



L A W E H
OPEN UNIVERSITY COLLEGE

**OPEN & DISTANCE
LEARNING QUALITY
ASSURANCE
POLICY
FRAMEWORK**

Education Without Barriers

OPEN AND DISTANCE LEARNING QUALITY ASSURANCE POLICY FRAMEWORK

1.0 Policy Formulation

Lawe Open University College's (LAWEH) Open, Distance and eLearning Policy Framework is in accordance with the Policy Framework recommended by the African Council for Distance Education (ACDE), and contained in the Policy Document published by the ACDE's Quality Assurance and Accreditation Agency (ACDE-QAAA) in 2016. This is in recognition of the fact that the burden of proof of the credibility and comparability of ODL with campus-based delivery mode rests with ODL providers. ACDE established the ACDE Quality Assurance and Accreditation Agency (ACDE – QAAA) to develop an indigenous model of quality assurance that would serve to position African ODL in global perspectives.

The ACDE policy centres on promoting and encouraging Higher Open Education Institutions in Africa to engage in acceptable best/good quality assurance practices in the delivery of education. The policy framework seeks to operationalize the principles of credible and quality ODL, namely Integration, completeness, openness, transparency and international benchmarks.

As part of operationalizing the ACDE-QAA, the Technical Committee of QUAA soon after adoption of ACDE QA Toolkit, decided to put in place a policy to inform and guide the use of the Toolkit and develop an Operational manual to facilitate engendering the proficiency of the Toolkit by making QA practices (input, processes and outputs) as explicit and as systematic as possible with the overall aim of inculcating a culture of quality and continuous self improvement.

2.0 Scope

The quality assurance policies and procedures herein stated will apply to all practices, processes and producers of LAWEH.

3.0 Quality Assurance Statement

In pursuit of promoting quality assurance LAWEH shall:

- 3.1 Ensure that Institutions make clear statements of commitment to the management of quality
- 3.2 Ensure high quality in fulfilling its institutional mandate as informed by national goals for development
- 3.3 Promote high level of excellence in all its programmes
- 3.4 Encourage Integrity in institutional operations and practices
- 3.5 Promote ODL credibility and the advancement

- 3.6 Pursue continuous improvements
- 3.7 Meet institutional quality objectives
- 3.8 Ensure that all LAWEH programmes comply with national regulatory requirements
- 3.9 Encourage all its personnel to promote the implementation of quality imperatives
- 3.10 Promote learners satisfaction by placing quality at the centre of their learning experience
- 3.11 Establish a quality assurance unit with systems and a credible structure
- 3.12 Provide adequate human and financial resources for quality assurance

4.0 Quality Assurance Policy Aims

The following are the aims of this policy:

- 4.1 To provide quality teaching and learning as well as suitably qualified staff and learners
- 4.2 To design and offer market driven programmes
- 4.3 To promote and foster a culture of research, publications as well as innovative ODL and e-learning approaches
- 4.4 To actively participate in community service programmes
- 4.5 To establish and maintain a quality management system for continuous monitoring and evaluation of a quality management system to enhance the quality of service delivery
- 4.6 To foster effective communication processes within LAWEH
- 4.7 To encourage the production and acquisition of quality learning materials within LAWEH in conformity with set ODL standards
- 4.8 To encourage the deployment of appropriate up-to-date ICT, infrastructure and resources in conformity with set standards in all LAWEH operations
- 4.9 To promote mutually beneficial collaboration and partnership with other institutions of Higher Learning.

5. Quality Assurance Policy

LAWEH, in conformity with ACDE policy, shall be committed to the management and improvement of products and services, including: teaching, learning, research and publications, consultancy and partnerships by monitoring and reviewing its quality performance and effective implementation of quality standards. LAWEH shall aim at meeting and surpassing stakeholder expectations, and complying with all statutory requirements.

5.1 Management and Leadership

Policy Statement:

LAWEH has a clearly defined governance and administrative structure that is finely tuned to support the provision of quality ODL programmes and processes.

5.1.1 Governance and Organizational Structure

LAWEH has a clearly defined governance and administrative structure that is finely tuned to support the provision of quality ODL programmes and processes. The organs of governance are as follows:

a. University Governing Council

The University Governing Council which is the highest decision making body of the University is vested with all the powers that are required for the governance of the University, subject only to the Statutes or the General Regulation of the University.

b. The Executive Committee

The Executive Committee shall be responsible for outlining policies, determining strategies, overseeing Corporate Organization structure and overseeing the proper management of the institution and its assets.

The Executive Committee is elected by the Council from among the members of Council and Senior Management Staff and is responsible to the Council for its activities. The Chairman of the Executive Committee is elected by the Council. The Chairman reports to the Council on the activities of the Executive Committee.

c. The Senate

The Senate is the supreme academic body of the University. The Senate shall be composed of office holders who by virtue of the positions they hold as senior academic faculty members shall constitute the senate as defined in the General Regulations.

d. The Faculty Council

The Faculty Council is an academic body that includes all senior faculty members of the University, as defined in the General Regulations. The Council includes the Vice Chancellor of the University and the Pro-Vice Chancellor.

The Faculty Council provides guidance on academic affairs and submits its recommendations and proposals via the Vice Chancellor to the relevant institutions of the University.

e. The Office Holders

(i) Chairman of the Executive Committee --The Chairman of the Executive committee heads the Executive Committee

(ii) Vice Chancellor -- The Vice Chancellor heads the University and administers the institution's affairs under the powers vested in him/her and is responsible to the Executive Committee for the Administration, standards and quality of the institution. The Vice Chancellor shall be a senior academic endowed with academic vision, leadership capacity and proven administrative skills.

(iii) Pro Vice Chancellor --The Pro -Vice Chancellor shall be responsible for academic affairs of the University as spelt out in the regulations of the university and shall from time to time assigned tasks by the Vice Chancellor. The Pro-Vice Chancellor shall serve in an acting capacity in the absence of the Vice Chancellor. Where the Vice-Chancellor resigns, retires or is unable to perform his/her function by reason of ill-health, capacity or death, the Pro-Vice Chancellor shall play an acting role till a replacement is found in accordance with the regulations of the University.

(iv) The Registrar--The Registrar is responsible for the University's administrative affairs under the powers vested in him/her by the council.

5.1.2 The current organogram of LAWEH is attached.

5.2 The Learners Profile

Policy Statement

As an open university, LAWEH adheres to a firm policy of ensuring a feedback mechanism that makes student profile information available to benefit policy formulation, course development and student support services

As the first Open University in Ghana, LAWEH is committed to providing opportunity for education without barriers that shall produce middle to strategic level leaders to be responsible for their own learning and personal transformation through our educational offerings.. As our philosophy, the University:

- Provides the avenue for talents to be identified, nurtured and turned into abilities for global impact.
- Provides experientially based, flexible and cost-effective tertiary model that incorporates productive work experiences and leadership development for all students -- young, middle-aged, and old, to provide true value.

- Provides an opportunity for both students who fulfill the criteria and those who do not fulfill all usual admission criteria to have access to higher education, similar to many open universities across the world.

5.2.1 LAWEH shall admit qualified learners in line with national requirements, based on accurate advertised admission criteria without discrimination.

5.2.2 LAWEH shall at all times properly communicate responses to admission applications to prospective learners.

5.3 Learner Assessment and Evaluation

Policy Statement

LAWEH shall ensure integrity and credibility of all aspects examinations and assessment processes.

LAWEH shall:

5.3.1 Ensure proper management of all aspects of the processes of assessment and examinations such that they are in line with international standards.

5.3.2 Ensure timely release of results using appropriate technology

5.3.3 Ensure that there is grading policy in place and it is communicated

5.3.4 Ensure that assessment and evaluation processes reflect learning objectives

5.3.5 Ensure that a mechanism is in place to ensure that assessment outcomes inform the teaching and learning processes.

5.4 Learning Infrastructure

Policy Statement

LAWEH shall evolve policies and mechanisms to ensure the adequacy of learning infrastructure required to achieve stated learning outcomes.

The institution shall:

5.4.1 Put in place proper policy to guide provision of appropriate technologies and other learning infrastructure (including virtual learning infrastructure, recording studios, physical and soundproof classrooms, library services, laboratories and recreational facilities).

5.4.2 Ensure effective use of appropriate technologies for the management of the teaching and learning process and learners' academic records.

5.5 Human Resource and Development

Policy Statement

LAWEH shall develop policies and mechanisms to ensure appropriate provision of qualified human resource personnel and training and development programmes for capacity building.

LAWEH shall:

- 5.5.1 Have clearly stated guidelines to guide recruitment, retention and welfare of staff
- 5.5.2 Put in place appropriate guidelines to ensure appropriate distribution and utilization of human resources.
- 5.5.3 Ensure effective use of appropriate technologies for management of human resources

5.6 Programme Design and Development

Policy Statement

LAWEH shall ensure that the design and development process of programmes (from initiation to approval) are planned such that they meet the needs of learners and the labour market.

LAWEH shall:

- 5.6.1 Ensure that the assessment process effectively measures the stated learning objectives.
- 5.6.2 Ensure that there is a process in place for synthetic review of programmes.
- 5.6.3 Ensure that appropriate technology and media needs are identified during the planning process.

5.7 Course Design and Development

Policy Statement

LAWEH shall ensure quality in course design and development, and shall be subjected to regular review in response to market and stakeholders needs, as well as relevant regulatory requirements. All course resources developed for print or electronic delivery shall follow due process and comply with the institutions copyright policies.

- 5.7.1 The Subject Matter Expert shall define the course objectives, learning resources, learning activities as well as relevant assessment for the course.

- 5.7.2 The course shall be subjected to internal and external review processes to ensure high quality learning materials.
- 5.7.3 All course material shall be subjected to content review and language editing
- 5.7.4 All courses shall adhere to appropriate instructional design practices
- 5.7.5 The course design shall utilize an appropriate mix of media and technology appropriate for its effective delivery.

5.8 Learner Support and Progression –Criteria and Standard Operating Procedures

Policy Statement

LAWEH shall put in place effective systems and platforms for students support, which shall be reviewed from time to time for effectiveness depending on the medium of delivery

- 5.8.1 Learner support systems may include: face-to-face sessions, education technology, student study centres, tutorial sessions and library services, virtual library, study materials and practical sessions, laboratory sessions, teaching practice for education courses, moot courts and special projects, depending on the instructional design.
- 5.8.2 Learners will be supported in developing requisite skills for Open Distance and eLearning including: ICT and information literacy, time-management, writing, effective study, note-taking, presentation, team building, self-paced learning among others.
- 5.8.3 LAWEH shall develop systems to provide psycho-social support, leadership development, character building as well as clear outlines on etiquette for online interaction
- 5.8.4 LAWEH shall encourage collaborative learning through peer support programmes and discussion groups.
- 5.8.5 LAWEH shall put in place appropriate structures and mechanisms for providing timely feedback and communicating test and examination results to the students.
- 5.8.6 LAWEH shall set up and maintain an effective learner tracking system during the course and after completion.

5.9 Research, Publications and Consultancy Services

Policy Statement

Policies and regulations guiding university research and consultancy services shall be in place and shall be reviewed regularly to ensure they are relevant, operational and effective.

- 5.9.1 LAWEH shall provide a conducive environment for the conduct of multi-disciplinary research that shall affect lives, communities and environment.
- 5.9.2 LAWEH shall ensure that research outcomes are appropriately disseminated. The institution shall set up and maintain an archiving system and repository for research.
- 5.9.3 LAWEH shall ensure that research ethics are strictly followed
- 5.9.4 LAWEH shall provide a framework for monitoring and evaluation for improved service delivery, planning and allocation of resources.
- 5.9.5 LAWEH shall provide a conducive environment for staff to carry out research and consultancy services, as well as research on Open, Distance and eLearning
- 5.9.6 The institution shall encourage the conduct of research to generate knowledge, production processes and techniques for industry.

5.10 Collaboration and Partnership

Policy Statement

LAWEH may enter into collaborative arrangements for delivery of Open, Distance and eLearning in line with its policy on collaboration and partnership.

LAWEH shall:

- 5.10.1 Put in place guidelines on collaborations and partnerships.
- 5.10.2 Enter into a Memorandum of Understanding with partner institutions to guide the partnership, collaboration and networking. The MOU shall include scope, duration and must be periodically reviewed.

6.0 Implementation of the Policy

LAWEH shall be implement its ODL policies in line with the ACDE-QAAA's operational procedures and will take note and effectuate any changes that the Agency requires from time to time.