

**UNIVERSITY OF PORT
HARCOURT
PORT HARCOURT
NIGERIA**



**QUALITY ASSURANCE AND QUALITY
CONTROL POLICY**

**Ratified during the Stakeholders' Meeting of Monday 16th
October 2023 at the CBN Centre of Excellence Auditorium,
University Park**

DOCUMENT CONTROL

Policy Title	Quality Assurance and Quality Control Policy
Effective Date	<i>October 2023</i>
Version	October, 2023
	2 nd version
Approved By	Stakeholders
Date Approved	16 th October 2023
Review Date	16 th October 2028
Superseded or Obsolete Policy/Procedure(s)	October, 2018
Policy Owner	Quality Assurance and Quality Control Unit

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1: Purpose of the Policy

The purpose of this policy is to ensure that relevant and appropriate standards with respect to teaching, research and community service are achieved. In particular, the Quality Assurance Policy aims at achieving the following specific objectives:

- To improve academic standards and quality of teaching and learning at the University.
- To ensure the integrity of the academic awards/certificates of the university.
- To ensure that both old and new programmes are designed and mounted in the University based on high academic standards and employers need.
- To ensure that all academic programmes are relevant and meet the minimum standards of National Universities Commission (NUC).
- To continually improve the quality of community service programmes offered by the University.
- To provide quality support services to students and staff of the University and other stakeholders.
- To developed, refine and apply existing internal quality assurance and enhancement tools that ae appropriate across all the programmes in the University and
- To develop and sustain a quality culture in the University.

2: Definition of Terms

Definitions of Policy and Quality

Policy

A policy is a course of action adopted or proposed by an organization, government, or individual. It is a set of rules, guidelines, or principles that govern behaviour or decision-making.

Quality

Quality refers to the degree of excellence or superiority of something. It is a measure of how well a product, service, or process meets the needs or expectations of its users. Quality can be assessed based on various criteria, such as performance, reliability, durability, aesthetics, and customer satisfaction.

In the context of a university, quality refers to the excellence of its academic programs, teaching and learning, research, and support services. A high-quality university provides a valuable education to its students, contributes to society, and maintains a strong reputation.

Quality Assurance (QA): A systematic process of ensuring that products, services, or systems meet established standards of excellence. In the context of a university, QA involves ensuring that academic programs, teaching and learning, research, and support services meet the highest standards of quality.

Stakeholders: Individuals or groups who have an interest in or are affected by the activities of an organization. In the context of a university, stakeholders include students, faculty, staff, alumni, parents, and the community.

Accreditation: The process of formally recognizing that an institution or program meets certain standards of quality. Accreditation is typically carried out by external agencies.

Benchmarking: The process of comparing an organization's performance against industry best practices or other organizations. Benchmarking can help identify areas for improvement and provide insights into successful strategies.

Feedback: Information that is provided to an individual or organization about their performance. Feedback can be used to identify areas for improvement and to support continuous improvement.

Compliance: Adherence to laws, regulations, and standards. In the context of a university, compliance refers to adherence to academic standards, accreditation requirements, and other relevant regulations.

3: Scope of Policy

The quality assurance culture is all encompassing to the extent that the entire university must view quality as an overreaching principle of all its operations. The scope of this policy encompasses College, Faculties, Schools, Institutes, Centres, Units, and other administrative departments of the university as well as:

- All staff of the University,
- All students of the university,
- All teaching and learning infrastructure and other resources,
- University's governance/management,
- All categories of vendors and their services.

4: Policy Statement

4.1: Governance and Management of Quality

4.1.1: Brief History of University of Port Harcourt

HISTORY

The University of Port Harcourt started as a College of the University of Lagos in 1975 and became a University in 1979 under decree 34 of 28 September, 1979.

The Decree establishing the University of Port Harcourt provided for the following objectives:

- a. To encourage the advancement of learning and to hold out to all persons without distinction of RACE, CREED, SEX, or POLITICAL CONVICTION the opportunity of acquiring a higher and liberal education
- b. To provided courses of instruction and other facilities for the pursuit of learning in all its branches, and to make those facilities available on proper terms to such persons as are equipped to benefit from them.
- c. To encourage and promote scholarship and conduct research in all fields of learning and human endeavour
- d. To relate its activities to the social cultural and economic needs of the of Nigeria; and
- e. To undertake any other activities appropriate for a University of the highest standard.

Additionally, the Statement of Academic Policies indicates the academic objective of the University which are:

To contribute to national development, self-reliance and unity through the advancement and propagation of knowledge and to use such knowledge for service to the community and to humanity.

Accordingly, Academic programmes are provided with the main objective of producing

persons who are intellectually well grounded in their disciplines of study.

The University therefore, has the obligation to ensure that persons who are well grounded in their relevant disciplines are awarded certificates diplomas, first and higher degrees.

The University of Port Harcourt Act stipulates that the University shall consist of:

- a. A Chancellor
- b. A Pro-Chancellor and a Council
- c. A Vice-Chancellor and a Senate
- d. A body to be called Congregation
- e. A body to be called Convocation
- f. The Campuses and Colleges of the University
- g. The Faculties, Schools, Institutes and other teaching and research units of the University
- h. The persons holding the offices constitute by schedule 1 to this Decree other than those mentioned in paragraph (a) to (c) above
- i. All graduates and undergraduates and
- j. All other persons who are members of the University in accordance with the provision made by state in that behalf.

The University gained full autonomous status in 1977 on the premises of an emergent Trade School outside Choba Community as its temporary site, close to its future Permanent Site - the University Park

The University was accredited by the National Universities Commission (NUC), on a Campus status with academic, residential, social and cultural facilities to support a growing Community of Scholars.

There is a Teaching Hospital which will serve as "laboratory" for the University's top-rated College of Health Sciences

LOCATION

The University which offers the best in conventional liberal, equal- opportunity education in the arts, engineering, social sciences and science, is located at Choba about 15 kilometres, northwest of the central business district of Port Harcourt City, Nigeria's second largest seaport and the hub of Petroleum and Gas industry.

It is accessible by major airlines via the Port Harcourt International Airport located at Omagwa about half an hour drive from the city. It can also be accessed from the Warri axis by road.

4.1.2: Vision

The University of Port Harcourt envisions to be among the best entrepreneurial Universities in the world renowned for its teaching, research, innovation, creativity, productivity, scholarship and entrepreneurship.

4.1.3: Mission

The Mission of the University of Port Harcourt is the pursuit of academic excellence, the advancement of knowledge and services through quality teaching, lifelong learning, social inclusion, strengthening of civil society and policy relevant research that address the challenges of contemporary society.

4.1.4: Philosophy

The University of Port Harcourt is committed to academic freedom, ethics and integrity, tolerance, probity, equal opportunity, producing competent graduates and respect for cultural diversity.

4.1.5: Governance

The University of Port Harcourt is governed by a Senate, which is the highest decision-making body of the university. The Senate is made up of representatives from all the faculties, departments, and schools of the university.

4.1.6: Management of Quality Assurance

The University of Port Harcourt has a Quality Assurance Unit that is responsible for ensuring that the university's academic programs and services meet the highest standards of quality. The unit works closely with the faculties, departments, and schools to develop and implement quality assurance policies and procedures.

4.1.7: Embedding a Quality Culture

The University of Port Harcourt is committed to embedding a quality culture throughout the university. This means that all members of the university community are expected to contribute to the development and maintenance of quality. The university provides training and support to staff and students to help them understand and implement quality assurance principles and practices.

GOALS AND OBJECTIVES

GOAL 1: UNIVERSITY GOVERNANCE/FINANCIAL MANAGEMENT

- Objective 1: Every unit of the University should be structured to be cost effective and efficient, and generate revenue e.g. 10% annual improvement
- Objective 2: Broaden the funding sources for the University.
- Objective 3: Computerization of the accounting system of the University
- Objective 4: The skill set of people in the University leadership should meet global best practice.
- Objective 5: Adherence to procurement guidelines

GOAL 2: EXCELLENCE IN TEACHING, TRAINING AND RESEARCH

- Objective 1: Improvement in the quality of teaching, research and Learning
- Objective 2: Improvement in the international outlook of the University
- Objective 3: Upgrade of existing library and information technology services in the University
- Objective 4: Making the University a Centre of excellence for Niger Delta Studies, Sports, Arts, Petroleum Engineering and Geosciences
- Objective 5: Engage in internationally recognized and locally relevancy research, perfect creativity, innovation, patent, publish and develop products for commercialization and entrepreneurship.

GOAL 3: UPGRADING OF INFRASTRUCTURE AND UTILITY SERVICES

- Objective 1: Improvement of the road network and access to all units.
- Objective 2: Water supply for a projected population of 100,000 by 2025
- Objective 3: Provision of uninterrupted power supply using a multi-prong approach including gas, biomass, solar.
- Objective 4: Strengthening and upgrade of safety, waste management and general environmental beautification (including aesthetics, painting/building designs)
- Objective 5: Provision of suitable buildings to accommodate all academic Units.
- Objective 6: Improvement of health care and recreational facilities.

- Objective 7: Expansion of student and staff accommodation using various partnership options
- Objective 8: Provision of modern ICT infrastructure
- Objective 9: Provision of adequate resources and logistics to enable units of the university to fulfill their roles.
- GOAL 4: STRENGTHENING THE ENGAGEMENT OF THE UNIVERSITY WITH STAKEHOLDERS
- Objective 1: Building enabling environment and encourage partnership with stakeholders.
- Objective 2: Increasing participation of stakeholders in decision making
- Objective 3: Marketing our services and solicit the services of stakeholders and partners through the Technology Park, Art Village, Green Park.
- Objective 4: Engaging national and international standards organizations for ISO Certification of the University of Port Harcourt
- Objective 5: Encouraging the Alumni Association by developing programmes that promote effective networking amongst its members in Nigeria and Diaspora

4.2: Document Approach to Quality Assurance

4.2.1: Documented Policies and Procedures

The University of Port Harcourt maintains a comprehensive set of documented policies and procedures to ensure efficient operations, adherence to regulations, and the provision of high-quality education and services. These policies and procedures cover a wide range of areas, including:

Guidelines for admission to undergraduate and postgraduate programs, including eligibility criteria, application procedures, and selection processes.

Policies related to the development, review, and implementation of academic programs, ensuring alignment with national and international standards.

Guidelines for student assessment, including examination procedures, grading systems, and academic integrity standards [**SEE section 14.4: Continuous Assessment and section 15: Grading system of the general regulations and statement of academic policies**]

Policies governing research activities, including ethical considerations, intellectual property rights, and research funding.

Policies related to financial management, including budgeting, procurement, and accounting procedures.

Policies governing employment practices, including recruitment, performance evaluation, and disciplinary procedures [**See section 15: Staff Discipline of the Handbook of Administrative procedures of the University of Port Harcourt**]; and **Section 24 of the General regulations and statement of academic policies – for students**]

Policies related to student welfare, including accommodation, counseling services [**see University of Port Harcourt Counselling Centre(UPCC) brochure**], and student activities [**See Student affairs handbook**]

Governance and Management Policies

Policies governing the roles and responsibilities of the university's governing bodies [**See the University of Port Harcourt Act**]

Policies governing ethical behavior and standards of conduct for all members of the university community [See section 15: Staff Discipline of the Handbook of Administrative procedures of the University of Port Harcourt].

4.2.2: A Comprehensive System

The University of Port Harcourt Senate approves policies through the Senate Committee on Academic Policies and Programmes (SCAPP). There is a Policy of Policies which ensures that stakeholders are engaged to ensure that transparency and accountability

4.3: Programme of Education and Training

4.3.1: Programme Development and Approval

Programme development at the University of Port Harcourt is a collaborative process involving faculty members, departmental heads, and other relevant stakeholders. The process begins with the identification of educational needs and the development of new programmes or the revision of existing ones. This involves conducting needs assessments, reviewing curricula, and consulting with experts in the field.

Once a programme has been developed, it undergoes a rigorous approval process. Departmental and Faculty/programme handbooks play a crucial role in this process, providing detailed information about the programme's objectives, curriculum, assessment methods, and other relevant aspects. These handbooks are reviewed by faculty committees and the University's Senate after passing through SCAPP.

Approved programmes are then implemented and monitored to ensure their effectiveness. Regular reviews are conducted to assess the programme's alignment with the university's mission, its relevance to the needs of students and society, and its quality. Based on these reviews, necessary adjustments may be made to the programme to maintain its relevance and effectiveness.

4.3.2: Learner Admission, Progression and Recognition

The university's admission process is designed to ensure that only qualified applicants are admitted to its programmes. Applicants must meet the minimum entry requirements, which vary depending on the programme. The admission process involves the submission of application forms, supporting documents, and sometimes entrance examinations.

Once admitted, students must meet the academic requirements for progression to higher levels of study. This typically involves achieving a minimum grade point average (GPA) in each semester. Students who fail to meet the progression requirements may be required to repeat courses or take remedial measures.

Upon successful completion of their programmes, students are awarded academic qualifications. The type of qualification awarded depends on the level of study completed. The university offers a range of undergraduate and postgraduate qualifications, including Bachelor's degrees, Master's degrees, and Doctoral degrees.

4.3.3: Programme Monitoring and Review

Programme monitoring involves the regular collection and analysis of data related to program performance. This includes data on student enrollment, academic achievement, graduate outcomes, course evaluation, external examiners feedback, and faculty satisfaction. The evidence generated through the monitoring process forms an integral part of the cyclical programmatic review process conducted every five years. The data is used to identify trends and potential issues that may require attention.

Programme review is a more in-depth evaluation that takes place at regular intervals. It involves a comprehensive assessment of the program's curriculum, teaching and learning methods, assessment practices, and overall effectiveness. Reviews may be conducted internally by the university or externally by independent experts.

The findings of the PMR process are used to inform decisions about program improvement. This may involve making changes to the curriculum, adjusting teaching methods, or implementing new assessment practices. The PMR process is an essential component of the university's commitment to providing high-quality education and ensuring that its programs remain relevant and responsive to the changing needs of the world.

4.4: Staff Recruitment, Management and Development

The University of Port Harcourt's Staff Recruitment, Management, and Development (SRMD) framework outlines the policies and procedures governing the recruitment, management, and development of its staff members.

4.4.1: Staff Recruitment

The university's recruitment process is designed to attract and select qualified staff members who are committed to the university's mission and values. The process involves advertising vacancies, reviewing applications, and conducting interviews. The university is committed to ensuring that its recruitment practices are fair, transparent, and inclusive.

4.4.2: Staff Communication

Effective communication is essential for the successful management of staff. The university maintains a variety of communication channels to ensure that staff members are informed about important news and developments. These channels include staff meetings, newsletters, email, and the university's intranet.

4.4.3: Staff Development

The university is committed to providing opportunities for staff development. This includes professional development programs, on-the-job training, workshops, and conferences. The university also encourages staff members to pursue further education and research. Staff development is essential for ensuring that staff members have the skills and knowledge they need to be effective in their roles.

4.5: Teaching and Learning

The University of Port Harcourt's Teaching and Learning (T&L) framework outlines the policies and procedures governing the teaching and learning process.

4.5.1: Promotion of Teaching and Learning

The university is committed to promoting excellence in teaching and learning. This includes providing professional development opportunities for faculty members, supporting innovative teaching methods, and encouraging student engagement. The university also recognizes and rewards outstanding teaching (examples include Chancellor's Prizes, Vice Chancellor's Prizes)

4.5.2: Placement Experiences

The university offers a variety of placement experiences for students. These experiences provide students with opportunities to apply their knowledge and skills in real-world settings. There is medical rural outreach for medical students, Students Industrial Work Experience Scheme (SIWES), Law Clinics for Law students, Teaching Practice for students in the Faculty of Education, Practicum for Social work. Placement experiences can also help students to develop their professional networks and gain valuable work experience.

4.5.3: Commitment to Conducting Ethical Research

The university is committed to conducting ethical research. This means that all research conducted at the university must comply with ethical standards. The university has a Research Ethics Committee that reviews and approves research proposals.

4.5.4: Inclusiveness in Teaching and Learning

The university is committed to creating an inclusive learning environment. This means that all students, regardless of their background, should have equal opportunities to succeed [See **Policy document on diversity, inclusiveness, equity and gender equality for university of Port Harcourt**]. The university provides support services for students with disabilities and encourages diversity in its faculty and student body.

4.6: Assessment of learners

The University of Port Harcourt's Assessment of Learners (AoL) framework outlines the policies and procedures governing the assessment of student learning.

4.6.1: Provision of Information on Assessment of Learners

The university provides students with clear and timely information about the assessment procedures for each course. This includes information on the types of assessments that will be used, the criteria for grading, and the weightings of different assessments [See **General regulations and statement of academic policies**].

4.6.2: Best Practice in Assessment

The university promotes best practice in assessment. This includes using a variety of assessment methods, ensuring that assessments are aligned with learning objectives, and providing feedback to students on their performance.

4.6.3: Guaranteeing Consistency and Fairness

The university ensures that assessment practices are consistent and fair. This means that all students are treated equally and that assessments are free from bias. The university also has procedures in place for dealing with complaints about assessments [See **section 22 of the General regulations and statement of academic policies**].

4.6.4: Guaranteeing Academic Integrity

The university is committed to maintaining academic integrity. This means that students are expected to complete their own work and to avoid plagiarism. The university has procedures in place for detecting and dealing with academic dishonesty.

[See **Appendix 8: Plagiarism of the General regulations and statement of academic policies**]

4.6.5: Inclusiveness in Assessment

The university is committed to ensuring that assessment practices are inclusive. This means that all students, regardless of their background, should have equal opportunities to demonstrate their learning.

4.7: Support for Learners

4.7.1: Quality Assurance Processes

The University of Port Harcourt's Quality Assurance Processes (QAP) framework outlines the policies and procedures governing the quality assurance of the university's academic programs and services. The QAP framework is designed to ensure that the university provides a high-quality learning experience for all students.

The QAP framework includes a number of different processes, such as:

Regular internal audits are conducted to assess the quality of the university's academic programs and services.

The university is subject to regular external reviews by independent experts.

The university collects and analyzes student feedback to identify areas for improvement.

The university provides staff development opportunities to ensure that staff members have the skills and knowledge they need to deliver high-quality teaching and support services.

4.8: Information and Data Management

The University of Port Harcourt's Information and Data Management (IDM) framework outlines the policies and procedures governing the management of the university's information and data resources. The IDM framework is designed to ensure that the university's information and data are managed effectively, securely, and in compliance with relevant laws and regulations [See University **INFORMATION & COMMUNICATION TECHNOLOGY CENTRE (ICTC) ICTC POLICY**].

The IDM framework includes a number of different components, such as:

The university has a data governance framework that establishes policies and procedures for the management of data.

The university has security measures in place to protect its data from unauthorized access, use, disclosure, disruption, modification, or destruction.

The university is committed to protecting the privacy of its students, staff, and other stakeholders.

The university ensures that its data is accurate, complete, and consistent.

The university uses a variety of tools and technologies to manage its data.

4.9: Public Information and Communication

The University of Port Harcourt's **Public Relations and Information Policy** framework outlines the policies and procedures governing the university's communication with the public, students, and other stakeholders.

4.9.1: Public Information

The university is committed to providing the public with accurate and timely information about the university. This includes information about the university's mission, vision, values, academic programs, research activities, and community engagement initiatives. The university uses a variety of communication channels to reach the public, including its website, social media, press releases, and public events.

4.9.2: Learner Information

The university provides students with clear and timely information about the university's academic programs, policies, and procedures. This includes information about admission requirements, course offerings, assessment procedures, and student support services. The university uses a variety of communication channels to reach students, including its website, student portal, email, and campus publications (**See Uniport Weekly**).

4.9.3: Publication of Quality Assurance Evaluation Reports

The university publishes quality assurance evaluation reports to inform the public about the quality of its academic programs and services. These reports are available on the university's website.

The evaluation report is designed to ensure that the university is transparent and accountable to the public, students, and other stakeholders.

4.10: Other Parties Involved in Education and Training

4.10.1: Peer Relationships with Broader Education and Training Community

The university maintains strong peer relationships with other universities, colleges, and educational institutions in Nigeria and around the world. These relationships allow the university to collaborate on research projects, exchange students and faculty, and share best practices in education and training.

4.10.2: External examiners

The university engages external examiners to ensure the quality and relevance of its academic programs. These individuals provide an independent perspective on the university's academic programs and help to ensure that they meet the highest standards of quality. [See section 21: **external moderation of degree examination of the General regulations and statement of academic policies**].

4.11: Self-Evaluation, Monitoring and Review

4.11.1: Programme Monitoring, Review and Revalidation

The university conducts regular monitoring and review of its academic programs to ensure that they remain relevant, high-quality, and meet the needs of students and society. This includes periodic reviews of program curricula, teaching and learning methods, assessment practices, and student outcomes. Based on these reviews, the university may make changes to its programs, such as updating curricula or introducing new courses.

4.11.2: Institutional Reviews

The university is subject to regular institutional reviews by external experts. These reviews provide an independent assessment of the university's performance in areas such as teaching and learning, research, student support services, and governance. The findings of these reviews are used to inform the university's planning and decision-making [This is normally done through the NUC Accreditation].

5: Roles and Responsibilities

The University of Port Harcourt's Roles and Responsibilities (RR) framework outlines the roles and responsibilities of the various individuals and groups involved in the university's governance and management. The RR framework includes a number of different roles, such as:

- **Chancellor:** The Chancellor is the ceremonial head of the university.
- **Pro-Chancellor**
- **Vice-Chancellor:** The Vice-Chancellor is the chief executive officer of the university.
- **Senate:** The Senate is the highest decision-making body of the university.
- **Council:** The Council is the governing body of the university.
- **Faculty Boards:** Faculty Boards are responsible for the academic affairs of their respective faculties.
- **Departmental Heads:** Departmental Heads are responsible for the academic affairs of their respective departments.
- **Staff:** Staff members have specific roles and responsibilities within the university.

[See document on **Roles and responsibilities of key officers**]

6: Policy Monitoring and Review

The University of Port Harcourt's Policy Monitoring and Review (PMR) framework outlines the policies and procedures governing the monitoring and review of the university's policies. The PMR framework is designed to ensure that the university's policies are relevant, effective, and in compliance with relevant laws and regulations.

The PMR framework includes a number of different processes which include: The university conducts regular reviews of its policies to ensure that they remain relevant and effective. The university monitors the implementation of its policies to ensure that they are being followed correctly. Also, the university evaluates the effectiveness of its policies to identify areas for improvement. The university revises its policies as needed to address changes in the university's environment or to improve their effectiveness.