zoom, Microsoft Teams, Google Classroom, Moodle, Blackboard, etc.	2. QAU should include items to measure satisfaction in the students and lecturers' opinion survey and there should be sensitisation to fill the appropriate opinion survey	QAU Lecturers Student Affairs Office (SAO) Student Union (SU) APU
3. There must be adequate provision of lecture materials by the management.	3. The QAU is to monitor lectures and ensure the right lecture materials are put to use.	QAU FQAC VC
4. Power supply by the	4. QAU to report shortfalls to the Vice-Chancellor for action.	APU Works

University must be 24/7 to support online lectures and e-learning.		QAU

2.6 Lectures (Face-to-face / Virtual or Online)

The lectures, are primarily for knowledge acquisition in this citadel of learning. Therefore, quality assurance must be established, not only in the methods of lecture delivery, but also in the currency of the contents delivered to students. Lecturers should aim to make classes very interactive. The lectures as taught, must be assessed and evaluated through continuous assessments and examinations.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Both face-to-face and virtual lectures must be utilized by academic staff of the university as appropriate.	1. Departmental QAC to keep record on course-by-course basis and report to QAU through FQAC.	QAU FQAC DQAC
2. Interactive classes that encourage student's full participation must be practiced; e.g., by sending the electronic copies of the next lecture ahead with necessary interactive questions via LMS.	2. QAU should include items for evaluating interactivity in the students and lecturers' opinion survey.	QAU Lecturers Students

3. Installation of PA system in lecture halls/theatre/laboratory and provision of mobile loudspeakers or personalized microphones by the University for all Academic staff.	3. Provision by University Management; evaluation by Faculty Quality Assurance Committee (FQAC) & QAU.	VC APU QAU FQAC
4. Provision of electronic smart boards and white boards by the University for all lecture rooms/theatres/halls/teaching laboratories.	4. Provision and usage to be monitored by QAU and FQAC.	VC APU QAU FQAC
5. Lecturers to deliver lectures during the approved assigned lecture periods.	5. Semester report of monitoring of lectures and lecture periods by each FQAC to QAU.	HOD QAU FQAC DQAC
6. Changes to the scheduled lecture period by Lecturers must be communicated to the HOD and the students concerned.	6. The DQAC should have an up-to-date schedule of lectures in the Department and provide this on demand to the FQAC.	HOD QAU FQAC DQAC QAU Lecturers Students
7. There should be timely continuous assessment (CA) and feedback by the teaching staff for the students per course.	7. QAU to include as an item in students and lecturers' opinions survey.	 QAU COMSIT
	8. Online forms to be provided,	

8. Students' opinion survey should be administered before commencement of semester examinations.	announced, and analysed by the QAU.	QAU COMSIT
9. There should be course attendance assessment by the lecturers before commencement of semester examinations.	9. Online forms to be provided, announced, and analysed by the QAU.	FQAC DQAC
10. Annual awards or incentives from faculties for the best lecturer per department, per session.	10. Awardees to be published in University Annual Report.	VC QAU
11. Annual awards for Faculty Lecturer of the Year from every faculty.	11. Awardees to be identified from data analysis by QAU and to be honoured at the Convocation ceremony.	

2.7   Student Advice Support

Progress of students should be constantly and systematically monitored. The university needs to provide a good physical, social and psychological environment for students.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS

1. There should be effective monitoring system. At least an academic staff should be assigned to each level to monitor, advise and mentor students as appropriate.	1. FQAC to monitor.	Department Level Advisers
2. Physical, social, and psychological environment should be satisfactory. Student support services such as coaching, counselling should be provided in the University. Professional counsellors are to be assigned to each faculty	2. QAU to monitor.	Centre for Supportive Services for the Deaf (CSSD) HDCC Faculty counsellors

2.8 Academic Staff Quality

Teaching staff are among the most important learning resources available to students. They should therefore have full knowledge of the subject they are teaching. Quality of academic staff determines the quality of the programme.

Policy	Monitoring & Evaluation	ACTORS
1. Proportion of regular staff with Ph.D. must not be lower than NUC BMAS. The academic staff must cover full-time, part time and visiting staff in the right proportions	1. QAU to enforce it.	VC A&PC APU QAU
2. There should be international representation in recruited staff every year	2. Undertake a hunt for top-rate scholars and do a roll call annually to ascertain the percentage attracted	VC CIE APU

	to the University	
3. Recruitment of staff should be Gender Sensitive	3. Male: Female ratio should not deviate markedly from 50:50	VC A&PC QAU
4. Proportions of academic staff by rank should not deviate from NUC guidelines. Mix of qualifications, experience, aptitude etc. of staff must be sufficient to deliver the curriculum.	4. QAU to monitor and report to the VC.	VC A&PC APU QAU
5. Well planned Staff appraisal based on fair and objective measures for enhancement are to be carried out regularly. There should be an efficient appraisal system which is well circulated to all staff and strictly adhered to.	5. QAU to monitor and report to the VC	VC A&PC QAU
6. Staff Recruitment should be based on appropriate experience in teaching and research. Advertisement should be specific on required experience and well publicised.	6. QAU should check how far the university meets these requirements and report to the VC and be represented on A&PC	VC A&PC QAU

POLICY	MONITORING/EVALUATION	ACTORS
7. The staff should be sufficient in number to deliver the curriculum adequately in terms of size and qualifications by complying with NUC BMAS on Staff Student ratio.	7. QAU to monitor and report to VC	VC APU QAU

2.9   Staff Development Activities

Academic and support staff need to update their knowledge from time to time to acquire additional skills for effective delivery.

POLICY	MONITORING/EVALUATION	ACTORS
1. There should be a clear plan on training and development of both teaching and non-teaching staff. This should include academic staff without Ph.D., attendance of local learned conferences at least once a year and one international conference every two years	1. APU to draw up the plan. 2. QAU to monitor using the staff opinion survey	Senate A&PC DVC Academic Human Resources CIE VC
2. Adequate funds should be made available for training and development of both teaching and non-teaching staff.		

2.10 Examinations (Face-to-face / Virtual or Online; including CBT)

Credibility of examinations ensures quality by promoting healthy competition among students. It is important that the content of examinations take cognisance of the mode of conduct of the examination, such that proctoring, for example, is minimal for virtual examination. Also, students must be continuously made aware of the consequences of examination malpractice.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. All rules and regulations in the Academic Handbook guiding University of Ilorin examinations must be strictly followed by all staff and students. Reports from the monitoring teams be collated by QAU should be presented to senate through the VC	1. Examination monitoring should be carried out by relevant oversight groups such as faculty and University monitoring teams.	VC APU ASS QAU FQAC
2. CCTV cameras should be installed in examination rooms especially in large halls to aid evaluation of the conduct of examination.	2. QAU to manage the monitoring and analysis of examinations' CCTV footage.	COMSIT QAU CCTV Analysts
3. Students should observe all regulations guiding online examinations.	3. ASS to state the guideline and QAU to monitor.	DVC Academic ASS QAU

2.11 Research

The reputation of the university depends a lot on its research output. In order to place

projects, dissertations and theses online, it is important that these works are free from plagiarism. Quality research that can translate to industrial applications should be encouraged to ensure research output that impacts on the local community and industry.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Licensed plagiarism checking software should be procured by Library and Publications Committee (L&PC) and made available for use online. Researchers and students to be informed on acceptable thresholds.	1. QAU should include items on this in its staff and student assessment tools.	Library and Publications Committee
2. Research output and university publications should be subjected to licensed plagiarism checking software. Undergraduate, postgraduate and funded research should include a plagiarism check certificate as provided by the plagiarism software as the first page of the project/thesis report.	2. Faculty L&PC, FQAC, PGS, CREDIT and QAU to monitor	L&PC PGS CREDIT QAU FL&PC
3. The University should have thematic research areas that prioritise local and international problems and channel its funding (Senate Research Grant, Institution Based Research of TETFUND) towards them. In general,	3. L&PC and QAU to monitor.	DVC RTI QAU L&PC PGS LABTOP

research projects should be tailored to industrial and societal needs. The university's LABTOP unit should scan and inform faculties/departments of need areas. APU should include the University research thematic areas and outputs as part of the Annual Report.		

2.12 Support Services

The university depends on all its organs and all staff to deliver quality services to both internal (students and staff) and external (parents, guardians, contractors, the community) stakeholders. All departments and units must cooperate to carry out their responsibilities and ensure that all staff deliver their services with quality in mind.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. All new buildings should comply with the standards of the profession.	1. The QAC of Physical Planning Unit should monitor all stages of the building processes and report to QAU.	DVC MS PPU QAU VC
2. Bursary services should make payments promptly and eliminate the need for follow-up by stakeholders.	2. The QAU should carry out regular assessment of stakeholder satisfaction with support services and provide a report to the Vice-Chancellor's House Committee (VCHC) for consideration.	QAU Bursary VC QAU
3. Contractors must carry out their jobs with specifications given and within the time frame stipulated in the contract.	3. Relevant QACs and QAU should monitor and report deviations from specifications to the VC.	QACs SERVICOM Procurement Unit Registrar Legal unit

4. Letters of contract awards must be accompanied by the relevant bill of quantity specifying the details of what is to be done or supplied and made available to the Contractor and receiving/oversight department.	4. Relevant QACs and QAU should monitor and report deviations to the VC.	Procurement Unit QAU
5. The procurement process should ensure that contracts to suppliers/contractors include installation of the supplied equipment; training of staff on how to use such equipment; and additional spare parts of frequently failing components of such equipment.	5. Relevant QACs and QAU should monitor and report deviations from specifications to the DVC MS.	DVC MS QAU QACs SERVICOM Procurement Unit

2.13 Behavioural policies (students and staff)

As key components of the university community, staff and students must conform to basic behavioural standards towards the attainment of the University goals and objectives. The ultimate aim of this policy is the attainment of dignified behaviours by both staff and students in character and learning, in line with the university motto of *Probitas Doctrina*. Attainment of excellence lies within the purview of standard quality that must be assured to impact good character/behaviour through learning.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. During the orientation programme at the beginning of the session, all newly admitted students must be given a copy of the Students' Information and Regulation Handbook as well as departmental handbook.	1. DQAC to confirm that all freshers have the handbooks.	Student Affairs Unit FQAC
2. Newly hired employees should be given appropriate orientation and must be given a copy of the Conditions of Service upon resumption. All staff should be exposed to regular re-	2. The orientation should be jointly organized by Registry and QAU.	Registry QAU

orientation.		Human Development and Counselling Centre (HDCC) HODs SAO
3. Lecturers should act as quasi-parental advisors and report cases of deviance to the HOD.	3. Report on a deviant student from HODs should be submitted to the Counselling Office for intervention.	
4. Staff should report any form of abuse and discrimination to the SERVICOM Unit, which should act as deemed appropriate in the circumstance.	4. The SERVICOM Unit should make quarterly reports to the QAU.	SERVICOM QAU
5. Staff must dress and act in a dignified manner.	5. Any incidence of indecent dressing should be reported to the Registrar.	Registrar QAU
6. Matters on students' dress code should be reported to the Student Affairs Office only.	6. Any incidence of indecent dressing should be reported to Dress Code Committee and SAO	University Dress Code Committee SAO QAU

2.14 University Committee System

The University operates a committee system in its administration. Cognisance of the pivotal role of a Committee's Secretary is important. A Secretary is expected to communicate decisions/resolutions of the Committee to appropriate authority in a timely and concise manner.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS

1. Category of Committees should determine the choice of committee secretary to be appointed. The Registry should carefully appoint appropriate Secretary of each committee, aside from the University statutory committees	1. Random survey of opinion of committee chairmen by QAU.	Registrar QAU
	2. Random survey of opinion of committee chairmen by QAU.	Registrar QAU
2. The Secretary must take adequate notes of all decisions /resolutions reached at meetings. The Chairman should ensure that decisions /resolutions reached are properly captured and well documented	3. Chairman of each Committee should monitor and ensure that stakeholders are communicated as at when due.	Registrar QAU Chairman of Committee
3. Secretary of various committees should communicate decisions to relevant stakeholders not later than 24 working hours (3 days) after the meeting.		

2.15 Documentation

The records of an institution are its life-blood. For an academic institution the story of a student's period at the university must be accessible at any time. So, records, such as student transcripts, are to be archived with utmost care. It is also important to properly archive mails and other documents at the various University offices to ensure easy retrieval.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS

1. Each unit must ensure appropriate filing system to avoid loss of vital documents. Regular training of registry staff on record keeping should be organised.	1. Head of each unit and Secretary should ensure appropriate filling system.	Registrar Heads of Units
2. University should reduce paper-based documentation and move more to electronic formats. Continuous assessment and proposal of areas for movement to electronic platforms should be explored.	2. COMSIT should monitor compliance.	Registrar COMSIT Heads of Units
3. Communication with staff, students and guardians should be done mostly electronically. Parents/guardians be given appropriate feedback on their wards.	3. QAU to include related items in its assessment tools.	ASS COMSIT SAO Departments
4. Announcements should be both through the University Bulletin and the University Website.	4. Corporate Affairs Unit and COMSIT to comply while SERVICOM and QAU should ensure compliance.	COMSIT Corporate Affairs Unit
5. All students' transcripts must be readily available on request.	5. SERVICOM to monitor how long it takes from request to delivery of a transcript and report to QAU.	Registrar ASS QAU SERVICOM

2.16 Job Specifications

Job specification is an expectation of each staff towards the achievement of the

institutional goals. Staff are expected to work towards meeting or even exceeding the job expectations as specified by the institution to enhance the quality of output. To achieve the best from each staff, they should be familiar with the job specification associated with their job title and status.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Registry should outline job specifications for all cadres in the University in a widely accessible form to all staff.	1. QAU should ensure compliance and monitor.	Registrar
2. Registry should set up a committee on the review of job specification every three years to be abreast of the dynamics of global labour market and take advantage of emerging trends.	2. Registry should ensure compliance.	Registrar QAU
3. Job specifications and the Condition of Service handbooks should be provided to all staff at the point of documentation on assumption of duty, while updated editions are to be made available to all staff, preferably as e-copies.	3. Registry should ensure compliance. SERVICOM and QAU to monitor	Registrar QAU
4. Recruitment and promotion examinations and assessments should be based on the job specification of the desired post and this should be brought to the attention of both Internal and External examiners/assessors.	4. Staff unions should monitor and bring infractions to the notice of the QAU.	Registrar Staff Unions QAU SERVICOM

2.17 Transportation

Assurance of quality in the transport sector aims at ensuring safety and reliable transport service to operate within the University system. As part of the institution's safety policy, motorists, tri-cyclists and pedestrians need to comply with the set standards accepted for transport system. Drivers should be conscious of regulation on speed limit and that over speeding has been identified as one of the fundamental causes of accidents.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Road signs should be strategically positioned in such a way that it passes instructions to drivers, commuters and other road users.	1. Campus Transportation Board (CTB) should ensure compliance.	VC SAO QAU
	2. QAU to monitor.	VC SAO QAU
2. Volunteer Traffic Officers (VTO) should be institutionalized in the University to regulate traffic jams and hold up.		
3. Adequate and well-marked spaces should be provided for vehicles to park and must be effectively used.	3. CTB to monitor compliance.	PPU Works CTB QAU
4. CTB should implement procedures for incident reporting, fining and claiming the receipt upon making payment should be instituted. Communication channel should be provided for reporting confidentially reckless driving of motorists, tri-cyclists and the like within the campus.	4. SAO, Security division and QAU to monitor. Quarterly reports should be sent to the QAU by the CTB.	CTB

2.18 Eco-friendly Environment

Preservation of the environment is necessary in the University system for achieving best environmental and sustainable practice.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS

1. Design the university buildings and environment with sustainability in mind	1. University to set up an SDGs Committee (on environment and sustainability) to monitor	VC PPU APU
2. Comply with all relevant legislation and regulation on greening and maintenance of the environment by the university.	2. FQAC and QAU to monitor.	PPU Works QAU FQAC
3. Reduce waste and actively seek opportunities to reuse and recycle materials and waste. Incorporate waste management and recycling into a research centre and share solutions with clients.	3. University Consultancy services should ensure compliance and QAU to monitor.	DVC RTI LABTOP Consultancy services
4. Educate and raise awareness of staff, students and other members of the campus community on environmentally sustainable issues and their effects.	4. SDGs Committee to implement and report to QAU.	SDGs committee QAU

2.19 Health

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Ensure improved service delivery by University Health Services (UHS) to meet national public health standards.	1. University Board of Health to implement and report annually to QAU	SERVICOM University Board of Health QAU
2. Provide training and technical assistance to UHS professionals for quality improvement techniques.	2. University Board of Health to implement and report annually to QAU	SERVICOM University Board of Health QAU

		VC UBH UHS
3. Develop and implement comprehensive framework for the university community health programme that focuses on prevention. UHS to utilise staff health data to screen, monitor and counsel accordingly. UBH and UHS to implement	3. QAU and SERVICOM to monitor	

2.20 Safety

A university campus should be a safe haven. The University of Ilorin must strive to maintain a safe environment at all times on all its campuses. Staff and Students must feel safe and have a sense of well-being when on the university campus.

POLICY STATEMENTS	MONITORING & EVALUATION	ACTORS
1. Nurture a campus where everyone feels safe and secure by putting in place measures that eliminate crime.	1. Security Division (SD) to send quarterly incidence reports to university management.	VC SD SAO
2. University must follow-up and investigate any form of harassment and reprimand culprits.	2. SERVICOM and QAU to monitor.	Registrar SAO Campus Security Committee (CSC) SERVICOM WMD
3. Electrical fittings in buildings should be up-to-date and subjected to periodic checks according to the professional standards.	3. Evidence of such checks should be reported by the DQACs.	
4. Fire-fighting equipment in buildings and at the Fire Department should be	4. Evidence of such checks should be reported by the	Fire-fighting Unit

available and subjected to periodic checks according to the professional standards by the Fire Department.	DQACs.	
5. Verification of identity of members of the university community is important and staff and students are to wear their ID cards at all times.	5. SERVICOM Unit to enforce and monitor.	Registrar All Staff and students
6. ID card should be issued promptly to all staff and students who require it at the beginning of every session.	6. SERVICOM Unit to enforce and monitor.	Registrar Dean

CHAPTER THREE

POLICY ON EXTERNAL QUALITY ASSURANCE

3.1 Introduction

3.2 Distance Learning

Distance Learning is a means of increasing access to education. The quality however must be congruent with those of equivalent programmes in the classroom-based course of study.

Policy	Monitoring & Evaluation	ACTORS
1. Increase access to education through Open and Distance Learning (ODL) for both national and international candidates.	1. APU and QAU to ensure compliance and monitor.	DVC Academic AP&CC CODL CIE
2. All undergraduate programmes to also be available through Open and Distance Learning	2. APU and QAU to ensure compliance and monitor	DVC Academic AP&CC CODL CIE
3. All lecturers involved in ODL are to have similar qualifications as for regular courses. The lecturers are to be trained and retrained on trendy ODL delivery techniques as appropriate	3. APU and QAU to ensure compliance and monitor	Registrar CREDIT CODL
4. Equip Centre for Open and Distance Learning (CODL) to meet international standards so as to attract international candidates.	4. QAU to monitor and ensure compliance	AP&CC CODL APU

3.3 Accreditation

Both external and internal assessment need to be carried out with current and regularly improved instrument to ensure attainment of high quality.

Policy	Monitoring & Evaluation	ACTORS
1. Publicize current instruments of accreditation (e.g., from NUC, AAU and IAU) and make them available to the programmes and departments.	1. QAU to monitor	APU
2. Formation of Unilorin Self-assessment committee for periodic internal assessment of the University and programmes in preparation for external accreditation.	2. QAU to monitor and ensure compliance.	VC APU Faculty and Department Accreditation teams

3.4 Improving University Ranking

University Ranking is a means of knowing the relative standings of universities and their programmes. Ranking allows for judgements of institutions within and outside the country and guides career choices by prospective students

Policy	Monitoring & Evaluation	ACTORS
1. The University is to have a unique institutional domain that can be used by all the websites of the University. The use of this domain should be monitored from source	1. QAU should monitor and ensure compliance.	COMSIT
2. Improve the visibility of all academic staff by uploading all CVs and publications with hyperlinks to the University website.	2. L&PC should monitor and ensure compliance.	COMSIT Faculties Departments
3. Academic staff should monitor their	3. L&PC should monitor and ensure compliance	COMSIT Faculties

visibility on Google Scholar, SCOPUS and other bodies.		Departments
4. Upload Postgraduate students' projects on university website after a mandatory plagiarism check.	4. L&PC should monitor and ensure compliance.	COMSIT PGS
5. Produce List of Staff/Alumni for publication in the annual report under the following headings; - Alumni wining Nobel Prizes (http://nobelprize.org or www.mathunion.org - Highly cited Researchers (http://clarivate.com.hcr) - Papers published in Nature and Science from 2013 to date (http://www.webofscience.com/) - Papers indexed in Science Citation Index-Expanded and Social Citation Index (http://www.webofscience.com/) - National Merit Awardees - Fellows of Academies	5. APU should monitor and ensure compliance	L&PC COMSIT
6. University should submit data for assessment to appropriate ranking bodies. e.g. Times Higher Education World University Rankings, and Impact Ranking https://www.timeshighereducation.com/world-university-rankings/methodology-world-university-ranking	6. L&PC should monitor and ensure compliance.	APU CREDIT

3.5   Foster Internationalization, Partnership and Linkages

Researchers cannot nominate themselves for Nobel Prize, there is therefore need to make their work known to others. Injection of renowned and highly cited researchers from other countries can improve capacity building.

POLICY	MONITORING & EVALUATION	ACTORS
1. The University should foster internationalisation by sustaining and improving existing linkages and by increasing number of staff and students for exchange programmes	1. QAU should monitor and ensure compliance.	CIE Linguistic Immersion Centre
2. Increase foreign content in terms of the proportion of staff and students	2. QAU should monitor and ensure compliance.	CIE LIC
3. Organize language courses for foreign students whose language of instruction at home is not English	3. QAU should monitor and ensure compliance.	CIE LIC
4. Provide conducive and secure environment for international staff and students by Improving accommodation conditions to attract international staff and students	4. QAU should monitor and ensure compliance.	VC LIC SAO CIE

5. Foster linkages with institutions within and outside the country by activating the University's MOUs with reputable institutions in order to take advantage of various fellowship and exchange program.	5. QAU should monitor and ensure compliance.	Advancement Centre CIE
6. Developing appropriate partnership with ICT companies (e.g., Google, Microsoft, Facebook) for proprietary products and services.	6. QAU should monitor and ensure compliance.	Advancement Centre CIE COMSIT
7. Establishing linkages between the Institution/Programme and potential employers to facilitate graduate employment	7. QAU should monitor and ensure compliance	Advancement Centre CIE Faculties

3.6 Relevance of Research Output

Nomination for Nobel Prices are not base on numbers of publication but the relevance of the publications in solving real life problems. Research output should therefore be relevant to solving problems of communities whether local or global.

Policy	Monitoring & Evaluation	ACTORS
1. Researchers should be encouraged to target community and global problems; e.g., by conducting annual research fairs to bring innovation closer to stakeholders. CREDIT should organise fairs and increase societal engagement.	1. Merit award committee should identify proportion of staff research relevant to development, increase in number and amount of Research Grants as well as number of Patents from Research Findings	LABTOP CREDIT
		Faculties Departments
2. Inviting renowned scholars in different areas of core	2. Advancement Centre and QAU to monitor.	

POLICY	MONITORING & EVALUATION	ACTORS
competency of staff in each discipline and linking up with Alumni who are doing exceptionally well elsewhere.		
3. Encourage networking and collaboration with researchers outside the University and outside Nigeria.	3. Advancement Centre and QAU to monitor.	CIE CREDIT Researchers
4. Deliberate attempt to build research capacity through mentoring by senior colleagues who are active in research and training of staff by editors of high impact journals.	4. L&PC to enforce compliance and QAU to monitor.	CREDIT Faculty
5. Strengthen University Industry partnership in solving industrial problems.	5. QAU to monitor.	LABTOP
6. Sustain research collaborations with local, national and international agencies on the prevention and control of diseases of public health importance.	6. QAU to monitor.	DVC RTI Institute of Medical Research and Training (IMRAT) CREDIT

3.7 Societal Engagement

POLICY	MONITORING & EVALUATION	ACTORS
1. Increase the number of departments, staff and students involved in community engagement.	1. QAU to monitor by obtaining report from relevant actors.	COBES SIWES IOE Sasakawa Faculty Department

Policy	Monitoring & Evaluation	ACTORS
2. University must maintain harmonious relationship with its immediate communities and collaborate with relevant agencies (security and traditional) and institutions in resolving communal issues	2. QAU to monitor.	Center for Ilorin Studies (CILS) Center for Peace and Strategic Studies (CPSS) Archives and Documentation Center (ARDC)

3.8 Stakeholders Feedback/Satisfaction

There is need to have regular appraisal of programmes involving all stakeholders (alumni, students, employers, parents/guardians, sponsors etc.) to ensure that goals and objectives are met. This calls for an efficient feedback system.

Policy	Monitoring & Evaluation	ACTORS

1. Ensure adequate structured feedback from the labour market. Department should carry out regular and Ad-hoc formal and informal surveys and feedback on the employability of graduates.	1. QAU to request reports from relevant actors for input into the Annual Report.	Advancement Centre Faculty Department
2. Feedback from Staff and Students. Structured Questionnaires should be prepared and administered at least every session to staff (Academic and Non-Academic) and students and analyzed	2. QAU to disseminate findings.	QAU COMSIT Staff Students Department
3. Feedback from Alumni. Survey Questionnaire should be administered to the Alumni.	3. QAU should obtain the survey data from Advancement Centre	Advancement Centre Alumni
4. Parents/guardians should be given appropriate feedback on their wards electronically.	4. Should be monitored by QAU	ASS COMSIT SAO Department

3.9 Approval of Policy Provisions

The provisions of this policy shall become operational as soon as it is approved by the Senate of this University. By implication, these provisions shall remain valid until revoked by the same University Senate. In the same vein, the document is also amenable to reviews, amendments and alterations due to the dynamic nature of university policies and operations. As such, whenever such reviews, amendments and alterations occur, the revised version takes precedence over the previous ones.

3.10 Conclusion

PROVISION FOR AMENDMENTS AND REVIEW

The provisions for amendment and review of the QAP.

The world is constantly changing and this more so for the tertiary education environment in Nigeria. Whenever any provision of this policy is deemed to be outdated or not in alignment with the realities of the time, such aspects may be changed or revised upon approval of University Senate that such a revision be incorporated. The document will however be statutorily reviewed every five years.