



## **THE UNIVERSITY OF BENIN QUALITY ASSURANCE POLICY**

### **Preamble**

Good quality research and education is the bedrock of development of any country. As the Nigerian population continues to increase, with proliferation of Universities, it becomes increasingly important to ensure that the quality of education in Nigerian universities is not only maintained, but is continuously improved upon to meet international standards of tertiary education and prepare its products for the rapidly expanding world of research and innovations in development. Quality Assurance is a regulatory mechanism directed at accountability in academic programmes and processes, through a systematic, structured process of evaluations and assessments with the aim of maintaining and improving upon set standards. The University of Benin is dedicated to a culture of excellence that contributes service to society through the pursuit of knowledge, research and education at the highest national and international levels. The University is accountable for the quality and standards of the degrees and awards made in its name, and for ensuring that the quality of the teaching, learning and research experience is appropriate to meet its set standards.

### **Brief history of the University of Benin**

The University is the last of the first generation of tertiary institutions to be established in Nigeria. It was founded on Saturday, 23<sup>rd</sup> November 1970 by the

General Yakubu Gowon led military government. It occupies 1748 hectares at the Ugbowo area of the city, and a smaller though older campus at Ekehuan road occupying 24 hectares. From the outset, the University has been committed to ensuring her products and services are of the highest quality to meet societal needs, hence the Motto, “Knowledge for Service”. The Vice-Chancellor of the University of Benin, Prof L. I. Salami established the Directorate of Quality assurance in June 2020, with the appointment of its pioneer director, Prof Okhumen Joel Abolagba. It is the apex quality management outfit of the University, which hitherto was a unit in the Academic Planning Division.

### **Purpose of the quality assurance policy**

The purpose of the University of Benin quality assurance policy is to maintain and enhance the quality of core activities of teaching, learning and research to promote service delivery to our community as well as the national and international community.

### **Mission of the quality assurance policy**

To provide guidance to our staff, students and stakeholders on the quality benchmarks for various academic and administrative activities in the University, to promote confidence that the learning, research and community service activities of the University are of the highest international standards, and to safeguard and enhance the integrity of certificates awarded by the University.

### **Policy and Strategy**

The University has a range of policies and procedures for assuring the quality of the academic standards of its awards and enhancing the quality of education it provides. These comprise both external and internal measures. The Directorate of Quality Assurance was established to coordinate the implementation of the University quality assurance policy. In the Nigerian University system, the National Universities Commission (NUC) is largely responsible for the

implementation of the external quality assurance measures through the development of basic minimum academic standards for academic programmes, as well as periodic external peer accreditation and audits of programmes.

Other elements of external quality assurance include:

1. Professional accreditation and reviews.
2. Engaging external examiners for vetting examinations.
3. Engaging external examiners for the award of research degrees.
4. Engaging external examiners to vet the publications of staff applying for promotion.

The internal quality assurance relates to internal mechanisms for meeting all the standards that apply globally to higher educational institutions. These mechanisms relate to maintenance and improvement on the quality of the students intake, academic programmes, teaching and learning, assessments, students experience, staff, research and consultancy services, resources and facilities, support services, customer community feedback, community outreaches, partnerships and collaborations. Consequently, the University of Benin mobilizes a variety of quality management initiatives such as: Internal continuous capacity building and resource mobilization for work on quality with the overall objective of fostering and sustaining a culture of academic excellence in basic and applied research at all levels, as well as producing practice oriented graduates who can contribute effectively to the academic, intellectual and social development of the society.

The management of the University headed by the Vice-Chancellor that is responsible for ensuring that Quality Assurance measures are implemented in all the affairs of the University, while the governing council as well as the Senate of the University are responsible for formulating policy in line with the University's goal of excellence, that contributes service to society through the pursuit of knowledge, research and education at the highest national and

international levels. The Quality Assurance Directorate of the University exists to coordinate, implement and support quality assurance mechanisms in the various departments of the University thereby enhancing high quality education and management processes which help to maintain globally recognized standards. It advises Management, on the establishment of a framework of principles, policies, priorities, procedures and good practice for the promotion of outstanding quality in teaching, research and administration across the University and reviews the range of quality assurance mechanisms used both at University, Faculty, Department and School/Unit levels. It is therefore the responsibility of the Directorate of Quality Assurance to coordinate all processes required to deliver quality assurance functions, based on the University's vision "to be a model institution of higher learning which ranks among the best in the world and is responsive to the creative and innovative abilities of Nigerian People" and its mission "to develop the human mind to be creative, innovative, research oriented, competent in areas of specialization, knowledgeable in entrepreneurship and dedicated to service".

The quality assurance policy is based on the provisions set out in the strategic plan of the University, the accreditation requirements, University regulations, prospectus or students handbooks and the desire to meet the needs of stakeholders. Maintenance of quality is a collective effort that involves the Management, Staff, Students and External Stakeholders.

### **Functions of the Directorate of Quality Assurance**

Coordinate the Quality Assurance policies for the University of Benin. This involves promoting and mainstreaming a culture of quality that permeates all aspects of the university for the benefit of its students, staff, local, state and national communities.

1. Monitor the implementation of the University's strategic plan while ensuring the university's strategies objectives and mission remain closely aligned to and compliant with quality assurance and enhancement activities.
2. Develop, apply, and periodically review the quality benchmarks/parameters for various academic and administrative activities of the University.
3. Develop and ensure the implementation of appropriate procedures for the identification, assessment and management of risk in order to safeguard and sustain the integrity of our academic excellence.
4. Develop a self-assessment manual to encourage self-assessment of staff of the University of Benin.
5. Coordinate training of staff in line with global standards of quality.
6. Serve as a tool for systematic coordination of quality assurance and improvement strategies.
7. Serve as a feedback mechanism for students, parents, and other stakeholders on quality assurance issues.
8. Organize inter and intra institutional workshops, seminars on Quality Assurance related themes.
9. Prepare check lists of procedures for performance evaluation.
10. Monitor and assess quality, adequacy, currency of facilities and resources in departments, faculties, schools and institutes.
11. Administer and analyse results of teaching portfolio instruction.
12. Monitor and ensure compliance to academic brief, staff-student ratio, quality and mix, teaching and research quality.
13. Develop and update criteria and format for assessing teaching quality and effectiveness through peer and student review

## **Scope**

This Policy applies to:

1. All Departments and Units of the University (both academic and support), including research and learning centres.
2. Academic programmes, courses and services offered by the University of Benin.
3. Quality of staff, Students' assessments, resources and facilities, research, consultancy and community service activities of the University.

### **Internal Mechanisms**

These include mechanisms to improve the quality of:

1. The University Image.
2. Academic Programmes.
3. Curriculum development, Teaching and Practical.
4. Library Services.
5. Student Admissions.
6. Teaching, learning and Infrastructural resources.
7. Research and Innovations.
8. Staff Matters: Recruitment, Training and Promotion.
9. Human Resource and Capacity Development.
10. Community Service.
11. Verification of Results, Certificates and Transcripts processing.
12. Punctuality.
13. Health Services.
14. Security and Environment.

### **Evaluation Instruments**

The directorate is required to develop and continuously update assessment instruments for the outlined areas via:

1. Provision of course contents and didactic methods by academic staff to heads of department at the beginning of the semester.
2. Monitoring and evaluation of student's experience (forms to be filled by students for feedback).
3. Monitoring and evaluation of Students retention, attrition and completion data form.
4. Monitoring and evaluation of periodic performance and evaluation forms for staff.
5. Monitoring and evaluation of feedback from the experience of our independent external peers and organisations, which include external examiners, NUC, professional and regulatory bodies as well as external assessors in both internal and external reviews.
6. Monitoring and evaluation of feedback from the experience of end users of our products and services.
7. Alumni feedback assessment forms.

### **Duties of the Director of Quality Assurance**

The Director of Quality Assurance of the University of Benin is responsible to the Vice-Chancellor in the general superintendence over all academic and administrative affairs of the Quality Assurance unit. Its duties shall include the following:

1. Review and coordinate the University's Quality Assurance and Enhancement Policies and Practices.
2. Provide leadership for Quality Assurance and Good Practice at the University;
3. Lead, co-ordinate and support Quality Assurance and Enhancement Management System across the University;

4. Lead the development and oversee the implementation of University-wide Quality Assurance initiatives.
5. Be accountable for implementing the Quality Assurance initiatives, managing its details and bringing it to successful implementation.
6. Identify, develop and promote the University's quality assurance protocols and mechanisms;
7. Set up a Quality Assurance Implementation Committee.
8. Participate in the review of academic programmes of the University and evaluation of proposal for new academic programmes.
9. Organize regular capacity building and skill acquisition workshops for academic and non-academic staff.
10. Participate in the preparation of the University's annual budget.
11. Carry out other duties assigned by the Vice-Chancellor.

### **Quality Assurance Committee**

This committee will be chaired by the Director of Quality Assurance and comprise representatives of Faculties, Schools and institutes who shall coordinate their respective Faculty Quality Assurance Units.

This committee is to assist the Directorate in data collection and information pertaining to Quality Assurance.

### **Monitoring and Reviewing Mechanisms**

1. Directorate of Quality Assurance conducts frequent reviews of the university's approach to quality in order to ensure continued suitability and effectiveness. The effectiveness is assessed through a variety of mechanisms, such as
2. Outcomes of NUC accreditation exercise.



3. Outcomes of other external accreditation exercises by professional bodies.
4. Feedback from external and internal quality reviewers.
5. Reports from external examiners.
6. Teaching attendance template (Students and Teachers).
7. Feedback forms from staff and students.
8. Course experience questionnaire.
9. Graduate destination survey form.
10. Employers and Alumni feedback forms.

## **THE UNIVERSITY IMAGE**

### **Preamble**

The quality of our University is first judged by the image it projects to the society. The University prides itself as being a model institution for higher learning that ranks among the best in the world and as such is one of the most sought after in Nigeria. It is therefore imperative to maintain and enhance the qualities that reflect this image and project it to society.

### **Policy**

To ensure that all Department and Units in the University pursue excellence in order to promote the image of the University as a citadel of knowledge that meets society's need effectively, with integrity and professionalism.

### **Objectives**

1. To project the University as a center of excellence in learning, research and service.
2. To ensure that service delivery by all Departments and Units project a positive image of the University.

3. To sensitize staff and students on the need to project a positive image of the University.
4. To inculcate in staff a sense of pride in the University.

### **Strategies**

1. To ensure that the University website is constantly updated, user-friendly and meets the needs of users and reflects the image of the University adequately.
2. To ensure that all departments and Units that interface directly with the public are effective and efficient and reflect a positive image of the University.
3. To ensure that all University personnel who attend to visitors, quests and the general public comport themselves in a way that reflect the University positively.
4. Creating awareness among staff, students and stakeholders about all positive activities going on in the University.
5. Encouraging Units and Departments to create mementoes and branded souvenirs that reflect the University positively.
6. Publicizing the University Mission and Vision Statement.
7. Monitoring compliance with Mission and Vision Statement.
8. Identifying and rewarding units that are most effective in implementing University policies.

## **ACADEMIC PROGRAMMES IN THE UNIVERSITY OF BENIN**

### **Preamble**

The quality of academic programmes of a University plays a major role in determining the quality of awards and products of that institution. The University of Benin places high premium on ensuring that the quality of its

awards compare with the best international standards by constant monitoring and periodical review of its academic programmes in line with best practices.

## **Policy**

The University shall establish and sustain a culture to attain full accreditation of all undergraduate and postgraduate programmes by National Universities Commission (NUC) and for Centres of Excellence, to secure international accreditation of at least one of its postgraduate programmes.

## **Objectives**

1. To ensure full accreditation status of all undergraduate and postgraduate programmes at all times and for all Centres of Excellence to secure international accreditation of at least one of the postgraduate programmes.
2. To ensure the optimal spread of courses in a way that would guarantee the best performance of students in programme – both in teaching and examination.
3. To promote effective and efficient allocation of human resources.
4. To encourage the application of the university Academic Regulations and Teacher’s Code in teaching and conduct of examination.
5. To ensure that research output meets local, national and international community needs and expectations.
6. To facilitate the delivery of programmes that are multinational and industry-centric while simultaneously meeting the expectation of local industry.

## **Strategies**

1. Statutory review and update of all academic programmes every 4 years to ensure currency with national and international standards.

2. Review of outcomes and feedback of NUC accreditation to ensure all curricula meet approved Basic Minimum Academic Standards (BMAS) at every point in time and that workload/credit units are evenly distributed.
3. Review of outcomes and feedback of other external reviews by professional bodies to guarantee quality and quantity of teaching and technical staff and adequacy of teaching facilities.
4. Review of outcomes and feedback from external and internal quality reviewers to guarantee quality of teaching and assessments.
5. Reports from external examiners, guaranteeing quality of assessments and awards
6. Update resource materials in the library.
7. Obtain certification of international rating agencies to secure internationalization of postgraduate programmes undertaken at Centres of Excellence.
8. Creating enabling environment for optimum student performance through a robust and flexible teaching and examination time table and schedules.
9. Developing appropriate arrangements for enhancing teaching staff knowledge and pedagogy through training and re-training programmes such as participation in national and international workshops, symposia, conferences.

## **CURRICULUM DEVELOPMENT, TEACHING AND PRACTICALS**

### **a. Curriculum Development**

#### **Policy**

Based on the vision and mission of the University, the policy of Curriculum Development is to drive innovation, research culture and entrepreneurship through a body of relevant courses.



## **Objectives**

1. To contribute to the University's mission of developing creative and innovative minds through research for both staff and students
2. To promote pragmatism that will create and sustain entrepreneurship.
3. To reduce dependence on white collar jobs thereby enhancing economic growth

## **Strategies**

1. Development of curricula for new courses and programmes that are relevant to societal needs
2. Review of existing curricula to include current courses and emerging technologies with due permission from the appropriate authorities of the university.
3. Update curricula to include innovative ideas that will help graduates be entrepreneurs who can provide labour and depend less on paid employment.

### **b. Teaching and conducting practical experiments**

#### **Objective**

1. To impart students with needed cognitive expertise for competence acquisition and psychomotor skills for efficient delivery of services.
2. To stimulate the students into efficient innovative entrepreneurship thinking and disposition.
3. To promote academic excellence and mitigate mediocrity by the reducing the politics in course allocation.
4. To develop a dual mode of learning that will incorporate both online and in-person methods.

## **Strategies**

1. Ensuring courses are allocated by the Heads of Departments for each of the semesters of the academic sessions on the basis of qualifications (at the PhD level) of the respective lecturers and reviewed periodically.
2. Where two or more lecturers are to teach a course, the team lead shall be at least a Senior Lecturer specialized in the subject area.
3. Attendance registers shall be completed by both lecturers and students. These shall be sent to the heads of departments.
4. Instructional materials shall be suitable, adequate and affordable.
5. Ensuring that Faculties and Unit develop practical and research manuals to guide staff and students in the conducts/research.
6. At the beginning of every semester, lecturers shall submit their course outlines and expected outcomes to the Head of Department.
7. Continuous assessment results should be submitted before the commencement of examinations.
8. Mandatory attainment of 70% attendance to lectures and 80% to practical classes should be enforced.
9. Encouraging international corporations and collaborations.

## **LIBRARY SERVICES**

### **Preamble**

No University grows above its library, in other words, the strength of the library's collection determines the academic prowess and quality of the University teaching staff and students. So, the academic library essentially plays a supporting role to the parent body (the University) in the realization of its main objectives of teaching, learning and research.

## **Objectives**

1. To provide print and electronic resources that meet global standards to support the teaching and learning process.
2. To provide world standard resources to assist the personal development of staff and students
3. To meet the specialized information needs of the immediate community, as well as the national and international community.

## **Strategies**

1. Ensuring digitalization of the University library in line with global best practices.
2. Ensuring the internet and IT facilities at the library is constantly maintained and in good working order.
3. Strengthening the print and electronic resources through acquisition.
4. Ensuring up to date subscriptions to print and electronic resources.
5. Ensuring that teaching staff are fully involved in selection of books and journals for their respective areas.
6. Cooperating with libraries in other Universities and institutions globally.
7. Ensuring staff and students deposit their research output in the library.
8. Retraining library staff to meet with current trends in information management systems.

## **STUDENT ADMISSIONS**

### **Preamble**

Different categories of students are admitted into various Departments, Faculties, Colleges, Schools and Institutes of the University of Benin into full-time, part-time, JUPEB, sandwich and post-graduate programmes. Every



programme has its own quota, requirements and carrying capacity. Admission of students into programmes in the University of Benin must be done in line with the stipulated guidelines with respect to merit, catchment area and physical challenges, and must not exceed the approved number of students.

### **Policy**

Students' admission into the University of Benin shall be competitive and transparent without breaching the admission guidelines of the relevant regulatory bodies.

### **Objectives**

1. To ensure transparency, consistency and high standards of merit throughout admission process following the laid down guidelines.
2. To ensure that students admitted into the Departments in the University of Benin do not exceed the required quotas.
3. To provide flexible, high quality and lecturer-student-centred teaching and learning environment in the University of Benin.
4. To provide suitable, well equipped classrooms, laboratories and suitable facilities for effective and efficient teaching of students including physically challenged students.
5. To ensure as much as possible, inclusivity and diversity in the distribution of admitted students.

### **Strategies**

1. To ensure that the admission processes into various programmes of the are transparent and consistent with the laid down rules and do not exceed the stipulated number of students each programme can accommodate.

2. Shall provide well-furnished, suitable classrooms and laboratories conducive for learning able to accommodate physically challenged students.
3. Shall provide flexible, high quality and lecturer-student-centred teaching and learning environment.
4. Shall provide an enabling environment that will attract both local and international students into the University of Benin.

## **TEACHING AND LEARNING INFRASTRUCTURAL ASPECTS**

### **Preamble**

This includes students registration of courses, lecture hours, examination time, teaching and learning settings, practical and laboratory settings, students continuous assessments, setting, moderation, conduct, marking and processing of exams, quality and number of academic and support staff, external examiners

### **Policy**

The University shall ensure that all resources and processes employed in all academic programmes will culminate in the provision of quality services, thereby ensuring that academic integrity and excellence is guaranteed.

### **Objectives**

1. To ensure that all instructional processes leading to the award of University of Benin degrees meet the University stipulated standards.
2. To ensure that all assessment processes leading to the award of University of Benin degrees meet the University stipulated standards
3. To ensure that all facilities that are needed to support teaching, learning and research effectively in the University.

## Strategies

1. Registration of courses to be completed within a month of commencement of lectures.
2. Classroom, practical workshops and laboratory settings should be conducive for academic work
3. Setting, moderating, administration and processing of examination should be in strict compliance with university regulations.
4. Examinations shall be moderated at Departmental levels, and evidence to that effect adduced at Departmental meetings.
5. Deadlines for the submission of examination questions and examination results shall be established at the beginning of the term to avoid last minute rush.
6. Marked scripts submitted to Departmental examination officers shall be accompanied by
  - i. question papers with distribution mark.
  - ii. result with analysis of marks.
  - ii marking scheme showing allocation of marks.
  - iii continuous assessment tests mark sheets.
  - vi a copy attendance register.
7. Heads of Departments to ensure that external examiners considered for appointment are experienced persons with expertise in the field of specialization.
8. The Library should be conducive and equipped with up to date information materials that will aid students and staff in meeting literary goals.

## **RESEARCH AND INNOVATION**

### **Preamble**

Research and Innovation is a tool for enhancing the high potential for human development which is in line with the University's mission to develop the human mind to be creative, innovative, research oriented, competent in areas of specialization, knowledgeable in entrepreneurship and dedicated to service. Hence, the University is determined to provide the substantial input and efforts required to elevate that potential to active human capital in order to achieve its desired objectives.

### **Policy**

To strengthen research and innovation activities by staff and students and to foster an environment that is conducive for research that meets international standards, to solve societal problems.

### **Objectives**

1. To develop an effective research culture that ensures that action related research are targeted at addressing local problems.
2. To ensure that staff and students are able to carry out their research activities with the most modern technological tools.
3. To ensure that all techniques and systems used in research follow approved ethical considerations and regulatory requirements.
4. To foster national and international research partnerships.
5. To promote research that meets societal needs.
6. To promote commercialisation of relevant research findings.

## **Strategies**

1. Ensuring that researchers give assurance that all systems and procedures used in research follow approved ethical considerations and regulatory requirements.
2. Acquiring and developing new technologies for teaching, learning and research.
3. Ensuring a functional eco-friendly energy source (such as solar systems) as an alternative source of power supply to address the incessant power failure in the University.
4. Ensuring that all resources and instruments used for research are in good working conditions, safe and appropriate to conduct research.
5. Providing access to research funding information,
6. Training of researchers on how to write grant-winning proposals and conduct innovative research that are problem-solving oriented to attract the highly needed finances to execute their research projects.
7. Provision and access to ICT-based facilities for qualitative research and the training of the academic and supportive staff to update their knowledge in the handling and operation of the equipment to aid research.
8. Promoting and ensuring the recognition of researchers with innovative research works.
9. Seeking legislative support to back up policies on research development so as to promote the implementation of research findings.
10. Conducting effective public awareness on the benefits and contributions of research in the University through seminars, conferences and workshops.
11. Ensuring qualitative research of staff and students through the strict compliance with ethical standards and also ensuring these standards are maintained and surpassed to encourage global competitiveness.

## **STAFF MATTERS: RECRUITMENT AND PROMOTION**

### **Policy**

The University of Benin is a globally visible and first generation university in Nigeria; the need to recruit and retain qualified and competent staff is of vital importance as workforce is a valuable asset.

### **Objectives**

1. To ensure that qualified staff with relevant levels of skills and competence are recruited.
2. To ensure transparent recruitment process.
3. To ensure that recruited staff are given orientation on their job schedule.

### **Strategies**

1. Declaration of vacant positions by relevant faculties, schools, departments and units.
2. Notification of the Registrar for necessary advertisement placement.
3. Assessment of the applicants' suitability for the advertised position(s) through the various heads.
4. Shortlisting of qualified applicants.
5. Interviewing of shortlisted applicants by a duly constituted interview panel.
6. Organizing orientation programme for all newly recruited staff.

## **STAFF PROMOTION – PROCEDURE**

### **Objectives**

1. To ensure that promotion are merit driven.
2. To ensure that staff promotions are carried out when due and delays are avoided.

3. To avoid delays and/or non- payment of external assessors' *honoraria*.
4. To provide scoring criteria and forwarding addresses to the external assessors.
5. To reduce delays in the processing of staff assessment by external assessors.

### **Strategies**

1. Timely submission and processing of papers required for promotion of staff from one level to another.
2. Submission of scoring criteria and return envelopes to assessors.
3. Prompt payment of external assessors' honoraria.

## **HUMAN RESOURCES AND CAPACITY BUILDING**

### **Preamble**

Training is a tool for enhancing the high potential for human capital development which is in line with the University's mission to develop the human mind to be creative, innovative, research oriented, competent in areas of specialization, knowledgeable in entrepreneurship and dedicated to service. Hence, the University is determined to provide the substantial input and efforts required to elevate that potential to achieve its desired objectives.

### **Policy**

The University is committed to continued enhancement of the productive capacity of its staff and students and shall inculcate in staff the need for continued improvement and responsiveness in acquisition of knowledge, useful skills, and competencies necessary to sustain the quality of its awards and products, in line with relevant emerging technologies.

## **Objectives**

1. To ensure that admissions, promotions, appointments and recruitments are performance driven.
2. To foster a culture of continuous staff development in all sectors.
3. To build an appropriate balance of human resource base and provide the enabling environment for all individuals to be fully engaged and contribute to the Universities developmental efforts.
4. To provide opportunities to all staff to develop to their fullest potentials through education, training and motivation.
5. To develop new approaches and methods of learning and teaching of new concepts in the professional practice of education to improve the efficacy of teaching.

## **Strategies**

1. Ensuring a well-designed curriculum that is regularly monitored and periodically reviewed in line with global best practices.
2. Providing the human and infrastructural resources for continuous staff professional development.
3. Identifying, Promoting and encouraging local and international development opportunity for staff.
4. Organizing on a regular basis capacity building programmes for staff and students.
5. "Encourage academic staff to grow their competence in higher education, teaching and Learning"



## **COMMUNITY SERVICE**

### **Preamble**

Community Service embraces unpaid service by a person or group of persons, which may be voluntary or mandatory, intended for the benefit of a specific group or for the community at large. University of Benin as a citadel of tertiary education recognizes and embraces social responsibility and volunteerism within its own community and neighboring local, national and international communities.

In line with this, the University is committed to fostering a deep culture of community service to these communities, leveraging on its vast resources and the capabilities of its networks of vibrant students, members of staff (including former and retired ones) and the global reach of its distinguished alumni.

### **Policy**

The University strives to build an entrenched culture of Community Service by nurturing an environment which recognises and encourages selfless service by members of the University through innovative and creative activities that will be of benefit to both the university community in particular and to humanity at large.

### **Objectives**

- 1 To develop a culture of selfless service in every student enrolled at the University.
2. To improve life skills, widen the world view, develop leadership skills and the values of empathy and philanthropy in staff and students.

3. To engage staff in volunteer activities in which their expertise may be deployed for the benefit of members of the University community and society in general.

## **Strategies**

1. Involving relevant departments and units developing and implementing strategies for a robust, devised and beneficial community services.
2. Promoting relevant department that are key to the University Community Service Scheme.
3. Creating channel through which strategic advocacy that will drive community service will be maintained.
4. Promoting and encouraging the creation of community service opportunities by departments, students' associations and socio-cultural organizations in the University.
5. Assigning volunteer mentors from other disciplines to community service groups to enhance stronger bonds within the university community, deepen life skills and improve career prospects.
6. Encouraging highly skilled technocrat members of staff to avail their professional expertise *pro bono* to the University of Benin Consultancy Services.
7. Encouraging members of staff to engage in philanthropic causes.
8. Liaising with national and international non-governmental associations.
9. Creating a platform including a webpage for showcasing University of Benin Community Service activities.
10. Engaging alumni positively to project the ideas of conscious services

## **VERIFICATION OF RESULTS, CERTIFICATES AND TRANSCRIPTS PROCESSING**

### **Policy**

The University shall ensure timely processing of results and delivery of certificates and transcripts in line with global best practices.

### **Objectives**

1. To encourage timely production and collection of statements of results, transcripts and certificates
2. To ensure that results are prepared timeously and presented to senate for approval.
3. To ensure that the University graduates do not lose admission and employment opportunities due to delay in collection of transcripts and certificates and response to verification request.
4. To ensure that graduate do not miss opportunities where certificate and result verification is required.

### **Strategies**

1. Sessional results compilation and presentation to Senate should be flawless and a Central database created for storage of raw scores for easy retrieval by Examinations and Records Unit.
2. Speedy processing of statement of result and transcript collection should be simplified for timely collection.
3. The Head of Examinations and Records Division should have certified true soft and hard copies of raw scores for results presented to Senate to minimize delays in transcript processing.
4. Ensure that certificates are ready for collection on the day of convocation.

## **PUNCTUALITY**

### **Policy**

The University of Benin shall endeavour to instil in staff, students and stakeholders the culture of being prompt to meetings, University functions and business.

### **Objectives**

1. To ensure that the culture of time consciousness for University of Benin events is adhered to.

### **Strategies**

1. Ensuring that the right work culture including timeliness is entrenched throughout the university
2. Appropriate sanctions for tardiness shall be enforced to serve as deterrent and a reward system implemented.
3. Encouraging timeliness in the discharge of duties by reducing to the barest minimum delays occasioned by bureaucracy and/or lackadaisical attitude.

## **HEALTH SERVICES**

### **Preamble**

The Health Services Department exists to cater for the health needs of the university community, to ensure and maintain wellness and safety, and to ensure a clean and safe environment so that teaching and learning can be optimised.

## **Policy**

To provide health care services to staff and students in a methodological, timely and safe manner to assure stakeholders that their health and safety is not being jeopardized.

## **Objectives**

1. To provide quality, timely, courteous and standard health and safety services to students, staff and staff dependents in line with NHIS and other national health regulatory bodies.
2. To provide laboratory screening services and subsequent immunizations where necessary for students upon admittance into the university.
3. To provide and maintain a clean and safe environment for teaching and learning.

## **Strategies**

1. Statutory periodic Immunization for maintaining wellness and disease prevention to specified vulnerable groups.
2. Medical clearance for new staff and students to obtain baseline medical parameters, screen for communicable diseases and treat where necessary.
3. Treatment and management of ill health of the University staff, students and referral for expert review and management where/ when necessary.
4. Issuing medical report/excuse duty, sick leave, maternity leave where necessary for staff that needs time off work to fully recuperate.
5. Issuing medical reports for students who miss out on continuous assessment or examinations on account of ill health.
6. Validating and authenticating medical report, sick off brought from other health facilities by staff.

7. Offering specialised and emergency medical services during social or sporting activities on campus.
8. Ensuring a standard clean and safe environment in teaching and housing spaces on campus through fumigation and other related services.

## **SECURITY AND ENVIRONMENT**

### **Preamble**

The environment shall be scenic, aesthetically pleasing, welcoming and secure to conduct teaching and learning including supportive of the health and wellbeing of staff, students, service providers on campus and all stake holders.

### **Policy**

The University shall ensure that the security, planning, designing, building and management of its physical environment meet both national and international standards.

### **Objectives**

1. To provide a safe environment for persons, facilities and property on campus.
2. To ensure a quick and effective way of reaching staff and students in times of emergency.
3. To ensure a safe and welcoming physical environment for staff and all stakeholders.
4. To ensure provision of adequate physical facilities for teaching, learning and recreation that can accommodate the needs of the physically challenge persons.
5. To promote a culture of respect by staff, students and all stakeholders for the University's physical environment.

6. To entrench an appropriate waste management culture on campus.
7. To entrench a culture of proactive ‘intelligence gathering’ for the purpose of preventing continuing crime.
8. To ensure a total surveillance of both campuses at all times.

## **Strategies**

1. Establishing an efficient and high quality security unit on campus.
2. Ensuring that the prohibition of the possession of fire arms and other offensive weapons by students and staff is strictly enforced by the security unit.
3. Installation of firearms detectors at entry and exit points gates of both campuses.
4. Creating and maintaining a log of all crimes reported to the campus security unit.
5. Preparing an annual crime and fire safety report.
6. Providing adequate physical space and facilities to accommodate the needs of the physically challenge persons (toilet and bathrooms, etc.) for teaching and learning, research, administration and recreation.
7. Development and sustaining a serene and aesthetically pleasing physical environment.
8. Organizing seminars, symposia and workshops on improving and sustaining the physical environment on campus.
9. Implementing a waste management policy on campus.
- 10.Reducing noise and other forms of pollution on campus.
- 11.Entrenching the culture of respect for green areas and not crossing of lawns.
- 12.Installing surveillance cameras at strategic locations within the University.
- 13.Establishing a help desk for the physically challenged persons.