



For an Open Mind

UNIVERSAL TECHNOLOGY AND MANAGEMENT UNIVERSITY

**UTAMU**

**UTAMU QUALITY ASSURANCE POLICY, 2026.**

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## Preamble

The Universal Technology and Management University (UTAMU) is committed to maintaining and enhancing the quality and integrity of its academic programmes, research activities, community engagement, and support services. In pursuit of its vision and mission, the University recognizes that quality assurance is essential for safeguarding academic standards, promoting institutional accountability, and fostering continuous improvement across all areas of its operations.

The rapid expansion of higher education globally and nationally has increased the need for robust quality assurance mechanisms to ensure that institutions maintain high academic standards while responding to evolving societal and labour market needs. Universities are therefore required to establish structured systems that ensure the appropriateness, relevance, and effectiveness of their programmes, teaching processes, research activities, and institutional governance.

UTAMU acknowledges its responsibility to stakeholders—including students, staff, employers, regulators, and the wider community—to ensure that the education and services it provides meet nationally and internationally recognized standards of quality. In this regard, the University operates within the framework of the **Universities and Other Tertiary Institutions Act (2001)** and the **Universities and Other Tertiary Institutions (Quality Assurance) Regulations, 2008**, which establish minimum standards for programme accreditation, teaching and learning, academic staffing, and institutional quality management in Uganda.

This Quality Assurance Policy therefore provides the institutional framework through which UTAMU systematically plans, implements, monitors, and continuously improves the quality of its academic and administrative processes. The policy establishes the principles, governance structures, and operational mechanisms that guide the University in ensuring that its programmes and services remain relevant, effective, and responsive to the needs of its stakeholders.

Through this policy, UTAMU seeks to cultivate a culture of quality awareness, evidence-based decision-making, and continuous institutional learning, thereby strengthening its capacity to deliver high-quality education, research, and innovation in support of national and global development.

This Quality Assurance Policy therefore establishes the institutional framework through which Universal Technology and Management University systematically safeguards academic standards and promotes continuous improvement in its academic and administrative processes. The policy

reflects the University's commitment to maintaining quality in teaching and learning, research and innovation, community engagement, and institutional governance, in alignment with national regulatory requirements and evolving global standards in higher education.

## 1. Introduction

### 1.1 Background

Universal Technology and Management University (UTAMU) was granted a provisional license by the National Council for Higher Education (NCHE) on 11<sup>th</sup> March 2013 (License No. UIPL022), and its name and particulars were published in the Uganda Gazette Vol. CVI No. 14 of 22<sup>nd</sup> March 2013 under Legal Notice No. 4 of 2013. UTAMU operates within the core mandate of Teaching and Learning, Research and Innovation, and Community Engagement. Quality assurance at UTAMU focuses on safeguarding academic standards and continuously improving institutional performance in teaching and learning, research and innovation, community engagement, and supporting administrative services. is therefore integral to institutional credibility, regulatory compliance, academic integrity, and operational resilience.

This policy is aligned with the requirements of the National Council for Higher Education (NCHE) Statutory Instrument No.34, 2008, and UTAMU's strategic direction.

### 1.2 Vision

The Vision of UTAMU is A global educational institution of excellence in management, science, technology and innovation.

### 1.3 Mission

The mission of UTAMU is to provide global quality education, research and innovation critical to economic and human development.

### 1.4 Core Values

**The Core values of UTAMU are:**

- a) **Professionalism:** making sure that staff and students conduct themselves with the highest ethical standards and taking responsibility for all their actions
- b) **Creativity:** committing to stimulating the culture of scientific and technological advancement, innovation and practical enrichment to UTAMU's stakeholders through a rich and flexible educational experience

- c) **Integrity:** adhering to ethical and moral principles in all the educational, research and innovation processes
- d) **Transparency:** seeking to provide accountability and value for money to UTAMU's stakeholders
- e) **Empowerment:** offering unsurpassed practical opportunities to UTAMU's stakeholders through industry-oriented collaborations, research engagements and incubation clusters in order to transform the educational environment
- f) **Community Engagement:** working with the community to solve the real-world problems as a focal point towards economic development.

### 1.5 Institutional Commitment

Universal Technology and Management University (UTAMU) affirms its commitment to providing high-quality education, research, and community engagement that contribute to national and global development. To fulfil this commitment, the University has established a comprehensive institutional Quality Assurance (QA) system designed to safeguard academic standards, strengthen institutional performance, and support continuous improvement across all academic and administrative functions. Quality assurance at UTAMU is conceived as an institutional governance mechanism that supports the effective planning, implementation, monitoring, and improvement of the University's academic and administrative processes. The QA system provides structured processes through which the University ensures that its programmes, teaching practices, research activities, and support services meet established quality standards and remain responsive to the needs of students, employers, and society.

The UTAMU Quality Assurance Policy therefore serves as the overarching framework guiding the development and implementation of internal quality assurance systems across the University. It outlines the institutional structures, responsibilities, and processes through which quality is monitored, evaluated, and enhanced in teaching and learning, research, community engagement, and administrative services.

Through this policy, UTAMU seeks to ensure that:

1. academic programmes are relevant, rigorous, and responsive to emerging knowledge and skills demands;

2. teaching and learning processes support effective student learning and achievement of programme outcomes;
3. research and innovation activities contribute to knowledge creation and societal development;
4. institutional processes are transparent, accountable, and aligned with national and international quality standards.

The Quality Assurance Policy also supports the University in fulfilling its statutory obligations under national regulatory frameworks governing higher education institutions in Uganda. In particular, the policy ensures that UTAMU's academic and operational processes comply with the quality assurance requirements established by the National Council for Higher Education (NCHE) regarding programme accreditation, academic staffing, teaching and learning resources, and institutional quality management.

The effective implementation of this policy requires the participation and commitment of all members of the University community. Academic staff, administrative staff, students, and institutional leaders therefore share collective responsibility for maintaining and enhancing the quality of UTAMU's academic and support services.

At UTAMU, quality assurance is not treated merely as a compliance requirement but as an institutional governance mechanism through which academic standards, institutional learning, and continuous improvement are systematically sustained.

## **2. Policy Aim and Objectives**

### **2.1 Policy Aim**

The aim of this policy is to establish a comprehensive institutional quality assurance framework that safeguards academic standards, promotes continuous improvement, and ensures that Universal Technology and Management University (UTAMU) delivers high-quality education, research, and community engagement in accordance with its vision, mission, and strategic priorities.

Through this framework, the University seeks to strengthen institutional accountability, support evidence-based decision-making, and ensure that all academic and administrative processes operate

in accordance with nationally and internationally recognized standards of quality in higher education.

## 2.2 Policy Objectives

The objectives of the UTAMU Quality Assurance Policy are to:

- i. **Safeguard academic standards** by ensuring that all programmes of study, teaching processes, assessment systems, and academic awards meet established quality benchmarks and regulatory requirements.
- ii. **Enhance the quality of teaching and learning** by promoting effective curriculum design, appropriate teaching methodologies, and continuous improvement of learning outcomes.
- iii. **Promote continuous programme improvement** through systematic monitoring, evaluation, and periodic review of academic programmes and courses.
- iv. **Support research excellence and innovation** by ensuring that research activities are conducted in accordance with accepted academic and ethical standards and contribute to knowledge generation and societal development.
- v. **Ensure compliance with national regulatory standards** governing higher education institutions, including programme accreditation, academic staffing requirements, and institutional quality management systems as prescribed by the National Council for Higher Education (NCHE).
- vi. **Encourage stakeholder participation in quality assurance processes**, including the involvement of students, staff, employers, and other partners in evaluating and improving institutional performance.
- vii. **Strengthen institutional accountability and transparency** through systematic collection, analysis, and reporting of information on academic and operational performance.
- viii. **Promote a culture of quality awareness and continuous improvement** across all units of the University, ensuring that quality assurance becomes an integral part of institutional practice.
- ix. **Support institutional competitiveness and reputation** by ensuring that UTAMU programmes and services meet national, regional, and international standards of excellence.

### 3. Scope

This Quality Assurance Policy applies to all academic, administrative, and support activities undertaken by Universal Technology and Management University (UTAMU). The policy provides the framework through which the University ensures that its programmes, services, and institutional processes meet established standards of quality and operate in accordance with national regulatory requirements.

The scope of this policy covers all core functions of the University, including:

- i. **Academic programmes and curriculum development**, including programme design, approval, delivery, review, and accreditation;
- ii. **Teaching and learning processes**, including instructional methods, student assessment, learning resources, and academic support services;
- iii. **Research and innovation activities**, including research management, supervision, dissemination, and ethical standards;
- iv. **Community engagement and outreach programmes**, through which the University contributes to societal development and knowledge transfer;
- v. **Student services and support systems**, including admissions, academic advising, welfare services, and graduate outcomes;
- vi. **Human resource management**, including recruitment, development, performance evaluation, and professional standards of academic and administrative staff;
- vii. **Administrative and support services**, including financial management, information systems, library services, and institutional infrastructure;
- viii. **Partnerships and collaborative arrangements** with local and international institutions involved in programme delivery, research, and academic cooperation.

The policy also applies to all members of the University community, including academic staff, administrative staff, students, and any individuals or entities involved in the delivery of UTAMU programmes or services.

Through this scope, the University ensures that quality assurance is integrated across all institutional functions and supports the effective monitoring and improvement of academic standards and institutional performance in accordance with national higher education regulations.

This Quality Assurance Policy is implemented through a set of institutional instruments (regulations, procedures, guidelines, and templates) that operationalize quality assurance requirements across the University. These instruments form the University's **Quality Assurance Evidence Architecture** and shall be maintained and updated by the Directorate of Quality Assurance in consultation with relevant academic and administrative units.

UTAMU shall ensure compliance with the **Universities and Other Tertiary Institutions (Quality Assurance) Regulations, 2008 (SI 34 of 2008)**, including requirements relating to programme accreditation, minimum programme duration and contact hours, teaching and learning materials, examination regulations and standardization of awards, academic staff quality, student entry requirements, staff assessment, and internal quality review.

Accordingly, UTAMU shall maintain and apply the following **related instruments** (or their equivalents as approved by Senate and Council):

- i. **Academic Regulations** (including semester structure, minimum teaching weeks, contact hours, and programme duration requirements).
- ii. **Programme Development, Validation and Review Procedures** (including internal approvals and NCHE submission requirements for accreditation).
- iii. **Examination Regulations and Assessment Quality Procedures** (including vetting/moderation, marking schemes, internal and external examining mechanisms where applicable, transparency and appeals processes).
- iv. **Learning Resources and Teaching Materials Standards** (including programme-level prescribed materials assurance and periodic verification of adequacy).
- v. **Academic Staff Recruitment, Appointment and Workload Standards** (including qualification requirements and verification processes).

- vi. **Academic Staff Performance Evaluation and Review Procedures** (including student evaluation and supervisor assessment each semester, and an Academic Staff Review mechanism at departmental/faculty/university levels).
- vii. **Student Admissions and Entry Requirements Procedures** (ensuring admissions compliance with national higher education entry requirements).
- viii. **Institutional Self-Assessment and Quality Audit Procedures** (including periodic internal self-assessment and preparation for external reviews).
- ix. **Quality Assurance Reporting Templates** (including Annual Programme Monitoring Reports, Annual Quality Assurance Report, and Council/Senate quality dashboards).

Where any related instrument is absent, outdated, or inconsistent with this policy, the Directorate of Quality Assurance shall initiate its development or revision and submit it through the appropriate academic governance structures for approval.

#### **4. Policy Statement**

Universal Technology and Management University (UTAMU) is committed to providing high-quality education, research, innovation, and community engagement in accordance with its vision of becoming a global educational institution for management, science, technology, and innovation.

To achieve this commitment, the University shall establish and maintain an effective internal quality assurance system designed to safeguard academic standards, enhance institutional performance, and promote continuous improvement across all areas of its operations.

The University shall ensure that its academic programmes, teaching and learning processes, research activities, and administrative services are designed, implemented, monitored, and reviewed in accordance with nationally and internationally recognized standards of quality in higher education. In particular, UTAMU shall ensure compliance with the regulatory requirements governing higher education institutions in Uganda, including the standards established by the National Council for Higher Education (NCHE) regarding programme accreditation, academic staffing, and institutional quality management systems.

Through this policy, the University affirms that quality assurance is a shared institutional responsibility involving University leadership, academic and administrative staff, students, and external stakeholders. All units of the University shall therefore operate within established quality

assurance procedures and contribute to the continuous improvement of institutional processes and outcomes.

The implementation of this policy shall be supported by clearly defined governance structures, quality assurance procedures, monitoring mechanisms, and periodic review processes that ensure the effective management and enhancement of academic and administrative quality at UTAMU.

#### 4.1 Policy Plan

UTAMU shall integrate quality assurance into its institutional planning, governance, and operational processes in order to ensure that the University consistently achieves its vision, mission, and strategic objectives.

The University shall ensure that:

- i. Its **vision, mission, and strategic goals** are clearly articulated and publicly communicated to all stakeholders;
- ii. The **university strategic plan** provides the framework for guiding academic, research, and administrative activities across the institution;
- iii. Institutional planning processes incorporate **quality assurance mechanisms** that monitor the effectiveness, efficiency, and relevance of academic programmes and administrative services;
- iv. All academic and administrative units develop **operational plans aligned with the university strategic plan**, with clearly defined performance indicators and quality targets;
- v. Institutional performance is **periodically monitored and evaluated** using appropriate quality assurance tools, including performance reports, programme reviews, stakeholder feedback, and institutional self-assessment;
- vi. The outcomes of monitoring and evaluation processes are used to **inform decision-making, improve institutional performance, and strengthen accountability**.

Through these mechanisms, UTAMU shall ensure that quality assurance is embedded within the University's planning and management systems, thereby supporting evidence-based institutional development and continuous improvement.

## 4.2 Academic Programmes

**Universal Technology and Management University (UTAMU)** shall ensure that all academic programmes are designed, approved, delivered, and reviewed in accordance with established academic standards and national regulatory requirements. The University shall maintain rigorous procedures for the development and continuous improvement of academic programmes in order to ensure their relevance, quality, and responsiveness to evolving knowledge and societal needs.

In this regard, the University shall ensure that:

- i. All academic programmes are developed through **structured curriculum design processes** that define programme objectives, learning outcomes, course content, and assessment methods;
- ii. The **approval of new academic programmes** follows established institutional procedures and governance structures, including review and recommendation by the relevant academic bodies prior to submission to senate and council for approval;
- iii. Where required, academic programmes are submitted to the **national council for higher education (nche) for accreditation** before they are offered to students;
- iv. Programme development processes incorporate **consultation with relevant stakeholders**, including academic staff, industry representatives, professional bodies, and regulatory agencies where appropriate;
- v. Academic programmes are **periodically reviewed and updated** to ensure that they remain current with developments in knowledge, technology, professional practice, and labour market demands;
- vi. Programme delivery is supported by **adequate academic staff, learning resources, infrastructure, and institutional support systems**;
- vii. The university maintains appropriate **academic governance structures** responsible for overseeing programme quality, curriculum development, and academic standards;
- viii. Collaborative or jointly delivered programmes with external partners are subject to **appropriate quality assurance procedures** to ensure that the standards of utamu awards are maintained.

Through these mechanisms, UTAMU ensures that its academic programmes maintain high academic standards, meet regulatory requirements, and effectively prepare graduates with the knowledge, skills, and competencies required for professional and societal engagement.

#### 4.3 Teaching and Learning

**Universal Technology and Management University (UTAMU)** is committed to providing high-quality teaching and learning experiences that promote intellectual development, critical thinking, professional competence, and lifelong learning among its students.

The University shall ensure that teaching and learning processes are designed and implemented in ways that support effective student learning, achievement of programme learning outcomes, and the attainment of academic standards consistent with national and international best practices.

To support quality teaching and learning, the University shall ensure that:

- i. Appropriate teaching methodologies and instructional technologies are adopted to enhance student learning and engagement;
- ii. Student admission requirements and academic regulations are clearly defined and consistently applied in accordance with national higher education standards;
- iii. Teaching activities are conducted by qualified academic staff with appropriate academic credentials, professional expertise, and teaching competence;
- iv. Students are provided with adequate learning resources, including access to teaching materials, digital learning platforms, and academic support services;
- v. Students are fairly and transparently assessed through appropriate assessment methods aligned with learning outcomes and programme objectives;
- vi. Teaching performance is periodically evaluated through peer review, student feedback, and academic supervision mechanisms to support continuous improvement of teaching quality;
- vii. The university promotes the effective use of blended learning approaches, integrating face-to-face and digital learning environments to enhance flexibility and accessibility.

Through these measures, UTAMU ensures that teaching and learning processes support high academic standards, promote student success, and contribute to the development of competent graduates capable of responding to societal and professional challenges.

#### 4.4 Research

Universal Technology and Management University (UTAMU) recognizes research and innovation as central components of its academic mission. The University shall therefore ensure that research activities are conducted in accordance with established academic, ethical, and professional standards in order to contribute to knowledge creation, innovation, and societal development.

To support high-quality research, the University shall ensure that:

- i. Adequate institutional capacity for research exists at individual, departmental, and institutional levels;
- ii. Research activities are relevant to disciplinary advancement, national development priorities, and global knowledge needs;
- iii. Appropriate institutional structures and policies are in place to guide the planning, management, and monitoring of research activities;
- iv. Academic staff involved in research supervision possess the necessary qualifications, research experience, and scholarly output to support student research and postgraduate supervision;
- v. The university promotes internal and external research funding opportunities to support research development and innovation;
- vi. Research findings are effectively disseminated through publications, conferences, policy engagement, and community outreach activities;
- vii. Research activities are conducted in accordance with accepted ethical standards and institutional research governance procedures.

Through these mechanisms, UTAMU seeks to strengthen its research capacity, promote innovation, and ensure that research activities contribute meaningfully to academic advancement and societal development.

#### 4.5 Community Engagement

**Universal Technology and Management University (UTAMU)** recognizes community engagement as an integral component of its mission to contribute to social, economic, and technological development. The University is committed to promoting meaningful interaction between academic knowledge and societal needs through outreach activities, partnerships, and knowledge transfer initiatives.

To ensure the quality and effectiveness of its community engagement activities, the University shall ensure that:

- i. Appropriate policies and frameworks for community engagement and outreach are developed and implemented;
- ii. Community engagement initiatives are aligned with the university's vision, mission, and strategic objectives;
- iii. Academic programmes incorporate opportunities for practical engagement with communities, industries, and public institutions where appropriate;
- iv. Partnerships with government agencies, private sector organizations, civil society, and international institutions are developed in ways that enhance learning, research, and societal impact;
- v. Community engagement activities are monitored and evaluated to assess their effectiveness, relevance, and contribution to societal development;
- vi. Knowledge generated through research and academic programmes is disseminated and applied to address real-world challenges and promote innovation.

Through these mechanisms, UTAMU seeks to strengthen the relationship between the University and society, promote responsible knowledge exchange, and ensure that its academic and research activities contribute to sustainable national and global development.

#### 4.6 E-Library

**Universal Technology and Management University (UTAMU)** shall maintain a well-resourced and accessible library system that supports teaching, learning, research, and innovation across the University. The University Library serves as a central academic resource that provides access to

scholarly information, learning materials, and digital resources necessary for the successful delivery of academic programmes.

To ensure effective support for academic activities, the University shall ensure that:

- i. The library develops and maintains adequate collections of print and electronic learning resources that support the curriculum and research needs of the University;
- ii. Library resources are regularly reviewed and updated to reflect developments in academic disciplines, emerging research trends, and the evolving needs of students and staff;
- iii. Students and academic staff have access to reliable digital library platforms, online databases, and electronic journals to support teaching, learning, and research activities;
- iv. The library collaborates with academic units to ensure that recommended reading materials and course resources are aligned with programme requirements;
- v. Appropriate library policies and collection development procedures are maintained to guide the acquisition, management, and use of library resources;
- vi. The University provides training and orientation programmes to enable students and staff to effectively utilize library services and digital information resources.

Through these mechanisms, UTAMU ensures that its library services support high-quality teaching, research, and academic scholarship, while promoting access to reliable knowledge resources for the University community.

#### 4.7 Funds and Financial Management

**Universal Technology and Management University (UTAMU)** shall maintain sound financial management systems that support the effective delivery of its academic programmes, research activities, and institutional operations. The University recognizes that sustainable financial management is essential for maintaining high standards of education, research, and service delivery.

To ensure effective financial governance, the University shall ensure that:

- i. Adequate financial resources are mobilized and managed responsibly to support the achievement of the University's strategic objectives;

- ii. Financial planning and resource allocation processes are aligned with institutional priorities, including teaching, research, infrastructure development, and student support services;
- iii. The University maintains transparent financial management systems and procedures that ensure accountability, efficiency, and responsible use of institutional resources;
- iv. Financial operations comply with applicable financial regulations, auditing standards, and institutional governance requirements;
- v. Regular financial reporting, monitoring, and auditing mechanisms are implemented to ensure financial integrity and effective oversight of institutional resources;
- vi. Financial resources are allocated in ways that support the quality and sustainability of academic programmes and institutional services.

Through these mechanisms, UTAMU ensures that its financial management systems support institutional stability, accountability, and the effective delivery of its academic and administrative functions.

#### 4.8 Human Resources

**Universal Technology and Management University (UTAMU)** recognizes that qualified, competent, and motivated staff are essential for the achievement of high standards in teaching, research, and institutional management. The University shall therefore maintain effective human resource policies and practices that support the recruitment, development, and retention of competent academic, administrative and support staff.

To ensure high standards of human resource management, the University shall ensure that:

- i. Academic, administrative and support staff are recruited through transparent and merit-based processes, in accordance with established institutional policies and national higher education standards;
- ii. Academic staff possess the appropriate academic qualifications, professional expertise, and teaching competence required for the programmes they deliver, consistent with national regulatory requirements governing higher education institutions;

- iii. All staff are assigned clearly defined roles, responsibilities, and reporting relationships that support effective institutional operations;
- iv. Staff are provided with fair and competitive remuneration in accordance with established salary structures and institutional policies;
- v. The university maintains clear promotion and career development pathways that support professional growth and academic excellence;
- vi. Staff performance is periodically evaluated through appropriate appraisal systems, including academic staff evaluation, peer review, and supervisory assessment;
- vii. The university promotes continuous professional development, training, and capacity building for both academic and administrative staff;
- viii. All staff adhere to professional and ethical standards consistent with the university's policies and the expectations of the academic profession.

Through these mechanisms, UTAMU seeks to maintain a competent and professional workforce capable of supporting the University's mission and ensuring the delivery of high-quality education, research, and institutional services.

#### 4.9 Welfare Services

**Universal Technology and Management University (UTAMU)** recognizes that the well-being and motivation of its staff are important for sustaining a productive academic environment and ensuring the effective delivery of teaching, research, and institutional services. The University shall therefore promote policies and practices that support staff welfare, workplace safety, and professional well-being.

To support staff welfare and a conducive working environment, the University shall ensure that:

- i. Appropriate staff welfare policies and support systems are established and implemented;
- ii. The university maintains safe and healthy working conditions consistent with applicable occupational health and safety standards;
- iii. Mechanisms are in place to promote staff motivation, recognition, and professional satisfaction;

- iv. Staff are encouraged to participate in institutional dialogue and representation through recognized staff associations and consultative structures;
- v. Institutional policies provide fair and transparent mechanisms for addressing staff concerns, grievances, and workplace issues.

Through these measures, UTAMU seeks to create a supportive and inclusive institutional environment that promotes staff well-being, professional commitment, and effective participation in the University's academic and administrative activities.

#### 4.10 Quality Assurance and Benchmarking

**Universal Technology and Management University (UTAMU)** shall establish and maintain an effective internal quality assurance system designed to safeguard academic standards, enhance institutional performance, and promote continuous improvement across all areas of its operations.

The University shall ensure that quality assurance processes are systematically integrated into academic and administrative activities in order to support the monitoring, evaluation, and enhancement of institutional performance.

To strengthen quality assurance practices, the University shall ensure that:

- i. An institutional quality assurance framework is established to guide the monitoring and evaluation of teaching, learning, research, and administrative processes;
- ii. Appropriate quality assurance structures and committees are maintained to oversee the implementation of quality assurance policies and procedures;
- iii. Institutional units regularly conduct self-assessment and internal quality reviews to evaluate their performance and identify areas for improvement;
- iv. The university engages in benchmarking with reputable national, regional, and international institutions in order to compare performance and adopt best practices;
- v. Quality assurance activities incorporate data collection, performance monitoring, and evidence-based decision-making to support continuous improvement;
- vi. Institutional policies, programmes, and services are periodically reviewed and updated in response to quality assurance findings and emerging institutional needs.

Through these mechanisms, UTAMU seeks to strengthen its internal quality assurance systems, maintain high academic standards, and enhance its institutional competitiveness within the higher education sector.

#### 4.11 Stakeholder Satisfaction

**Universal Technology and Management University (UTAMU)** recognizes the importance of stakeholder engagement in maintaining and enhancing the quality of its academic programmes and institutional services. The University shall therefore establish mechanisms for obtaining, analysing, and responding to feedback from key stakeholders in order to inform institutional improvement.

To promote stakeholder satisfaction and continuous institutional improvement, the University shall ensure that:

- i. Structured mechanisms are in place to collect feedback from students, staff, alumni, employers, and other relevant stakeholders regarding the quality and relevance of academic programmes and institutional services;
- ii. Student feedback is regularly obtained through course evaluations, programme reviews, and other quality assurance processes;
- iii. Feedback from employers and industry partners is incorporated into curriculum development and programme review processes;
- iv. Stakeholder feedback is systematically analysed and used to inform institutional decision-making, programme improvement, and service delivery;
- v. The university maintains transparent communication channels through which stakeholders can provide input on institutional activities and services;
- vi. Appropriate mechanisms are established to monitor stakeholder satisfaction and address identified concerns in a timely manner.

Through these processes, UTAMU seeks to strengthen stakeholder confidence in the quality of its programmes and services while promoting a culture of responsiveness and continuous institutional improvement.

#### 4.12 Expected Benefits of the Quality Assurance Policy

The effective implementation of the Universal Technology and Management University (UTAMU) Quality Assurance Policy is expected to strengthen institutional performance and enhance the quality of academic and administrative services across the University.

Specifically, the policy is expected to contribute to:

- i. Improved academic standards in teaching, learning, research, and community engagement;
- ii. Enhanced performance of academic, administrative and support staff through structured monitoring, evaluation, and professional development;
- iii. Improved student learning outcomes and academic success through strengthened teaching and learning processes;
- iv. Greater stakeholder confidence in the quality and credibility of utamu's academic programmes and institutional services;
- v. Enhanced institutional reputation and competitiveness at national, regional, and international levels;
- vi. Stronger alignment between academic programmes and societal needs, including labour market and industry requirements;
- vii. Improved institutional accountability, transparency, and governance through systematic monitoring and evaluation processes;
- viii. A culture of continuous quality improvement across all units of the university.

Through these outcomes, UTAMU seeks to ensure that its Quality Assurance Policy contributes to the sustainable development of the University and supports the achievement of its mission to provide high-quality education, research, and innovation for societal advancement.

The overall institutional architecture of the University's quality assurance system is illustrated in **Annex II: UTAMU Quality Assurance Framework**, which provides a visual summary of the governance structure, operational domains of quality assurance, and institutional monitoring mechanisms.

## 5. Quality Management Structure: Policy Implementation

The effective implementation of the Universal Technology and Management University (UTAMU) Quality Assurance Policy requires a clearly defined governance structure that ensures accountability, coordination, and oversight of quality assurance processes across the University.

Quality assurance at UTAMU is a **shared institutional responsibility**, involving the University Council, Senate, University Management, academic units, administrative departments, and the wider University community. These structures work collaboratively to ensure that academic standards are maintained and institutional processes operate in accordance with established quality assurance procedures.

The governance and implementation of the Quality Assurance Policy shall be guided by the following institutional structures and responsibilities.

### 5.1 Policy Administration

The implementation and oversight of this policy shall be coordinated by the **Director of Quality Assurance**, working in collaboration with the University's academic and administrative leadership structures.

The **Quality Assurance Committee**, established by the University Council, shall provide strategic oversight of quality assurance activities and support the implementation of quality assurance policies and procedures across the university.

The Quality Assurance Policy shall apply to **all members of the University community**, including academic staff, administrative staff, support staff, students, and other individuals involved in the delivery of University programmes and services.

The policy shall remain in force for a period of **five (5) years**, after which it shall be reviewed and revised where necessary to ensure continued relevance and effectiveness.

### 5.2 University Council

The **University Council** shall provide overall governance oversight for quality assurance at UTAMU. Council shall ensure that the University maintains appropriate policies, systems, and resources necessary for safeguarding academic standards and institutional quality.

Council shall receive periodic reports on institutional quality assurance performance and shall provide strategic direction on matters relating to academic quality and institutional development.

### 5.3 Senate

The **Senate** shall be responsible for the regulation and oversight of academic matters within the University. Senate shall ensure that academic programmes, teaching and learning processes, research activities, and academic standards are maintained in accordance with institutional policies and regulatory requirements.

Senate shall receive reports from the Quality Assurance Committee and other relevant academic bodies and shall take appropriate actions to ensure continuous improvement in academic quality. The Senate shall also implement the decisions of the Board of Directors and Council on quality matters.

### 5.4 Vice-Chancellor

The **Vice-Chancellor** shall provide overall leadership for the implementation of quality assurance policies and procedures across the University. The Vice-Chancellor shall ensure that appropriate institutional systems, structures, and resources are in place to support the effective functioning of the University's quality assurance framework.

The Vice-Chancellor shall also ensure that the University Council and Senate are regularly informed about the status of institutional quality assurance and academic standards.

### 5.5 Director of Quality Assurance

The **Director of Quality Assurance** shall serve as the principal officer responsible for coordinating and monitoring the implementation of quality assurance policies and procedures across the University.

The Director shall:

- oversee the operation of the University's internal quality assurance system;
- coordinate institutional quality reviews and monitoring activities;
- support academic and administrative units in implementing quality assurance procedures;

- prepare periodic reports on institutional quality performance for submission to Senate and Council;
- promote a culture of quality awareness and continuous improvement across the University.

#### 5.6 Academic Units

School Deans, Heads of Departments, and Programme Leaders shall be responsible for ensuring that quality assurance procedures are implemented within their respective academic units.

Academic units shall ensure that:

- academic programmes are delivered in accordance with approved curricula and institutional standards;
- teaching and assessment processes maintain high academic quality;
- programme performance is regularly monitored and reviewed.

#### 5.7 Administrative and Support Units

Administrative departments, including Human Resources, Finance, Registry, Library Services, and other support units, shall ensure that their operational processes comply with institutional quality assurance standards and contribute to the effective functioning of the University.

The allocation of responsibilities for the implementation of this Quality Assurance Policy across institutional governance structures is summarized in **Annex I: RACI Matrix for Quality Assurance Implementation**.

### **6. Quality Assurance Strategies**

Universal Technology and Management University (UTAMU) shall implement a range of quality assurance strategies to ensure that academic and administrative processes operate effectively and that institutional standards are continuously maintained and improved.

Quality assurance at UTAMU shall be supported by systematic monitoring, evaluation, communication, and institutional learning processes designed to strengthen academic standards and institutional performance.

To achieve these objectives, the University shall implement the following quality assurance strategies:

1. **Institutional participation in quality assurance:**

Quality assurance shall be the responsibility of all members of the University community, including academic staff, administrative staff, support staff, students, and institutional leaders. All stakeholders shall actively participate in maintaining and enhancing quality standards in their respective areas of responsibility.

2. **Departmental quality monitoring:**

Academic and administrative units shall establish internal mechanisms for monitoring their activities, setting performance targets, and evaluating outcomes in accordance with institutional quality standards.

3. **Performance monitoring and reporting:**

Institutional units shall periodically monitor and report on their performance using appropriate quality assurance tools such as programme reviews, performance reports, and stakeholder feedback mechanisms.

4. **Transparent communication of institutional activities**

The University shall maintain open communication channels to ensure that stakeholders are informed about institutional developments, academic programmes, and quality improvement initiatives.

5. **Stakeholder engagement and consultation:**

UTAMU shall promote regular engagement with students, staff, employers, alumni, and other stakeholders in order to obtain feedback and improve institutional processes and services.

6. **Institutional dialogue and collaborative learning:**

University leadership and academic units shall periodically convene meetings, forums, and consultations to discuss institutional performance, share ideas, and identify opportunities for improvement.

7. **Public communication and accountability:**

The University shall maintain transparent mechanisms for communicating institutional achievements, developments, and quality initiatives through appropriate communication platforms.

8. **Institutional learning and continuous improvement:**

Information obtained from monitoring, evaluation, and stakeholder feedback shall be used to inform institutional decision-making, improve academic programmes and services, and strengthen institutional performance.

Through these strategies, UTAMU seeks to ensure that quality assurance processes remain dynamic, participatory, and responsive to institutional and societal needs.

6.1 Quality Assurance Evidence and Reporting

UTAMU shall maintain an evidence-based quality assurance system. The Directorate of Quality Assurance shall coordinate the University's quality evidence cycle by ensuring that:

1. each academic unit completes **Annual Programme Monitoring** (including enrolment, progression, completion, learning outcomes, and resource adequacy);
2. each academic unit maintains **Course Evaluation and Improvement Logs** showing feedback received and actions taken;
3. the Directorate of Quality Assurance prepares an **Annual Quality Assurance Report** for submission to Senate and Council, consolidating academic quality performance, risks, corrective actions, and improvement priorities;
4. quality evidence is retained in a manner that supports institutional learning, audit readiness, and regulatory compliance.

6.2 Quality Risk Management

The University shall integrate risk-based approaches into its quality assurance processes. The Directorate of Quality Assurance shall identify potential risks affecting academic standards, programme quality, student success, and institutional performance, and shall maintain a Quality Risk Register that informs institutional planning, monitoring, and corrective action.

## **7. UTAMU E-Learning Baseline Quality Assurance**

Universal Technology and Management University (UTAMU) recognizes the increasing role of digital technologies in teaching, learning, and academic collaboration. The University shall therefore establish baseline quality standards to guide the design, delivery, and management of e-learning and blended learning environments.

These baseline standards are intended to ensure that e-learning programmes maintain academic integrity, support effective student learning, and provide appropriate access to instructional resources and support services.

To ensure quality in e-learning delivery, the University shall ensure that:

### **1. Course design and structure**

All online or blended courses are designed in accordance with approved curricula and clearly define course objectives, learning outcomes, instructional activities, and assessment methods.

### **2. Instructional materials and learning resources**

Course materials provided through e-learning platforms shall be well organized, accessible, and aligned with the intended learning outcomes of the course.

### **3. Communication and interaction**

E-learning environments shall facilitate regular interaction between students and instructors through appropriate communication tools such as discussion forums, virtual meetings, and messaging platforms.

### **4. Assessment and feedback**

Student assessment in e-learning environments shall be conducted using transparent and reliable assessment methods aligned with course learning outcomes. Students shall receive timely and constructive feedback on their performance.

### **5. Student support services**

Students enrolled in e-learning programmes shall have access to appropriate academic and

technical support services, including guidance on the use of digital learning platforms.

#### 6. **Accessibility and usability of digital platforms**

The University shall ensure that e-learning platforms are reliable, secure, and accessible to students and staff in order to support effective participation in online learning activities.

#### 7. **Quality monitoring of e-learning programmes**

The University shall periodically review and evaluate the effectiveness of e-learning delivery using appropriate quality assurance mechanisms, including student feedback, course evaluations, and institutional review processes.

Through these measures, UTAMU seeks to ensure that its e-learning programmes maintain high academic standards, support effective student learning, and contribute to the University's broader teaching and learning mission.

### **8. Monitoring and Evaluation**

Universal Technology and Management University (UTAMU) shall establish mechanisms for the systematic monitoring and evaluation of the implementation and effectiveness of this Quality Assurance Policy.

Monitoring and evaluation of the policy shall ensure that quality assurance processes are effectively implemented across the University and that institutional standards are continuously maintained and improved.

To support effective monitoring and evaluation, the University shall ensure that:

1. the **Directorate of Quality Assurance** coordinates institutional monitoring of the implementation of this policy across academic and administrative units;
2. periodic **institutional quality reviews and internal audits** are conducted to assess compliance with quality assurance standards and procedures;
3. academic and administrative units submit **periodic reports on quality assurance activities**, including programme performance, teaching and learning outcomes, and institutional service delivery;

4. findings from monitoring and evaluation processes are **documented and communicated to relevant governance bodies**, including University Senate and University Council;
5. corrective actions and improvement measures are **implemented where gaps or weaknesses are identified**;
6. institutional performance indicators and quality assurance metrics are **regularly reviewed to ensure that they remain aligned with the University's strategic objectives and regulatory requirements**.

Through these mechanisms, UTAMU seeks to ensure that this Quality Assurance Policy remains an effective tool for strengthening institutional governance, improving academic standards, and promoting continuous institutional improvement.

## **9. Policy Review**

Universal Technology and Management University (UTAMU) shall periodically review this Quality Assurance Policy to ensure that it remains relevant, effective, and aligned with the University's strategic objectives, national regulatory requirements, and emerging developments in higher education.

The review of this policy shall be coordinated by the **Directorate of Quality Assurance** in consultation with relevant academic and administrative units of the University.

In undertaking the review, the University shall ensure that:

1. the policy is **reviewed at least once every five (5) years**, or earlier where significant institutional, regulatory, or technological changes occur;
2. the review process incorporates **input from key stakeholders**, including academic staff, administrative staff, students, and external partners where appropriate;
3. findings from **institutional quality assurance reviews, programme evaluations, and monitoring reports** are used to inform policy revisions;
4. proposed amendments to the policy are **submitted to Senate for academic consideration and Quality Assurance Committee for recommendation** to the University Council for approval;

5. revised versions of the policy are **formally communicated to the University community** to ensure awareness and effective implementation.

Through periodic review, UTAMU seeks to ensure that this policy remains responsive to the evolving needs of the University and continues to support the maintenance and enhancement of academic quality and institutional performance.

## **10. Policy Ownership, Custodianship, and Effective Date**

### 10.1 Policy Ownership

This Quality Assurance Policy is owned by **Universal Technology and Management University (UTAMU)** and forms part of the University's institutional governance framework for maintaining academic standards and promoting continuous improvement in teaching, learning, research, and institutional services.

The policy is approved by the **University Council**, which exercises overall governance oversight of institutional quality assurance.

### 10.2 Policy Custodian

The **Directorate of Quality Assurance** shall serve as the custodian of this policy and shall be responsible for:

- coordinating the implementation of the Quality Assurance Policy across the University;
- monitoring institutional compliance with the policy and related quality assurance procedures;
- advising University management and academic units on matters relating to quality assurance;
- coordinating periodic reviews and revisions of the policy in consultation with relevant stakeholders.

### 10.3 Effective Date


This Quality Assurance Policy shall take effect upon **approval by the University Council** and shall remain in force until it is reviewed, revised, or replaced in accordance with the policy review procedures of the University.

Signed on this.....27th.....day of .....March..... 2026

By:

  
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**Chairperson, University Council**

  
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**Vice Chancellor**

## Annex I: RACI Matrix for implementation of UTAMU Quality Assurance Policy

This annex provides a summary of institutional responsibilities for implementing the Quality Assurance Policy.

QA Activity	University Council	Senate	Vice-Chancellor	Director QA	Deans / HoDs	Academic Staff	Admin Units
Approval of QA Policy	A	C	C	R	I	I	I
Oversight of Institutional Quality	A	R	R	C	C	I	I
Academic Programme Approval	I	A	C	R	R	C	I
Programme Review	I	A	C	R	R	C	I
Teaching Quality Monitoring	I	A	C	R	R	R	I
Research Quality Oversight	I	A	C	R	R	R	I
QA Monitoring and Reporting	I	C	A	R	C	I	I
Stakeholder Feedback Systems	I	C	A	R	R	C	C
Institutional Benchmarking	I	C	A	R	C	I	I
Policy Review	A	R	C	R	C	I	I

### Legend

**R** – Responsible: Executes the activity

**A** – Accountable: Ultimately answerable for the outcome

**C** – Consulted: Provides input before decisions are made

**I** – Informed: Kept informed of progress or outcomes

## Annex II: UTAMU Quality Assurance Framework

This annex presents a visual overview of the University's institutional quality assurance architecture.

This Annex presents the **UTAMU Quality Assurance Framework Diagram**, which provides a one-page visual summary of:

1. the institutional quality governance chain (**Council** → **Senate** → **Vice-Chancellor** → **Directorate of Quality Assurance**);
2. the scope of quality assurance processes (Academic Units; Research & Innovation; Administrative & Support Units; E-Learning);
3. core quality assurance mechanisms (programme reviews; performance monitoring; stakeholder feedback; continuous improvement);
4. monitoring and institutional benchmarking;
5. policy review and renewal.

Figure 1: UTAMU Quality Assurance Framework

