

FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI, NIGERIA



QUALITY ASSURANCE UNIT

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FOREWORD

The pursuit of quality is fundamental to the mission of the Federal University of Technology, Owerri (FUTO), as a leading institution committed to advancing technological education, research, innovation and national development. In an increasingly competitive higher education environment, the University's ability to fulfil its mandate depends not only on the relevance of its programmes and the quality of its graduates, but also on the effectiveness, integrity and continuous improvement of its academic and administrative processes.

The FUTO Quality Assurance Policy provides an institutional framework for promoting and sustaining excellence across all aspects of the University's operations. It establishes the principles, standards, processes and responsibilities required to ensure that teaching and learning, research, community engagement and administrative services consistently meet established quality benchmarks. The Policy also reinforces the University's commitment to accountability, transparency, fairness, evidence-based decision-making and the responsible stewardship of institutional resources.

Quality assurance is not merely a regulatory requirement or an exercise undertaken in preparation for accreditation. It is a shared institutional responsibility and an enduring culture that must inform the decisions and actions of every member of the University community. Accordingly, this Policy provides a basis for systematic monitoring, periodic evaluation, stakeholder feedback, performance assessment and continuous improvement. It encourages the identification of gaps, the adoption of effective corrective measures and the dissemination of good practices across the University's Schools, Departments, Centres, Institutes, Directorates and other administrative units.

As a University of Technology, FUTO must remain responsive to emerging scientific and technological developments, evolving labour-market demands and the changing expectations of students, employers, industry and society. Our quality assurance processes must therefore promote innovation, relevance, graduate employability, research integrity, digital transformation and the translation of knowledge into practical solutions. They must also support the University's pursuit of national and international recognition through demonstrable improvements in academic standards, research performance, institutional effectiveness and societal impact.

The successful implementation of this Policy requires the commitment and active participation of the Governing Council, Management, Senate, staff, students, alumni, employers, industry partners, regulatory agencies and other stakeholders. Every unit of the University must take ownership of the quality of its work, while the relevant quality assurance structures provide coordination, guidance, monitoring and institutional oversight. Quality assurance findings should inform planning, resource allocation, staff development, curriculum review and strategic decision-making, thereby ensuring that evaluation leads to measurable improvement.

I urge all members of the FUTO community to embrace this Policy as a practical instrument for strengthening institutional effectiveness and advancing our shared aspirations. Through collective responsibility, sustained commitment and a willingness to learn and improve, we can consolidate FUTO's reputation for excellence and ensure that our graduates possess the knowledge, skills, values and innovative capacity required to contribute meaningfully to national development and global progress.

Together, let us make quality assurance an integral part of our institutional culture and a defining feature of the FUTO experience.

Prof. Ikechukwu N. S. Dozie

Vice-Chancellor

Federal University of Technology, Owerri, Nige

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ACRONYMS

NUC: National Universities Commission

QA: Quality Assurance

QAU: Quality Assurance Unit

FUTO: Federal University of Technology, Owerri

FUTO QAP: Federal University of Technology, Owerri Quality Assurance Policy

OVC: Office of the Vice Chancellor

VC: Vice Chancellor

UQAC: University Quality Assurance Committee

SQAC: School Quality Assurance Committee

DQAC: Departmental Quality Assurance committee

UQAC: Unit Quality Assurance Committee

DEFINITION OF TERMS

To avoid ambiguity, the following terms used in this policy documents are hereunder explained:

1. **"Council"** means the Governing Council of the University established under the Federal University of Technology Act, Cap. F23 volume 7, Laws of the Federation of Nigeria, 2004.
2. **"Senate"** means the Senate established under the Federal University of Technology Act, Cap. F23 volume 7, Laws of the Federation of Nigeria, 2004.
3. **'School'** means a group of teaching Departments established under the Federal University of Technology Act, Cap. F23 volume 7, Laws of the Federation of Nigeria, 2004
4. **"Department"** includes any teaching Department in any School recognized by the Governing Council and Senate as an integral part of the University
5. **"Academic Staff"** refers to teaching staff of the Federal University of Technology, Owerri, and includes all persons holding appointments as members of the teaching and/or research/library staff of the University, whose primary duty is teaching and/or research.
6. **Non-Academic Staff"** means the non-teaching staff of the Federal University of Technology, Owerri, and includes all administrative, technical, and professional staff of the University other than academic staff.
7. **"Stakeholders"** include, in the first instance those within the University who provide services to staff and students. In this category are members of the University Governing Council, the University Management, the Senate, academic and non-academic staff. The second category includes persons or agencies affected either directly or indirectly by the activities/services delivered by the University. They include members of staff of the Federal University of Technology, Owerri and non-staff such as students, their parents or guardians, contactors, and agencies to which the University reports.
8. **"Quality Assurance"** means an oversight function in which processes and procedures are put in place to monitor and evaluate conformance of employees of the Federal University of Technology, Owerri with prescribed and expected standard of service delivery.

9. **"Unit"** means a non-teaching Department recognized by the Council as an integral part of the University.
10. **"University"** means the Federal University of Technology, Owerri as incorporated and reconstituted by the Federal University of Technology Act, Cap. F23 volume 7, Laws of the Federation of Nigeria, 2004
11. **"Centre"** refers to any academic entity of the University so designated
12. **"Institute"** refers to any academic entity of the University so designated

1.0 THE UNIVERSITY VISION, MISSION, MOTTO, AND OBJECTIVES

1.1. Vision

The Federal University of Technology, Owerri seeks to become a Centre of excellence in Science and Technology for training high level manpower capable of contributing to the development of society.

1.2 Mission

The University is to be a model citadel of learning and scholarship with emphasis on imparting not only theoretical knowledge, but more importantly, practical skills that can provide solutions and service to humanity.

1.3 Motto

Technology for service

1.4 Objective of the University

The objectives of the University as contained in the Act establishing it are as follows:

- (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 education in technology.
- (b) To develop and offer academic and professional programmes leading to the award of diplomas, first degrees and higher degrees which emphasize planning, adaptive, technical maintenance, developmental and productive skills in engineering, scientific, agricultural, medical, and allied professional disciplines, with the aim of producing socially matured men and women with capability not only to understand, use and adapt existing technologies but also improve on them and develop new ones.
- (c) To act as agent and catalyst, through postgraduate training, research and innovation for the effective and economic utilization, exploitation, and conservation of the country's natural, economic, and human resources.
- (d) To offer to the general population as a form of public service, the result of training and research and to foster the practical applications of these results.

- (e) To establish appropriate relationship with other national institutions involved in training, research, and development of technologies.
- (f) To identify technological problems and needs of the society and find solution to them within the context of overall national development.
- (g) To provide and promote sound basic scientific training as a foundation for the development of technology and applied sciences, taking into account indigenous culture and the need to enhance national unity; and
- (h) To undertake any other activities, appropriate for a University of Technology of the highest standard.

The strategies to be adopted in achieving the above stated objectives are as follows:

- (a) The general orientation of the University will be outward looking. Within itself, the University must be a cohesive community, dedicated to the advancement and communication of learning, and having an active social as well as intellectual life.
- (b) The University will not be a closed or isolated community but would be involved in multiple relationships with society. This begins with the University's determination to concentrate on the fields of study most needed by contemporary Nigeria. It will also be reflected in the policy in the field of research and consultancy, and in cultural activities by the University which should, in general, be open to members of the surrounding community.
- (c) The University will develop contacts with industrial sector, research institutes, and other institutions of higher learning in Nigeria, and indeed on international scale, to provide research links and consultancy services of a high standard.

2.0 THE QUALITY ASSURANCE UNIT, FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI, NIGERIA

2.1 Vision

To become an excellent quality assurance provider for sustainable academic and institutional services.

2.2 Mission

To build mechanisms for quality assurance and enhancement of compliance to academic and institutional services standards for national needs and global competitiveness.

2.3 Core Values

Promptness in service delivery, Dignity and Respect to all, Firmness and Fairness always.

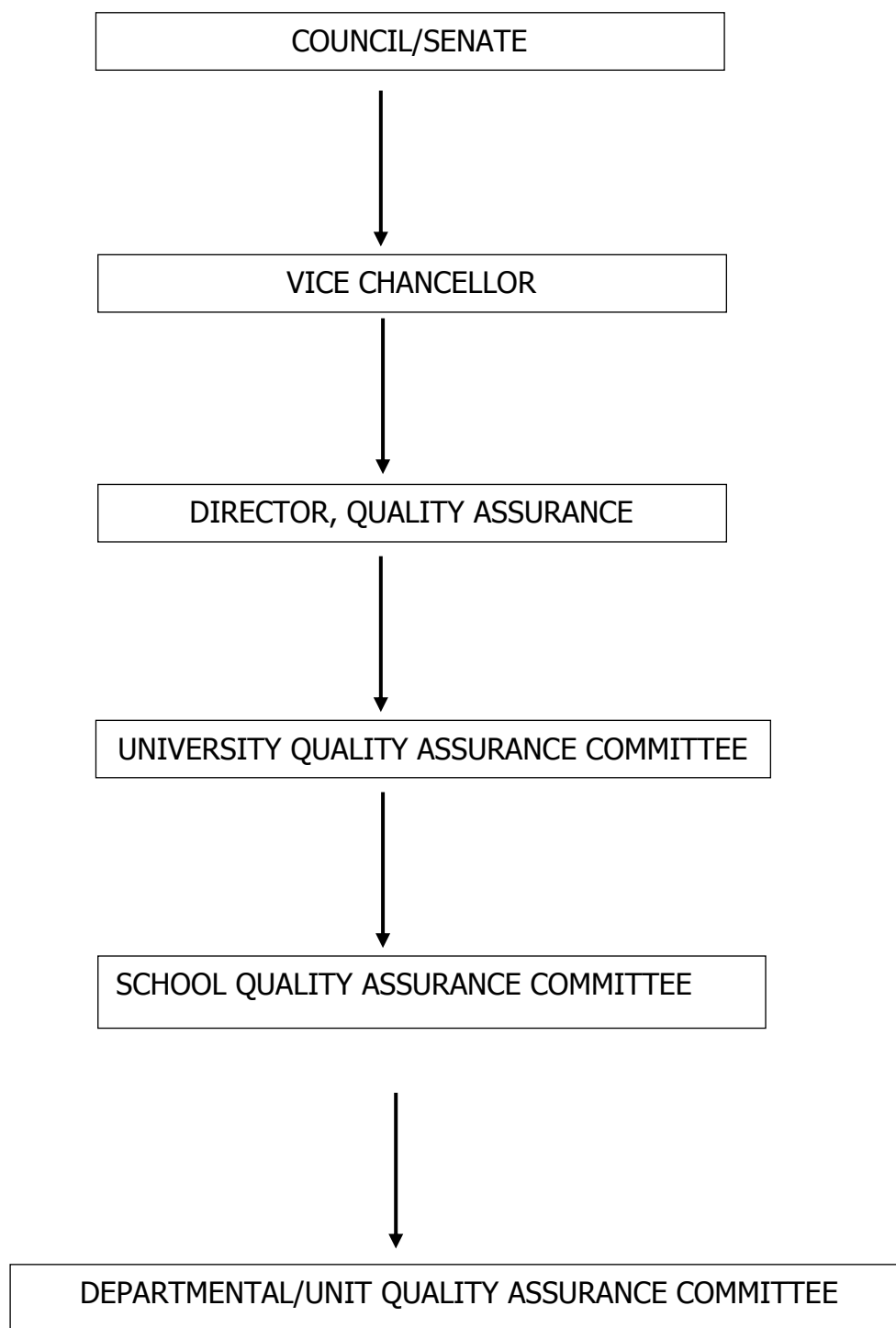
2.4 History of the Quality Assurance Unit

The Quality Assurance Unit (QAU) started as a sub-unit in the Academic Planning Unit of the Vice-Chancellor's Office in 2005 and became a full-fledged unit under the Office of the Vice-Chancellor in 2008. This was in line with the vision, mission and objectives of the University which aligned with the policy and directive of the Federal Government of Nigeria through the National Universities Commission.

Rev. Fr. Prof. L. C. Asiegbu was appointed the pioneer, Director. He was succeeded by Very Rev. Engr. Prof. C. N. Madubuike who handed over to Prof. P. C. Njoku. He was succeeded by Prof. A. E. Ibe who handed over to Prof. E.C. Esenwah. Prof. Mrs. O. P. Onyewuchi oversaw the unit briefly and was succeeded by Prof. Edeheudim B. Etuk who was succeeded by the current Director, Dr. Nze . The unit has been domiciled in the Office of the Vice-Chancellor.

The Unit functions by initiating and executing quality assurance processes, procedures, and activities in line with national and international standards. This function includes monitoring the internal Quality Assurance mechanisms of the University and receiving feedback from stakeholders in order to cause improvements in extant procedures.

2.5 Organogram of the Quality Assurance Unit



3.0 QUALITY ASSURANCE POLICY

The **Federal University of Technology, Owerri 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 the internal mechanisms in accordance with the international best practices in quality assurance for tertiary institutions, accreditation, evaluation, and auditing of service deliveries.
- (iii) Ensure that the objective of quality assurance is met by implementing appropriate mechanisms for monitoring and evaluating lecturers' teaching, supervision, and other services as well as complaint and grievance management systems and resolution.

3.1. Responsibilities of Quality Assurance Unit

- (i) Benchmark and monitor standards for teaching, research, and publication.
- (ii) Ensure compliance with extant regulations for academic programmes and Institutional services.
- (iii) Enhance compliance with the standards of learning, policies, systems, structures, and resources use.
- (iv) Integrate quality assurance within institutional planning, policies, and resource allocation.
- (v) Ensure standards and good practice in respect of subscribed institutional, national, and international benchmarks.
- (vi) Validate processes and custody of approved standards and protocols.
- (vii) Supports students to make effective use of grievance and other feedback mechanisms provided by the University.

(viii) Provides timely response to all complaints received and ensures prompt resolution of all issues.

(ix) Creates awareness among teaching and non-teaching staff of the University on the essentials of excellent service delivery

(x) Provides feedback to relevant University Departments and Units on identified gaps and shortcomings, and collaborates with them to implement appropriate remedies; and

3.2 Objectives of Federal University of Technology, Owerri 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 objectives of the University to consolidate academic excellence and efficient administration.
- (iii) To ensure service delivery and identify service gaps, with a view to improving processes and access to qualitative services for the development of the University.

4.0 MECHANISMS FOR QUALITY ASSURANCE

The Federal University of Technology, Owerri Quality Assurance unit shall deploy several mechanisms to achieve its core mandate. To ensure that the set objectives are achieved, the following mechanisms have been put in place:

- (i) Monitoring and evaluation of adherence to extant academic and administrative regulations
- (ii) Monitoring and evaluation of teaching and learning outcomes
- (iii) Assessment of quality of teaching and supervision
- (iv) Validation of student's assessment/evaluation procedures
- (v) Quality assurance of academic procedures and programmes
- (vi) Sensitization of staff and students on quality assurance requirements
- (vii) Evaluation of field performance of graduates and services of Federal University of Technology, Owerri
- (viii) Regular Meetings of the University Quality Assurance Committee

- (ix) Certification of Academic Departments for compliance with extant regulation and procedures
- (x) Monitoring of Staff Appraisal processes
- (xi) Monitoring of Contract procedures for construction and services
- (xii) Monitoring of procedures for enactment of regulations and rules governing the operations of the University under the extant laws of the Federation
- (xiii) Monitoring of jobs, services undertaken by staff, contractors, consultants in the University.

4.1 Quality Assurance Committees

4.1.1 University Quality Assurance Committee (UQAC)

The UQAC shall be composed of the following members:

Director, Quality Assurance	–	Chairman
University Librarian	-	Member
Provosts of Colleges	-	Members
Deans of Schools	-	Members
Director, Academic Planning and Development	–	Member
Director, Anti-Corruption and Transparency Unit	-	Member
Director, Estate and Works	-	Member
Coordinator, SERVICOM	-	Member
Director, Information Communication Technology Centre	-	Member

Members of this UQAC shall be the Chairman of their School/Unit's Quality Assurance Committee. The purpose of the UQAC shall be to provide guidelines and direction to the SQAC and DQAC. It shall also validate assessment instrument and reports quality Assurance report to ensure quality service.

4.1.2 School Quality Assurance Committee (SQAC)

The SQAC shall be made up of at most seven members and shall be headed by a Senior Academic Staff within the School. The SQAC shall monitor and ensure quality service delivery in their schools in conjunction with the Quality Assurance unit. The Chairman of

the SQAC shall where applicable represent the Dean in the UQAC. Such representation shall be communicated to the Director, Quality Assurance for ratification.

4.1.3 Departmental/Unit Quality Assurance Committee (DQAC)

The DQAC shall exist and operate within the various Departments in the Schools. This Committee shall amongst others monitor and promote quality teaching, research, and examination in the Departments. The committee shall also coordinate Departmental academic evaluation exercises and report periodically to the Director, Quality Assurance through their School representative.

4.2 Monitoring Mechanisms

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

- (i) Departmental Certification forms
- (ii) Examination monitoring form
- (iii) Student Assessment form
- (iv) Spot checks and personal interviews
- (v) Etc.

4.3 Complaints and Grievance Procedures, and Conflict Resolution

4.3.1 Lodgment and Treatment of Complaints

This shall be as enshrined in the Academic regulations for Undergraduate and Postgraduate Students in addition to the following:

(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 Director, Quality Assurance, Dean of Students Affairs, and/ or the Vice Chancellor.

(b) *Processing of Complaints*

Processing of complaints shall 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 to improve the quality of service.
- (v) Protect complainant rights and ensure accountability.
- (vi) Ensure that innocent student/staff are not dissuaded in the faithful discharge of their responsibilities because of false complaints.

4.3.2 Channels for Handling Complaints

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

4.3.3. Procedures for Ensuring Fairness in Handling Complaints

This is designed to meet the standard of fair hearing:

- (i) The 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.
- (iii) Once the complainant is heard, the Officer shall contact and interact with those involved in the matter, to ensure fair hearing.

4.3.4. Report of Findings to the Director, Quality Assurance

- (i) The Officer in charge of investigation of a complaint shall, upon completion, make a report of his or her findings to the Director, Quality assurance
- (ii) The Director, Quality Assurance 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 reasonable time from the day of receipt of the Officer's findings.

4.3.5. Reference of Unresolved Complaint to Appropriate officer

- (i) Where the Director is unable to resolve the issue within a reasonable time, the matter shall be escalated to the appropriate officers within the University according to the nature of the matter under investigation.
- (ii) Complaints revolving around students' matter will either be sent to Dean, Students Affairs Office, Heads of Department and Dean of School's Office as the Director, Quality Assurance deems appropriate.
- (iii) A complaint involving a staff may not follow the above escalation route. However, any such complaint, if unresolved by the Director, Quality Assurance, shall be directed to the appropriate authority within the University.

4.3.6. Petition to the Vice Chancellor/the Council

- (i) Where a complainant 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, he/she may appeal to the Governing Council of the University.
- (iii) Resolution of the issue by the Council of the University shall be final.

5.0 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 Office

- (ii) Complaints/Suggestions boxes mounted on Campus.
- (iii) via email: dir.qualityassurance@futo.edu.ng
- (iv) Remark in the Student Assessment survey instrument

5.1 Feedback Mechanism

Comments and suggestions on the quality and or effectiveness of service delivery shall be communicated to the Quality Assurance Unit, **Federal University of Technology, Owerri** in person or via the official email address or any other convenient means.

6.o. EXPECTATIONS AND OBLIGATIONS

- (i) Prompt and conscientious delivery of lectures, administration of examinations and compilation of examination results take place in all Schools/Colleges, Centres and Institutes.
- (ii) Lectures shall be delivered between hours of 8:30am and 6:00pm (Monday to Friday) except on Wednesdays. Lectures may also be held by special arrangements at other periods or when using modes of lectures that does not require physical contact.
- (iii) Online or hardcopy staff/course evaluation forms are completed by students at the end of each semester and submitted through the appropriate links either by hand or through appropriate links.
- (iv) Students are entitled to see their results after each examination. Therefore, examination results should be released within four weeks after examination for students to make complaints before further processing. Therefore, Examinations scripts shall be graded promptly.
 - It is the responsibility of the Head of Department (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 appropriately.

- HODs shall ensure that all examination result-related complaints are treated before the Departmental examination Committee.
 - Deans shall ensure that HODs attend to result complaints and convene the school's examination committee meeting without delay; and
 - It is the responsibility of Deans to ensure that the school's results are processed to Senate for consideration and approval.
- (v) Academic Staff members shall publish their works in high-impact journals that will promote the image of the University and highlight the quality of research they conduct.
- (vi) All research activities conform to the Federal University of Technology, Owerri Research policy.