



**QUALITY ASSURANCE  
AND SERVICOM UNIT**  
University of Lagos

# **UNIVERSITY OF LAGOS**

**AKOKA, LAGOS**

**NIGERIA**

***QUALITY ASSURANCE POLICY***

<b>TABLE OF CONTENTS</b>	<b>i - ii</b>
<b>Acronyms</b>	<b>iii</b>
<b>Definition of Terms</b>	<b>iv</b>
<b>1.0 Background</b>	<b>01</b>
1.1 Vision, Mission, Motto, and Slogan of the University	02
1.1.1 Vision	
1.1.2 Mission	
1.1.3 Motto	
1.1.4 Slogan	
1.1.5 Core Values	
1.2 Quality Assurance Vision and Mission	
1.2.1 Vision	
1.2.2 Mission	
<b>2.0 Quality Assurance Policy</b>	<b>02</b>
2.1 Quality Assurance & SERVICOM Unit: An Overview	
2.2 Functions of SERVICOM Sub-Unit	
2.3. Functions of Quality Assurance Sub-Unit	
2.4. Objectives of University of Lagos Quality Assurance Policy	
<b>3.0 Mechanisms for Quality Assurance</b>	<b>04</b>
3.1 Monitoring Mechanisms	
3.2 Mechanisms for Complaints and Grievance Procedures, and Conflict Resolution	
3.2.1 Lodgment and Treatment of Complaints	
3.2.2 Channels for Handling Complaints	
3.2.3 Levels for Handling Complaints	
3.2.4 Report of Findings to the Focal Officer	
3.2.5 Reference of Unresolved Complaints Appropriate Officer	
3.2.6 Petition to the Vice Chancellor/the Council	

<b>4.0</b>	<b>Other Modes for Lodging Complaint</b>	<b>07</b>
	4.1 Feedback Mechanism	
<b>5.0</b>	<b>Code of Ethics</b>	<b>07</b>
<b>6.0</b>	<b>Expectations and Obligations</b>	<b>08</b>
<b>7.0</b>	<b>Quality Assurance Committees</b>	<b>09</b>
<b>8.0</b>	<b>Organogram of the Unilag Quality Assurance</b>	<b>10</b>

## **Acronyms**

**CITS:** Centre for Information Technology and Systems

**NUC:** National Universities Commission

**QA:** Quality Assurance

**QAS:** Quality Assurance System

**QA&S:** Quality Assurance & SERVICOM

**SERVICOM:** Service Compact

**UNILAG:** University of Lagos

**UNILAG QAP:** University of Lagos Quality Assurance Policy

## **Definition of Terms**

This Policy uses some terms that need to be explained to avoid ambiguity. These are:

**“Academic Staff”** is in reference to the teaching staff of the University of Lagos, and includes all persons holding appointments as members of the teaching and/or research staff of the University and whose primary duty is teaching and/or research.

**“Council”** means the Governing Council of the University established under the University of Lagos Act, 1967 (as amended).

**“Department”** includes any teaching Department in any College, Faculty, or School recognized by the Governing Council as an integral part of the University.

**“Focal Officer”** means the Director of Quality Assurance Unit of the University.

**“Non-Academic Staff”** means the non-teaching staff of the University of Lagos, and includes all administrative, technical, and professional staff of the University other than academic staff.

**“Senate”** means the Senate established under the University of Lagos Act, 1967 (as amended).

**“SERVICOM”** means an acronym for Service Compact with all Nigerians, an agreement that Nigerian government parastatals, establishments, and institutions enter into with their customers/stakeholders to provide quality services to which they (the customers and stakeholders) are entitled in a timely, fair, honest, effective, and transparent manner. It is also used to refer to the sub-unit of the Quality Assurance & SERVICOM Unit.

**“Stakeholders”** include, in the first instance those within the walls of the University who provide services to which staff and students are entitled. In this category are members of the University Governing Council, the University Management, the Senate, and both academic and non-academic staff. The second category includes persons or agencies who/that are affected either directly or indirectly by the activities/service delivery of the University. They include both members of staff of the University of Lagos and non-staff such as students, their parents or guardians, contactors, and agencies to which the University reports.

**“Quality Assurance”** means an oversight function in which processes and procedures are put in place to monitor and evaluate conformance of employees of the University of Lagos with prescribed and expected standard of quality service delivery.

**“Unit”** means a non-teaching Departments recognized by the Council as an integral part of the University.

**“University”** means the University of Lagos as incorporated and reconstituted by the University of Lagos Act, 1967 (as amended).

**“Centre”** refers to the academic entities of the University so designated

**“Institute”** refers to the academic entities of the University so designated

## **1.0 BACKGROUND**

- In 2004, the Service Compact known as SERVICOM was established in the Office of the President of the Federal Republic of Nigeria to ensure that Nigerian citizens receive quality service under SERVICOM commitments.
- The core value of SERVICOM is to provide basic services to Nigerians in a timely, fair, honest, effective and transparent manner.
- The Federal Executive Council adopted SERVICOM INDEX as the parameter for gauging the quality-of-service delivery at all Government Ministries, Departments, and Agencies (MDAs).
- Following the Directive from the Federal Executive Council that all MDAs established SERVICOM units within their organizations, the University of Lagos, in 2012, established its SERVICOM within the Directorate of Academic Planning with its Director, Prof. Cecilia Igwilo, as the first Focal Officer.
- In May, 2012, the Quality Assurance & SERVICOM UNIT became domiciled under the office of the Vice-Chancellor with Prof. Solomon Okunuga as the pioneer Director, while Dr. Virgy Onyene and Dr. Ifunanya Nwokoro served as Deputies at different times.
- The UNIT's two-prong activities relate to: Quality Assurance matters, and Service Delivery (SERVICOM) matters.
- The SERVICOM sub-unit liaises with SERVICOM's National Office through the National Universities Commission (NUC).
- The Unit is responsible for ensuring that teaching and learning are delivered in conducive environments and it is expected that the above objective will be achieved by sensitizing the academic community, comprising the staff, students and clients of the University that, as regards service delivery, the irreducible minimum for the University is efficient, prompt and quality service delivery.

**NOTE:** In 2019, the Anti-Corruption and Transparency Unit of the University was established as an independent Unit with its Chairman and membership. It is also placed under the Vice-Chancellor's Office and complements the work of the Quality Assurance and SERVICOM Unit.

### **1.1 Vision, Mission, Motto, and Slogan of the University**

University of Lagos Quality Assurance Policy is guided by the following vision, mission, motto, and slogan to which every stakeholder- the council, Management, Senate, other academic and non-academic staff and all students must be committed:

#### **1.1.1 Vision**

*To be a top-class institution for the pursuit of excellence in knowledge, character, and service to humanity*

#### **1.1.2 Mission**

*To provide a conducive environment for teaching, learning, research and development, where staff and students will interact and compete effectively with their counterparts globally.*

**1.1.3 Motto**

*In deed and in truth*

**1.1.4 Slogan**

*University of First Choice and the Nation's Pride*

**1.1.5 Core Values**

- Excellence in Learning and Character
- Conducive and Enabling Environment
- Integrity and Respect
- Professionalism and Competency
- Innovative Culture and Ethical Conduct

**1.2 Quality Assurance Vision and Mission**

**1.1.6 Vision**

To make the University of Lagos a leading light in quality service provision and delivery for academic excellence and efficient administration in Nigeria

**1.1.7 Mission**

To ensure a conducive working environment for quality service delivery, and to identify opportunities for improved access to quality service for all stakeholders.

**2.0 QUALITY ASSURANCE POLICY**

The University of Lagos *Quality Assurance Policy* is designed to:

- (i) Ensure that the mandate of providing quality education in a conducive environment for teaching, learning, research, and effective service delivery is achieved;
- (ii) Attain optimal efficiency in its internal working mechanisms in accordance with the international best practices in quality assurance for tertiary education, in terms of accreditation, evaluation, and auditing of service delivery;
- (iii) Ensure that the overarching objective of quality assurance is met, and implement appropriate mechanisms for monitoring and evaluating lecturers' teaching, as well as complaint and grievance management and resolution.

**2.1 Quality Assurance & SERVICOM Unit: An Overview**

In line with the vision, mission, motto, and slogan of the University (to which every staff and student is committed) as well as the directive of the Federal Government of Nigeria, the Quality Assurance & SERVICOM Unit was established in the University of Lagos on May 12<sup>th</sup>, 2012 by the then Vice Chancellor, Late Prof. Babatunde Sofoluwe. The Unit, which functions as the

central coordinating centre that initiates and executes quality assurance processes, procedures, and activities in line with national and international standards, is part of the Office of the Vice Chancellor. It has a 2-prong responsibility to initiate and maintain the internal Quality Assurance System (QAS) of the University, which strengthens its overall capacity to deliver the highest quality service to all stakeholders.

The University and Faculty Quality Assurance Committee was inaugurated by the Immediate Past Vice Chancellor, Prof. Oluwatoyin Ogundipe, *FAS* in November 2018, and the Departmental Quality Assurance Committee by the current Vice Chancellor, Prof. Folasade Ogunsola, *FAS* in November, 2022.

The Unit has always placed a premium on the key objectives of monitoring and evaluation of the University's core activities of teaching and learning using various instruments and the students' Course and Lecturer Evaluation Forms. Achievements of the Unit to date include effective monitoring and evaluation of core academic activities through the deployment of various instruments such as Questionnaires, Course and Lecturer Evaluation Forms, lectures and examination monitoring, and assessment of classroom environments. The Unit has also prioritized monitoring and sensitization activities aimed at non-academic units and their members of staff as well as the Students' Halls of Residence.

The Quality Assurance & SERVICOM Unit is divided into two arms namely: Quality Assurance and SERVICOM Sub-Units.

## **2.2 Functions of SERVICOM**

SERVICOM sub-unit advocates, promotes, and encourages service delivery guided by the following workplace ethics:

- (i) Punctuality;
- (ii) Availability (being on seat or other assigned post during working hours);
- (iii) Prompt and courteous service to all;
- (iv) Equal treatment in service provision;
- (v) Timeliness and thoroughness in service delivery (guided by the standards and expectation of quality service delivery);
- (vi) Provision of prompt feedback and regular updates, where service delivery extends beyond a reasonable time for its completion;
- (vii) Adherence to rules and laid down processes;
- (viii) Accountability, probity, and transparency in all financial activities; and
- (ix) Zero tolerance for corruption



### **2.3. Functions of Quality Assurance**

- (i) Ensures all units/departments of the University deliver services to customers timely;
- (ii) Ensures students are at the centre of University services; and that their best interest guides all decision-making in matters pertaining to them;
- (iii) Supports students to make effective use of grievance and other feedback mechanisms provided by the University;
- (iv) Provides timely response to all complaints received, and ensures prompt resolution of all issues;
- (v) Monitors lectures and examinations;
- (vi) Provides feedback to relevant University Departments and Units on identified gaps and shortcomings, and collaborates with them to implement appropriate remedies; and
- (vii) Creates awareness among teaching and non-teaching staff of the University on the essentials of excellent service delivery

### **2.4 Objectives of University of Lagos Quality Assurance Policy**

- (i) To attain effective, efficient and quality service delivery with the vision of actualizing quality assurance system in the University;
- (ii) To instill in staff and students a high level of commitment to quality service that can reinforce the vision, mission, and core values of the University and place it at the forefront of academic excellence and efficient administration.
- (iii) To ensure service delivery, and identify where services fall or are falling short of moral and statutory obligations, with a view to improving access to qualitative services for the development of the University.

## **3.0 MECHANISMS FOR QUALITY ASSURANCE**

The University of Lagos, Quality Assurance is determined by the relevance of learning materials and the adequacy of services provided for students to achieve the desired standard performance in tandem with her mission statement and core values. It is the core stratagem for revitalizing and sustaining the quality and standard of teaching, learning and research.

To ensure that the set objectives are achieved, the following mechanisms have been put in place:

- (i) Vetting of students results at departmental level
- (ii) Monitoring and evaluation of delivery and receipts of lectures;
- (iii) Monitoring and evaluation of examinations;

- (iv) Monitoring and inspection of the University environment, including the classroom environment
- (v) Monitoring and inspection of students' halls of residence prior to their resumption;
- (vi) Monitoring and evaluation of the work ethics of non-academic staff;
- (vii) Awareness and sensitization programmes for both academic and non-academic staff;
- (viii) Monthly meetings of the University Quality Assurance Committee; and
- (ix) Quarterly meeting of the University SERVICOM Officers.

### **3.1 Monitoring Mechanisms**

The monitoring desk shall collect data on the main activities of teaching and learning using the following instruments:

- Lecture monitoring form
- Examination monitoring form and
- Student Assessment form.

### **3.2 Mechanisms for Complaints and Grievance Procedures, and Conflict Resolution**

#### **3.2.1 Lodgment and Treatment of Complaints**

##### *(a) Complaints and Grievance Redress Procedure*

- i) Complaints and grievances are to be directed to relevant Heads of Departments and Units by aggrieved students, staff, and clients regarding any matter with respect to the University's functions.
- ii) Upon receipt of a complaint or grievance, the receiving Head of Department or Unit shall treat the complaint or grievance within seven (7) working days.
- iii) Notwithstanding the foregoing, a complaint may be sent through SMS, Letters or email to the Focal Officer (the Director of Quality Assurance), Dean of Students Affairs, and or the Vice Chancellor.

##### *(b) Processing of Complaints*

Processing of complaints is meant to achieve the following:

- (i) Ascertain the substance of the complaint
- (ii) Ensure that the complainant's concern is addressed;
- (iii) Ensure that the complainant receives redress and or apologies where necessary;
- (iv) Reflect the outcome of any investigation of service failure in the delivery process in order to improve the quality of service;
- (v) Protect complainant rights and ensure accountability;
- (vi) Ensure that innocent staffs are not dissuaded in the faithful discharge of their responsibilities as a result of false complaints.

### **3.2.2 Channels for Handling Complaints**

- (i) All complaints received by Dean of Students Affairs, and or the Vice Chancellor shall be sent to the Focal Officer who is the Director of Quality Assurance Unit.;
- (ii) The Focal Officer shall forward the complaint to the appropriate Desk Officer that will handle the complaint;
- (iii) On receipt of a complaint, the Desk Officer shall acknowledge the complaint within two (2) working days;
- (iv) On completion of investigation, which should not exceed two weeks maximum, the Desk Officer shall report his or her findings to the Focal Officer.

### **3.2.3. Levels for Handling Complaints**

#### **Meeting the Fair Hearing Standard**

- (i) The Desk Officer shall invite the Complainant.
- (ii) Where the complainant cannot be reached in person, he/she may be contacted by any of the following contact media, namely, email, phone call, WhatsApp and SMS.
- (iv) Once the complainant is heard, the Desk Officer will contact and interact with those involved in the matter, in order to ensure fair hearing.

### **3.2.4. Report of Findings to the Focal Officer**

- (i) The Desk Officer in charge of investigation of a given complaint shall, upon completion, make a report of his or her findings to the Focal Officer'
- (ii) The Focal Officer shall invite the parties involved in the matter for the purpose of resolving the issue.
- (iii) The matter shall be resolved as much as practicable within 7 days from the day of receipt of the Desk Officer's findings.

### **3.2.5. Reference of Unresolved Complaint to Appropriate officer**

- (i) Where the Focal Officer is unable to resolve the issue within 7 days, the matter shall be escalated to the appropriate officer within the University according to the nature of the matter being investigated.
- (ii) Complaints revolving around students' matter will either be sent to Academic Affairs Office, Students Affairs Office, Heads of Department and Dean's Office as the Focal Officer deems appropriate.
- (iii) A complaint revolving around a staff may not follow the above escalation route. However, any such complaint, if unresolved by the Focal Officer, shall be directed to the appropriate authority within the University.

### **3.2.6. Petition to the Vice Chancellor/the Council**

- (i) Where a complaint is not satisfied with the outcome of the investigation or with the redress offered to him/her or where the complaint remains unresolved, complainant may submit a petition to the Vice Chancellor.
- (ii) Where the complainant is still not satisfied with the resolution provided by the Vice Chancellor, s/he may appeal to the Council of the University
- (ii) Resolution of the issue by the Council of the University shall be final.

## **4.0 OTHER MODES OF LODGING COMPLAINT**

Complaints or suggestions may be lodged or made by any of the following modes:

- (i) Physically at the Quality Assurance & SERVICOM Office
- (ii) Complaints/Suggestions boxes mounted on Campus.
- (iii) Email to [dquality@unilag.edu.ng](mailto:dquality@unilag.edu.ng)

### **4.1 Feedback Mechanism**

Comments and suggestions on the quality and or effectiveness of service delivery shall be communicated to the SERVICOM Unit, University of Lagos.

## **5.0 CODE OF ETHICS**

- (i) **Selflessness:** Any person in service must serve with public interest for common good.
- (ii) **Integrity:** All staff should adhere to high moral and professional standards in the discharge of their duties.
- (iii) **Objectivity:** All staff should deliver services unbiased, and without being influenced by personal emotion and prejudices.
- (iv) **Fair Hearing:** All parties to a matter should be given fair hearing during investigation.

## **6.0. EXPECTATIONS AND OBLIGATIONS**

- (i) Prompt and conscientious delivery of lectures, administration of examinations and compilation of examination results take place in all Faculties/College of Medicine.
- (ii) Lectures are delivered between hours of 8:00am and 6:00pm (Monday to Friday)

- (iii) Attendance registers and the use of EMIA kits electronic devices are deployed where provided, to take attendance for lectures.
- (iv) Online staff evaluation forms are completed by students at the end of each semester, and submitted through the appropriate links provided on the UNILAG website.
- (v) Students are entitled to see their results after each examination. Therefore, examination results should be released within two weeks after examination for students to make complaints before further processing. To this end, it is expected that:
  - Examinations scripts are graded promptly
  - Academic staff involved in the grading of scripts shall prioritise grading responsibilities in order to ensure the timely processing of results by Departments and Faculties. It is the responsibility of the HOD to ensure that, upon completion of examinations, the scripts are graded without delay
  - HODs should put in place a process for receipt of result-related complaints for each course in their Departments, and assign the complaints to appropriate lecturers who shall treat the complaints with dispatch and report completion to HODs
  - HODs should ensure that all examination result-related complaints are treated and reflected before convening Departmental Board of Examiners' Meetings
  - Deans should ensure that HODs attend to result complaints and shall convene the Faculties' Board of Examiners' Meeting without delay; and
  - It is the responsibility of Deans to ensure that the Faculties' results are processed to Senate for consideration and approval.
- (vi) The University shall promote and support researchers in all its fields of learning beneficial to society, through the activities of Central Research Committee
- (vii) Academic Staff members shall publish their works in high-impact journals that will promote the image of the University and highlight the quality of researches they conduct.

The Departmental/Faculty/School/Institute Quality Assurance Committee will monitor the conduct of lectures and examinations of all Faculties, School of Foundation Studies, Distance Learning Institute and Institute of Continuing Education and report to the Director of Quality Assurance & SERVICOM.

## **7.0 QUALITY ASSURANCE COMMITTEES**

### **7.1 University Quality Assurance Committee**

This committee is composed of the representatives of all University of Lagos Faculties and the Heads of Units. Members of this committee also head the Quality Assurance Committee at the Faculties. The purpose of the committee is to ensure quality service delivery of Quality Assurance sub-committee in their various Faculty/Unit.

### **7.2 Faculty Quality Assurance Committee**

The membership of this committee at the various Faculty levels is selected by the Dean and recommended to the Director, Quality Assurance, and SERVICOM Unit for ratification and confirmation. The Faculty Quality Assurance Committee shall work with the Faculty representative in the University Quality Assurance Committee to monitor and ensure quality service delivery in their faculties.

### **7.3 Departmental Quality Assurance Committee**

This committee exists to operate within various Departments in the Faculties. Their mission amongst others is to monitor and promote quality studying, researching, and examination in the Departments. The committee shall also coordinate Departmental academic evaluation exercises and report periodically to the Director, Quality Assurance and SERVICOM Unit.

## 8.0 ORGANOGRAM OF THE UNIVERSITY OF LAGOS QUALITY ASSURANCE

