External Quality Assurance Draft Policy



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| **Responsible Executive** | **Vice Chancellor** |
| **Responsible Division** | **Directorate of Quality Assurance** |
| **Approved By** |  |
| **Date Approved** |  |
| **Review Date** | **After every four (4) years** |
| **Stakeholders affected by this policy** | **All categories of staff and students of University of Nigeria Nsukka as well as their partners (JAMB, ALUMINI, FGN and local and International****collaborators)** |

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# 1. Purpose

This policy establishes guidelines for managing external quality assurance (EQA) processes at the University of Nigeria. It aims to ensure that the university engages effectively with external quality assurance bodies to promote continuous improvement, enhance academic and operational quality, and align with national and international standards.

# 2. Scope

This policy applies to all academic programs, administrative units, and research activities subject to external quality assurance evaluations. It encompasses accreditation, audits, peer reviews, and assessments by recognized quality assurance agencies and professional bodies.

# 3. Guiding Principles

* **Commitment to Quality:** Maintain and enhance academic and operational quality in alignment with national and international standards.
* **Transparency and Accountability:** Promote transparent communication and accountability in all EQA processes.
* **Continuous Improvement:** Use feedback from EQA reviews to drive continuous improvement in teaching, learning, research, and administrative functions.
* **Stakeholder Engagement:** Engage stakeholders, including faculty, staff, and students, in EQA processes to foster a shared commitment to quality.

# 4. Policy Statements

## 4.1 Engagement with External Quality Assurance Bodies

* Identify and engage with reputable national and international quality assurance bodies relevant to the university’s programs and goals.
* Ensure all academic programs meet the quality criteria required for accreditation or certification by recognized agencies.
* Develop and maintain formal agreements with EQA bodies, clarifying the scope, roles, responsibilities, and standards for assessment.

## 4.2 EQA Process Management

* Establish a designated EQA Coordinator or team responsible for managing relationships with external quality assurance bodies, facilitating assessments, and ensuring compliance with standards.
* Prepare and coordinate necessary documentation, data, and evidence to support EQA reviews, ensuring accuracy, completeness, and relevance.
* Organize pre-assessment briefings for academic and administrative departments to ensure readiness and alignment with quality criteria.

## 4.3 Internal Support and Capacity Building

* Conduct regular training sessions for faculty and staff on external quality assurance standards, processes, and best practices.
* Provide departments with guidance and resources to meet EQA requirements, focusing on program design, curriculum development, and assessment methods.
* Establish internal quality audits and self-assessment practices to help departments prepare for external reviews and identify areas for improvement.

## 4.4 Continuous Improvement and Follow-Up

* Develop action plans in response to EQA feedback, outlining specific steps for addressing recommendations or deficiencies identified during the review.
* Monitor the implementation of action plans, ensuring timely and effective responses to EQA recommendations.
* Share EQA outcomes, recommendations, and progress reports with relevant stakeholders, including university leadership, faculty, and students, to maintain transparency and accountability.

## 4.5 Compliance and Reporting

* Ensure compliance with legal, regulatory, and institutional requirements related to external quality assurance.
* Maintain up-to-date records of all EQA reviews, accreditation statuses, and action plans, securely stored for reporting and future reference.
* Submit accurate and timely reports to external quality assurance bodies as required, ensuring continuity of accreditations and certifications.

## 5. Responsibilities

* **University Leadership** (e.g., Vice Chancellor) provides strategic oversight and ensures institutional commitment to meeting EQA standards.
* **Quality Assurance Directorate** manages the EQA process alongside the Academic Planning Unit (APU), coordinates with external bodies, and facilitates communication and preparation within the university.
* **Academic Planning Unit** liaises with departments to ensure readiness for reviews, monitors compliance with recommendations, and maintains records.
* **Academic and Administrative Departments** are responsible for preparing documentation, meeting EQA standards, and implementing improvements based on EQA feedback.

## 6. Monitoring and Evaluation

* **Regular Internal Audits:** Conduct internal quality audits to assess readiness for external evaluations and identify improvement opportunities.
* **Stakeholder Feedback:** Collect feedback from faculty, staff, and students involved in EQA processes to improve support mechanisms and address challenges.
* **Continuous Improvement Cycle:** Use EQA outcomes, audit results, and stakeholder feedback to refine quality assurance processes, enhancing overall institutional quality.

# 7. Policy Review and Revision

This policy will be reviewed every three years or as required to respond to changes in regulatory standards, institutional priorities, or advancements in quality assurance practices.