



VICTORIA
UNIVERSITY

Kampala · Uganda

VICTORIA UNIVERSITY

QUALITY ASSURANCE POLICY

DECEMBER 2018

PREAMBLE

The use of the word or phrase “Quality Assurance” has become a common norm because increasingly all stakeholders in higher education are demanding for quality. We thus talk of quality in admissions, quality in the processes that go into the teaching and learning, quality in the educational facilities and infrastructure, quality in the handling of examinations and quality as demonstrated by the graduates in the world of work.

The increasing demand for higher education coupled with the degree syndrome or the rush for degree has led to massive expansion and compromised quality. The recent rapid expansion and Massification of university education around the world has diminished the traditional elitist nature of the University as an institution. With the Massification of university education, questions about the relevance and efficacy of university services are inevitable.

In addition, the need to promote transparency and allow evaluation of university performance by stakeholders against the established institutional goals and objectives as elements of social accountability cannot be underestimated. This necessitates establishing internal arrangements for monitoring and continuous improvement of quality in all the University services.

The Quality Assurance Policy therefore will help ensure that the University self-regulates its processes, mechanisms and total quality to be able to achieve its missions and vision and move with its aspirations to greater heights.

M.W.

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1.0 BACKGROUND OF VICTORIA UNIVERSITY

1.1 Vision

To become a center of Excellence for Higher Education

1.2 Mission

To transform the lives of our students and advance Africa and beyond through our teaching and learning, diversity, and inclusion, discovery, research and creativity, promotion of health and deep community engagement

1.3 Core Values

The core values are:

- i. Critical thinking
- ii. Leadership
- iii. Professionalism
- iv. Humanity
- v. Passion
- vi. Integrity
- vii. Excellency
- viii. Innovation
- ix. Student centeredness

1.4 Principles of Quality Assurance at Victoria University

- i. Quality assurance extends beyond the realms of lecture rooms, curricular and academia;
- ii. All the administrative, academic and support staff are collectively responsible for maintaining and enhancing the quality of its academic programmes and non-academic activities for improving the quality;

- iii. There is student involvement, participation and regular formal assessment and feedback in programme development, monitoring and review;
- iv. Programmes of study and quality assurance mechanisms are subject to internal and external peer evaluation and review, involving consultation with learners, alumni and other stakeholders;
- v. Quality of academic programmes and non-academic activities will be judged based on a collection of evidence, from students, lecturers, alumni, employer, government and professional bodies, and not on a single piece of evidence;
- vi. It is important to seek the opinion of students, alumni, other stakeholders and external quality assurance agencies, NCHE, UUQAF, DAAD, HRK, ACUQA, IUCEA, Ministry of Education and Sports, professional bodies with a view to continuously monitor the effectiveness of its quality assurance procedures.

2.0 POLICY STATEMENT

There shall be a Quality Assurance Directorate.

Victoria University is committed to providing world class quality services that meets the expectations of its customers and stakeholders.

The University Management will plan, assess risks & opportunities, formulate and quality objectives, carry out monitoring & evaluation of achievement of objectives, pursue continual improvement of products, processes and services, and adopt best practices.

The Policy Statements have been considered in terms of; policy plan, research, community engagement, teaching and learning, funds and financial management, human resource, welfare services, quality assurance and benchmarking, and stakeholders' satisfaction. Quality Assurance shall apply to all activities of the University.

2.1 Objectives of the Quality Assurance Directorate

The main objective of the Quality Assurance Directorate is to:

- a) Implement and promote quality assurance systems and structures in all University operations.
- b) develop clear procedures and standards of quality assurance of all units of the university

2.2.1 Specific Objectives

- a) To monitor and evaluate all key academic and research processes in the University.
- b) To set up interventions to address stakeholder concerns.
- c) To establish linkages, partnerships and networks with other QA units/centers to enhance quality in all the University's undertakings.
- d) To develop and or maintains relevant policies, manuals or guides for University-wide QA operations.

- e) To work with relevant University organs to define and set up quality benchmarks.
- f) To carry out academic and research audits to comply with set standards.
- g) To handle quality issues related to student assessment
- h) To monitor and evaluate teaching processes in all its forms .

2.2 Benefits of Quality Assurance Policy

It is expected that effective implementation of this policy will yield to:

- i. Improved work performance of academic and nonacademic staff;
- ii. Improved student performance and success in learning;
- iii. Improved satisfaction of society's and stakeholders' expectations and needs;
- iv. Improved institutional public image and enhanced relations with stakeholders;
- v. Enhanced capacity to compete with other higher learning institutions nationally, regionally and globally;
- vi. Focused approach to the implementation of the university's mission activities.

2.3 Victoria University Quality Assurance Focus

2.3.1 Policy Plan

University shall ensure that;

- a) It's mission and vision statements are publicly known;
- b) It has a strategic plan which is in line with its vision and mission.

2.3.2 Research

The University shall ensure that;

- a) Research is imperative as a driver of quality
- b) The University develops a clear research agenda that addresses the needs of the country
- a) Support is provided to scholarly research and micro level and applied research at macro level
- b) There is commitment to the highest professional research ethics.

2.3.3 Community Outreach

Victoria University shall remain relevant to the community through community outreach programmes. The University shall ensure that the policy on community outreach is in place and adhered to.

2.3.4 Teaching and Learning

Victoria University shall ensure that;

- a) academic programmes are periodically reviewed to improve quality and meet the stakeholders' demand;
- b) stakeholders are involved in the process of curriculum review and establishment of new programmes;
- c) tracer studies are done to inform programme development and review.

2.3.5 Funds and Financial Management

- a) Victoria University shall ensure that; it mobilizes adequate financial resources to cater for the achievement of its goals and objectives;
- b) it has a reliable financial management system that is adhered to.

2.3.6 Human Resources

The university shall ensure that;

- a) it has qualified academic and administrative staff with clearly defined responsibilities;
 - a) it has a clear human resource development plan;
 - b) it has a clear appraisal and promotion policy.

2.3.7 Welfare Services

Victoria University shall;

- a) establish clear staff motivation and incentive scheme;
- b) allow staff to establish an operational Staff Association.

2.3.8 Quality Assurance and Benchmarking

- a). Victoria University shall institute an efficient internal quality assurance system;
- b). Victoria University will promote benchmarking for comparison of the services provided with other universities in and outside Uganda.

2.3.9 Stakeholders Satisfaction

Victoria University shall ensure that it develops a structured and transparent method for obtaining feedback from stakeholders.

2.3.10 Areas for internal Quality Assurance

The following areas for internal quality assurance are described;

a) Quality of Programmes and Courses

Assessment of quality in the design and implementation of programmes and courses shall ensure that well-qualified staff members carry out such activities, which are based on the guidelines and procedures approved by Senate and NCHE and other regulatory bodies.

b) Quality of Academic Staff

Assessment of quality in academic staff shall include expectations with regard to qualifications, experience, teaching, research and publications, outreach and continuing professional development.

Benchmarks for minimum qualifications, teaching, research and publications, outreach and involvement in continuing professional development activities shall be determined by academic units.

c) Quality in Teaching and Learning

Assessment of quality in teaching and learning shall cover the following areas:

- i. Implementation of NCHE and any other regulatory bodies' regulations and standards;
- ii. Adherence to or improvement of the minimum requirement of courses of study developed by the NCHE;
- iii. The design, content, duration, contact hours and assessment of what is taught
- iv. Use of well-established structures such as the, Associate Dean, Head of Departments and tools such as; Peer assessment and student assessment of courses and teaching;
- v. Relevance of what is taught to the community, the job market and the nation;
- vi. Methods of examining or assessing of students, including examination regulations and awards;
- vii. Quality of graduates, if necessary measured against the quality of entering students;

- viii. Appeal mechanisms for students to challenge their results;
- ix. Protection of unique and professional programme against general policies that may not apply to all disciplines;
- x. Teaching portfolios and peer review;
- xi. Assessment level of student engagement in the teaching and learning experience, research and outreach activities.
- xii. Any other activity or mechanism relevant and beneficial for quality in teaching, learning and student assessment.

d) Quality in Student Assessment and Supervision

Quality assurance mechanism for determining the quality of student assessments and supervision, both continuous and final, shall be developed.

e) Quality in Supervision of Postgraduate Student

The School of Postgraduate Board shall be the University body concerned with the assurance of quality of post graduate degree programmes across the University. The School of Postgraduate is the unit with responsibility for day-to- day administration of postgraduate student affairs in consultation with the relevant Victoria University Faculties. The supervisory arrangements shall be at Faculty level but the following should be adhered to:

- i. The School of Postgraduate Studies should organize the generic skills training programme for postgraduate students.
- ii. Supervisors should be identified and allocated in time.
- iii. Both supervisors and supervisees should be guided by the content of the school of Postgraduate handbook.
- iv. Expectations, roles and responsibilities of graduate students and supervisors should be made clear.
- v. Supervisors should be readily accessible to their students and regular monitoring and feedback should be ensured.

- vi. Student-supervisor relationships should be professional.
- vii. Intellectual debate and challenge should be encouraged.
- viii. Supervisors should be mentors.

- ix. Issues and consequences of Plagiarism should be made clear to the students and staff.
- x. Conflicts should be resolved at the lowest level possible if any.
- xi. Continuity is important in graduate supervision.
- xii. Alternative supervision should be available in case it is deemed necessary.
- xiii. Students have substantial responsibilities for managing their own graduate academic work.

f) Moderation of Examinations

Victoria University shall establish a systematic mechanism for the internal and external moderation of examinations. Guide(s) for examinations and coursework moderation; and external examiners will be developed and followed (Appendix 1).

g). Examinations Monitoring

Victoria University shall establish a systematic mechanism for monitoring examinations. A standard examination monitoring tool shall be employed and administered by the Chief Invigilator on behalf of the invigilation team.

h). Internal and External Examiners

Victoria University shall establish a Board of Examiners consisting of internal and external examiners for each programme offered.

The Board of Examiners shall determine whether a candidate has successfully completed or failed an examination on the basis of the pass mark.

i). Student's Evaluation of Teaching/Learning

All instructors, lecturers or professors at Victoria University shall be assessed by the students in a standardized format mid-semester and at the end of such a course. Students shall assess academic staff performance to help individual staff to address his/her weaknesses. It will also help to improve teaching through the improvement of content and professional development.

The Faculty/ School/Department Administrators of an academic department shall collect, and submit filled-in evaluation forms to QAD for analysis and evaluation of

students' assessments and then hands them to Dean/Head of Department who discusses the assessment report with the subject instructor/lecturer. The evaluation report of Deans/Directors/HODs shall be handed to the AR to discuss with the concerned staff.

Director Quality Assurance shall use the analyzed lecturers report after formal and publications of the results to inform management, academic units and service

departments on areas of strengths as well as areas of improvement.

j). Quality in support Services

Assessment of quality in the academic support services provided to Faculties/Schools and departments including but not limited record keeping and attention to process as it relates to academic excellence; shall be included in the Framework for quality assurance.

k). Quality of Resources and Facilities

Assessment of quality of resources and facilities shall include measures of the availability and appropriateness of lecture rooms, library, book banks, ICTs, laboratory or practical facilities and equipment, hostels, dining hall, kitchen, sports facilities, staff housing, vehicles.

l). Institutional Assessment

Victoria University in a bid to promote quality assurance has a practice of conducting internal institutional self-assessment which is externally reviewed in response to NCHE and any other regulatory bodies.

m). Quality of Research and Publication

In order for Victoria University to earn and maintain an outstanding national and international reputation in research and publication, it must be committed to evolving and expanding its research capacity to achieve the highest level of research and research training.

Quality of research shall include the following:

- i. Availability of research guidelines

- ii. Capacity to perform research at individual,, departmental and Faculty/ level
- iii. iii The relevance of research to the objectives, vision and mission of Victoria University
- iv Availability of external and internal research funding
- iv. Quality of research findings and dissemination

- v. Assessment of research and research training strategies whether they reflect national and international best practices;
- vi. Integration of research into teaching and learning;
- vii. Publications and co-publications of research findings as monographs, books, book chapters and articles in Peer reviewed journals;
- ix. Organizing annual research dissemination conference;
- x. Establishing a documentation and publication center.

n). Programme Review Process

The revised curriculum shall be submitted to NCHE and other regulatory bodies if required twelve months before expiry date.

A programme shall be reviewed within three to five years, or depending on the duration of the accreditation of the programme. In consultation with the Deans and Academic Registrar and the Central QA Committee and Curriculum Review Committee shall select and recommend the programs to be reviewed.

A programme review shall feature both quantitative and qualitative analysis. The quantitative analysis consists of gathering and analyzing numerical data related to the programme. These data are reported in the self-assessment report. The qualitative analysis shall be in two parts: a self-assessment completed by programme representatives from the Faculties/Schools/Departments and assessment report by an external peer review team that scrutinizes and validates the self-assessment with a balance between quantitative and qualitative analysis, the program review process can ensure accountability and fairness.

The Deans and Directors shall engage stakeholders to review the relevancy of content and structures in each programme's curriculum. The stakeholders shall include but not limited; staff, students, employers, alumni, regulatory bodies. The recommendations should be implemented if feasible.

o). Purpose of Programme Review

The primary purpose of a programme review is to evaluate five aspects of a program;

- i. Quality;
- ii. Resource use;

- iii. Contribution to the objectives, vision, mission and core values of Victoria University
- iv. Relevance
- v. Adaptability
- vi. Transferability and recognition of qualifications.
- vii. Additionally the programme review process is needed for seeking accreditation and re-accreditation.

p). Implementation of the Quality Assurance Policy

The policy provides a general guide to the process of monitoring and evaluating quality in all aspects of Victoria University operations. The policy assumes that all the units, academic and non-academic shall continually review quality standards in all fields of operations. The tasks of the Central Quality Assurance Committee (CQAC) are to;

- i. constantly monitor the extent to which Victoria University achieves the standards it has set for herself,
- ii. To advise and guide on ways of improving quality at both institutional and units levels.
- iii. The CQAC shall continually execute this task using appropriate evaluation measures. It is the duty of the CQAC to periodically develop and review these evaluation instruments with a view of ensuring that they are capable of capturing sufficient evidences to show to what extent Victoria University is achieving its set quality standards in all her spheres of operations.

3.0 STRUCTURE OF THE DIRECTORATE OF QUALITY ASSURANCE

There shall be a Director heading the Quality Assurance Directorate.

The Quality Assurance Directorate (QAD) shall be composed of the following officials:

- a) The Director, Quality Assurance
- b) Programs Officer (s): Academic, Compliance and Audit
- c) Administrative Assistant

3.1 Director Quality Assurance

Roles of the Director Quality Assurance

The post of Director Quality Assurance is mainly a coordination role and thus the Director will work in liaison with the Faculties / and non-academic departments on matters of assuring

quality in Victoria University. The coordination will focus on, though not limited to the following areas:

To:

- a) Sensitize the University Community on quality assurance issues;
- b) Liaise with Faculties/Institutes/Schools/Departments and regulatory bodies on issues of internal and external review;
- c) Routine conduct analysis of student assessment of staff and the general conduct of teaching and learning.
- d) Monitor on regular basis and make recommendations on how to improve the quality of teaching and learning among others
- e) Liaise with the curriculum review committee to ensure programme review regular intervals
- f) Plan and budget for quality assurance and ensure that all Faculties/Institutes/Schools and non-academic departments have budgeted for quality assurance
- g) Submit reports through the Vice Chancellor to Senate for adoption and action.

3.2 Quality Assurance Officers (QAOs)

There shall be a Quality Assurance Officers who shall be responsible for:

- a) Developing and reviewing Quality Assurance procedures
- b) Advising and assisting Faculties and Departments in carrying out self-assessment procedure in academic programs;
- c) Assisting Faculties and Departments in the preparation of improvement plans and monitor the implementation of these plans;
- d) Collecting and analyzing information regarding Curriculum, Development and Review; Research and Evaluation and Facilities;
- e) Compiling annual reports on quality assurance

3.3 Financing the Quality Assurance Directorate

Quality assurance activities shall be financed through the University annual budgetary process. The Directorate may also develop proposals to attract funding for quality assurance work from external sources.

4.0 POLICY IMPLEMENTATION

It is a responsibility of all University organs to ensure effective and efficient implementation of quality assurance system. These key university organs include but are not limited to; The Board of Directors, The University Governing Council, senate, Vice-Chancellor, the Academic Registrar and any other organ or officials of the University upon whom authority may be conferred. The following are the responsibilities of some of the organs within the University:

4.1 The Board of Directors

Board of Directors being the owners of the University shall ensure the provision of adequate resources

4.2 The University Council

The University Council is the top policy making organ. As such it is responsible for development of policies and regulations and the appointment of staff. Council shall therefore aspire to effectively conduct its roles by ensuring that the policies developed and implemented will work towards continuous improvement of quality.

4.3 The Senate

The University Senate is the top academic organ of the University. By virtue of its function, the University Senate is the custodian of best quality academic assurance practices and standards through reviewing of programme and curriculum and the monitoring and teaching and learning.

4.4 Top Management Committee

The Top Management shall work towards ensuring that all organs, functions and units of the university are functioning in a manner that will help guarantee the realization of quality in teaching and learning, research and outreach activities.

The TopManagement shall also be respons promotion of quality assurance in the University. The Vice-Chancellor who is the Chief Executive Officer of the University has overall responsibility of ensuring effective and efficient designing, implementation and monitoring of quality assurance activities within the University.

4.5 Students Guild

The students' body shall be responsible for ensuring that quality is not compromised and that there is value for money in the provision of education and other support services in the University.

4.6 The Quality Assurance Committee

There shall be a Central Quality Assurance Committee (CQAC) appointed by the Senate. The Committee shall report to Management and Senate. The CQAC shall be made up of the following 5 (five) members:

- a) Academic Registrar
- b) 02 (Two) Senior Academic Staff
- c) Representative from Finance/Accounts;
- d) Student Representative

The Directorate of QA shall provide the Secretariat to the Committee and the Director shall be the Secretary.

4.7 Roles and responsibilities of Quality Assurance Directorate

- a) Monitors and evaluates all key academic and research processes in the University.
- b) Sets up interventions to address customer and employee concerns.
- c) Establishes linkages, partnerships and networks with other QA Units/ centers to enhance quality in all the University's undertakings.
- d) Develops and or maintains relevant policies, manuals or guides for University-wide QA operations.
- e) Works with relevant University organs to define and set up quality benchmarks.
- f) Carries out academic and research audits to comply with set standards.
- g) Handles quality issues related to student assessment and teaching evaluation
- h) Promote quality training and teaching practices.
- i) Promotes the desired scholarship services for students and staff.
- j) Coordinates the University for review and evaluation of its academic programmes in line with the government regulatory bodies and institutions.
- k) Gives advice on the system of engaging external examiners.
- l) Safeguards the integrity of the university's academic awards
- m) Internal Quality Assurance by monitoring, evaluating and suggesting improvements to existing programmes;
- n) External Quality Assurance by benchmarking, auditing and assessing the University's

- programmes as compared to those of other Universities;
- o) Spearheads the accreditation of the University's programmes and assisting the various Faculties and, or Departments to attain and maintain standards for accreditation and re-accreditation;
 - p) Monitors and ensures that standards in all administrative and service units are of high quality and fit for purpose that they were established to serve.
 - q) Prepares and submit reports to the Vice Chancellor, Committee and senate at the end of every semester.

4.8 Faculty/School Quality Assurance Committee

There shall be Faculty quality Assurance Committee chaired by the Dean. There shall be a representative of each program in the Faculty. The overall objective of Faculty Quality Assurance Committee is to set up, maintain and improve the quality and standards of teaching/learning, research and publications and services to the community in the respective Faculty and to ensure that they measure to institutional, national and international standards.

- a) ii Ensure and conduct self-assessment of programmes periodically;
- b) Ensure that teaching and learning processes are evaluated by the students;
- c) Ensure that students evaluation of staff are analyzed and feedback given to staff, students and a copy of the evaluation report submitted to the office of VC, AR and to the respective Faculty Deans/Directors;
- d) Ensure that students do their self-evaluation;
- e) Ensure that standard examinations are set and moderated;
- f) Ensure that there is consistency in the formats of examinations;
- g) Ensure that there are clear terms of references for the external examiners;
- h) Ensure that external examiner' reports are analyzed for purposes of improving quality of teaching and learning;
- i) Liaise with the curriculum review committee at the faculty/Institute/
 - a. School levels to ensure programme review at regular intervals;
- j) Assess the quality of facilities and services and make recommendation for purposes of improvements;
- k) xii. Monitor progress of improvement plans and report to Quality

- a. Assurance Committee of Senate;
- l) Plan and budget for quality assurance;
- m) Work hand-in-hand with the QA Coordinator;
- n) Staff are available for consultation with students outside classes;
- o) Staff engage in tracer studies in liaison with QAD;
- p) Ensure that Mid semester and End of semester Evaluation of teaching and learning is done objectively and timely.

The staff, students and all organs of the University shall be responsible for ensuring that quality is not compromised and that there is value for money in the provision of education and other support services in the University.

5.0 ADMINISTRATIVE/SUPPORT SERVICES OF THE QUALITY ASSURANCE COMMITTEE

The key administrative units rendering support services at VU that are deemed to establish and maintain functional quality assurance

Committees include; Post Graduate Directorate, Library, Finance and Accounts, Facilities, Stores, ICT, Human Resources and the Registry.

5.1. Post graduate Directorate

In a bid to promote quality research, the Research Directorate (RD), shall:

- a) Encourage staff to engage in research and publication;
- b) Keep record of the research and publication of staff;
- c) Participate in the annual research conference;
- d) Engage staff and students in research and knowledge generation;
- e) Identify other internationally recognized peer reviewed journals and publish in them;
- f) Organize training for researchers in proposal writing, academic writing and publishing, designing data collection tools and data analysis;
- g) Ensure that articles for publications meet national and international standards;

- h) Ensure that there are clear guidelines of evaluating research proposals for funding;
- i) Ensure that the proposal writer receives written communication on the decision of the Proposal Review Committee;
- j) Liaise with academic and service departments on issues of research.

5.2 Library Department

In order for the library staff to ensure provision of quality services, they shall:

- a) Ensure that all library users have easy access to information and reading materials;
- b) Users are informed of the available resources especially recent arrivals;
- c) Provide orientation to library users about their services and use;
- d) Clear opening and closing times and borrowing procedures;
- e) Avail equipment to enable users to access and use information from internal and external sources;
- f) Ensure that relevant up to date text and journals are available and easily accessible;
- g) Sensitize users on the use of library portal/website;
- h) Ensure that the library facilities are kept clean;
- i) Liaise with academic units in the process of acquiring new books journals;
- j) Publish titles of new arrivals in the library.

5.3 Finance and Accounts Department

The Finance and Accounts department to provide quality services shall:

- a) Guide all Faculties/Schools and departments to make budgets according to planned priorities;
- b) Put in place a system of finance control and methods of accountability for internal and external purposes;
- c) Prepare performance reports for faculties/schools and departments before the next budget;
- d) Ensure that validation of all Victoria University inventories are carried out annually;
- e) Ensure safe custody of all university assets;

- f) Handle procurement processes timely;
- g) Reconcile students' finance records are timely;
- h) Ensure timely feedback and communication to staff about action taken on requisition and claims;
- i) Ensure that all Victoria University assets and human resources are insured;
- j) Ensure that information on budget performance appraisal (cash flows) are approved to Victoria University Management on quarterly basis;
- k) Ensure timely payroll and payment of salaries;
- l) Ensure that financial statements are generated on a timely and regular basis.,
- m) Prepare vouchers for accounting transactions with receipts promptly;
- n) Ensure that proper accounting records are in place to facilitate internal and external audit;
- o) Liaise with the Procurement and Assets Disposal Committee to ensure timely handling of procurement /disposal processes.
- p) Conduct billing of all university debtors and ensure prompt settlements of dues;
- q) Monitor financial activities of all university projects.
- r) Provide access permits and publish regular updates on fees payroll

5.4 Facilities Department

The Facilities departments in a bid to offer quality services shall:

- a) Ensure that the water used for consumption is clean, safe and free from contamination;
- b) There is water reservoir and other storages facilities in place;
- c) Timely servicing and maintenance of the generator;
- d) Do regular checkup and repairs of infrastructures and facilities, motor vehicles at Victoria University;
- e) Ensure that the generator and fire extinguishers are regularly maintained;
- f) Ensure that Victoria University environment and facilities are clean;
- g) Liaise with Finance to ensure prompt payment of utilities bills.

5.5 Stores Department

The Stores department shall ensure that quality services are maintained by:

- a) Providing adequate stock in store for daily operations;
- b) Ensure timely replacement of stock to avoid stock out;
- c) Liaise with the Facility department for verification of quantity and quality of items purchased for stock;
- d) Ensure that all the available stock in Victoria University stores are recorded;
- e) Stock taking is done regularly and advise on stock to be disposed of (Identify items or assets to be disposed of);
- f) Liaise with the user departments in determining supplies and obtaining quotations with the Procurement Officer;
- g) Ensure that due procedures are followed in receiving stock and issuing stock to user departments;
- h) Make sure that goods received are inspected for correct quantity, quality and that the specifications are those set by the user department;
- i) Liaise with the Procurement and Assets Disposal Committee in revising and updating the list of suppliers based on their conduct of performance.

5.6 ICT Department

To ensure quality service to Victoria University community, the ICT Department shall ensure that:

- a) The accessories procured are of the right specifications;
- b) Regular maintenances of software and hardware and ensure the software used is licensed.
- c) ICT facilities for Victoria University are put in place and are well managed;
- d) Users of ICT facilities are knowledgeable of how to operate them;
- e) Regular updates of Victoria University websites;
- f) The intranet, internet, intercom and telephones are functioning;
- g) There is a centralized database system to minimize risk of loss or manipulation of information by unauthorized personnel;
- h) There are clear policies to govern the operations of the department and use of IT.

5.7 Academic Registry Department

The Registry Department in collaboration with Faculties shall ensure that:

- a) The admission of students is done in accordance with the guidelines and requirements stipulated in the academic handbook;
- b) Students' data is captured correctly;
- c) Continuous assessments are done regularly;
- d) Standard examinations are set;
- e) Examination papers are handled with confidentiality;
- f) Distribution of marks for course works and examinations is done in accordance to the guidelines in the academic handbook;
- g) All Faculties have updated information about grading systems at all times;
- h) Deans produce results in GPA and CGPA;
- i) Students receive result statements timely;
- j) Time-table and venues for examinations are well prepared;
- k) There is strict observance of the examinations regulations without partiality;
- l) Examination scripts that have been stored are sorted out and disposed of after seven years;
- m) Marks are handled with high integrity;
- n) The academic handbook is revised after every three years;
- o) The teaching/learning and services offered in Victoria University campuses are of high quality;
- p) External examiners are appointed and submit reports timely
- q) There is timely planning and organization of the graduation ceremony; through the Public Relations Office (PRO)
- r) there is a strong link with Alumni Association and that the alumni data base is updated
- s) annually,
- t) The University Almanac is formulated timely.

5.8 Department of Human Resources

The Department of Human Resources (DHR) in a bid to ensure that quality services are offered in Victoria University shall ensure that:

- a) The employment procedures of recruitment, appointment and promotion are adhered to without partiality;
- b) An updated staff data base is maintained;
- c) Safe custody of staff documents and confidentiality in handling documents;
- d) New staff are inducted into Victoria University, the surrounding and the job;
- e) On promotion, old staff are oriented into the new job expectations and demands;
- f) Working hours are adhered to;
- g) There are clear policies on promotions and that promotion is based on merit;
- h) Staff development and training is done in accordance to planned priorities;
- i) Schedules for annual leave are well planned;
- j) All employees of Victoria University effect proper handover of office properties prior to exit from service or delegation of responsibilities or change of office;
- k) Employee who consistently demonstrates exemplary performance, conduct and contribution to Victoria University's operation is awarded without partiality;
- l) xiii. Staff receive and study Victoria University policies (Staff development and promotion, personnel handbook, statute and health insurance);
- m) Salaries and wages are paid in compliance with the salary structure.
- n) Liaise with the Faculties to develop a staff establishment ;
- o) Liaise with the faculties in sort listing prospective staff for recruitment;
- p) Outgoing staff are given exit interview;
- q) Staff welfare is taken care of;
- r) Health, safety and security of staff is taken care of;
- s) There is zero tolerance to academic and all other forms of harassment;
- t) There is timely feedback and communication to staff on matters that concern them;
- u) Personnel handbook is amended from time to time.

5.9 Staff Members

It is the responsibility of all staff to ensure quality in their duties. Staff are also expected to cooperate with assessors during internal and external programmes and institutional assessment.

W/C

5.10 Student's Quality Assurance Committee

The Students' Quality Assurance Committee (SQAC) shall be constituted of 5 (five) members to;

- a) Sensitize students on the importance of evaluating teaching and learning;
- b) Liaise with the class representatives to ensure that students evaluate teaching and learning;
- c) Ensure that students participate in self-assessment of academic programmes periodically;
- d) Ensure that students participate in Institutional assessment periodically;
- e) Liaise with class representatives to ensure class attendance;
- f) Assess the quality of facilities and services and make recommendation for purposes of improvements (library, ICT, kitchen, compound, halls of residences, etc.);
- g) Collect data on issues of quality assurance in both academic and non-academic units;
- h) Participate in internal and external quality assurance matters (data);
- i) Work hand-in-hand with other student leaders to ensure that quality services are offered in the different departments;
- j) Liaise with QAC at the academic and non-academic units;
- k) Liaise with the QA Coordinating Office (Directorate).

5.11 Students

All students are expected to actively participate in quality assurance as a prerequisite for good learning outcomes and for effective quality enhancement within the University. Particularly, students shall participate in evaluating the quality of teaching and learning, and support services rendered to them by the university.

6.0 Policy Review

In the circumstances that any statement in the policy provision is outdated or a need to introduce new statements arising as a result of the changing University operations, or market demand or directives from the regulatory bodies, or any other reason seen

crucial to quality assurance at Victoria University, such statements may be modified or included as guided by Victoria University Management and Senate.

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