UGANDA TECHNOLOGY AND MANAGEMENT UNIVERSITY (UTAMU) QUALITY ASSURANCE (QA) POLICY

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1. INTRODUCTION

Uganda Technology and Management University (UTAMU) reaffirm its commitment to delivering quality academic experience to the students and teachers in order to achieve the high academic standards. In pursuit of the University's mission and vision, UTAMU has developed a range of policies and procedures which will ensure there is quality standards in the provision of the core activities stated in the strategic plan. Therefore all policies should adhere to the quality standards that in line with other national and international quality standards.

2. POLICY PARTICULARS

2.1. **RESPONSIBILITY:** The policy will be developed and implemented by the Director for ICT, Quality Assurance & Library Services. The Quality Assurance Committee established by Council will be mandated to steer the implementation of the policy under the headship of the director.

2.2. **REPORTING STRUCTURE:** Director for ICT, Quality Assurance & Library Services reports to the Senate, the Senate will report to Council

2.3. **IMPLEMENTATION & MONITORING:** Director, Director for ICT, Quality Assurance & Library Services and the Quality Assurance Committee

2.4. **POLICY LEVEL:** All University employees including staff, students and visiting university personnel

2.5. **POLICY DURATION:** The policy will be for the period of 4 years and there after be reviewed/revised.

3. PURPOSE

UTAMU QA policy has been developed to reaffirm the commitment in trying to offer education ubiquitously to whoever needs it both locally and internationally. Therefore, UTAMU's teaching methodology of blended learning (virtual learning and traditional classroom teaching) deduces so many questions in stakeholders' minds. The fear on

providing quality education and how stakeholders can cope with the form of teaching and leaning is guaranteed by the quality innovative procedures have been put in place. UTAMU requires well-timed and credible processes and information to manage teaching and learning, research, engagement and accountability activities. This is for the purpose of

- Ensuring there is a conducive educational environment for both students and staff
- Generation of information for the entire University business processes
- Able to track and monitor all University activities and operations both at a local and international level
- Provide for accountability and transparency in all University processes

4. Scope

The scope of this policy includes all educational activities, processes and procedures that are within UTAMU, within the mandate of UTAMU but provided by other local and international organizations. This policy will inform all the internal and external checks on all the activities, processes and procedures within the University.

5. POLICY STATEMENT

UTAMU is committed to be a global educational institution for management, science, technology and innovation by providing high quality standards in education coupled with the appropriate scientific, technological and innovative teaching and learning, research and engagement.

6. POLICY OBJECTIVES:

Uganda Technology and Management University vision is to be a global educational institution for management, science, technology and innovation through a mission of providing global quality Education, Research and Innovation critical to economic and human development. In quest of its vision the UTAMU will attempt to inculcate quality

standards, values and norms that will lead to outstanding internationally recognized community of both staff and students. The policy will ensure that:

- The UTAMU's processes and activities are of the highest quality possible and quality management systems are developed and implemented
- Both staff and students are in full support of the procedures set by University to adhere to quality standards
- There is a clear guide in the drafting and maintenance of the University's quality assurance processes to confirm to internationally standards
- There are suitable quality assurance systems in place to realize the vision and mission of the University
- There are suitable arrangements to monitor and review the effectiveness of such policies
- Ensure that University graduates have attained competent skills and knowledge through the quality UTAMU academic programmes
- The University assures all stakeholders including regulatory bodies, of its obligation to provide and follow quality policies, systems and processes in the provision of all its services.
- A culture of quality awareness and adherence is inculcated within the University stakeholders during service provision in all operations.
- A system of clearly adopting SWOT for continuous improvement is implemented in all services of the University
- Opportunities for new initiatives geared to improving quality assurance are easily accepted and adopted by the University through its policy making bodies

7. POLICY DECLARATION:

UTAMU is committed to ensuring quality teaching and learning, research and engagement. Therefore the quality assurance policy will describe what quality assurance procedures have been put in place to allow UTAMU achieve its strategic vision and mission.

8. POLICY IMPLEMENTION

The **Director for ICT, Quality Assurance & Library Services**, who reports directly to the Vice-Chancellor, will be the overall charge of the quality assurance within the University. S/he is a member of the senate which is responsible for the organization, control and direction of the academic matters of the University and part of the University Management. The director is the custodian of the quality assurance policies and has the mandate to make sure they are implemented across all services. The director determines how the University strategic plan should be implemented with quality

A **Senate committee for Quality Assurance** is responsible for making sure quality assurance is adhered to within UTAMU. The Committee is chaired by the Vice-Chancellor, and includes the Director for ICT, Quality Assurance & Library Services who is the secretariat to the committee, School Deans, the Registrar, Director of Research, Student Representative, Human Resources Manager, Director for Finance and Administration and Manager Planning.

The **Senate committee for Quality Assurance** will be meeting at least twice a semester and at least four times per annum depending on the work load to be dealt with. This committee will ensure that the University develops and implements policies that are of quality and meet international standards by advising senate.

This policy will be communicated to all stakeholders through different avenues such policy briefs, memo and the University web-site. It will be the mandate of the departmental heads to make sure their staff are aware of the policies and fully understand them. Each department will select an individual who will be the quality assurance officer mandated with the implementation of the policies within. This officer will communicate, maintain and encourage a culture that adheres to quality assurance standards of the University. These departmental quality assurance officers will meet the

Director for ICT, Quality Assurance & Library Services at least once every semester to strategize on how to better undertake their activities.

9. QUALITY ASSURANCE STRATEGIES

In order to realize the University strategic plan, several strategies have been identified to help in streamlining the implementation of the policy.

1. Quality Assurance within the entire University is the responsibility of all stakeholders. Therefore students, teachers and managers have to play their key roles during any service provision and adhere to the highest quality standards which meet international standards.
2. The different departmental heads will make sure that the policy requirements are met by all the staff both academic and no academic
3. All departments within the University will be required to set their own goals and targets which will be evaluated against the highest quality standards set
4. The University will regularly publicize the performance of departments in relation to the set quality assurance standards and University mission.
5. All departments will openly publicize their processes and activities including all events, developments, achievements to be undertaken so that they can be followed up easily by all stakeholders.
6. Constant and reliable communication that will keep all stakeholders knowledgeable about what is taking place within the University is critical. This will make all quality assurance initiatives known through the available avenues.
   a. The University's management will meet regularly to discuss administrative policies and management issues that need to be developed and improved
   b. The Vice-Chancellor will hold a press release every month to communicate to the stakeholders about any developments within the University and also respond to any comment and comments raised by them.
   c. The University management will meet informally at least once every month to

brainstorm, share ideas and information concerning the University

d. The Vice-Chancellor allows staff of the University to privately and physically talk to him/her at an agreeable time and day of the week after making an appointment. They can also reach the Vice-Chancellor through the provided email address

e. The Vice-Chancellor will make sure that he/she visits academic units at least once every year and spending at least one hours interacting with stakeholders. This is intended provide an opportunity for free interaction and snap observation of what is transpiring within the units.

f. The university will establish an academic blog for both students and staff of which management is subscribed to in order to allow free discussion of issues that pertain the University. This avenue will allow receipt of vital information that concerns the stakeholders and deal with them in real-time.

g. The Vice-Chancellor will constitute a University think tank which will meet regularly to discuss different issues and ideas that can develop the University further. The Vice-Chancellor will be a member of this think tank

h. All University information will be transparently put onto the website for the entire world to view and access.