



NATIONAL OPEN UNIVERSITY OF NIGERIA

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SOP Title	ACDE Quality Assurance & Accreditation Agency (ACDE-QAAA).
SOP No:	NQSA/SOP/CPL/002
Owner:	African Council for Distance Education (ACDE)
Approved By:	ACDE Board
Manager/Driver:	Director ACDE-QAAA
Date of Approval:	
Date of Next Review:	The date will be 4 years from the date of approval (to be inserted after approval)

Purpose: The ACDE-QAAA Standard Operating Procedure (SOP) is developed for the promotion of quality and excellent practices in African ODL and higher education institutions.

Activities

Most of the activities are implemented on an ongoing basis and, therefore, have no specific timeline

The following are the major activities in the Agency:

1. Capacity building and training workshops on QA and the use of the QA toolkit for self-assessment
2. Certification of member institutions that use and comply with the ACDE quality standards
3. Advocacy activities to create awareness about the ACDE QA toolkit and increase its usage among member institutions
4. Engaging national quality agencies
5. Review of the ACDE QA toolkit (Part 2)
6. ACDE-QAAA office administration
7. The Director's activities

S/N	Activity	Actions and steps	Timeline	Action by	Evidence of completed activity
1	Capacity building & training workshops	<p>Train staff of ACDE member institutions on quality assurance and the use of the QA toolkit for institutional self-assessment and reviews</p> <ol style="list-style-type: none"> 1. Prepare a training plan and proposed budget. 2. Send out letters to the VCs of member institutions requesting their support in nominating relevant staff for QA training. 3. Send out formal invitations to the nominated participants 4. Compile the list of participants and distribute the pre-training resources (if any). 5. Conduct the training 6. Compile training reports 	Implemented on an ongoing basis		<ol style="list-style-type: none"> 1. Training plan 2. Acknowledgment receipts or responses from institutions 3. Acknowledgment receipts or confirmations from participants 4. Final list of participants with their details. 5. Photos and screenshots from the training sessions 6. Final training report.
2	Certification of ACDE member institutions that use and comply with the ACDE quality standards	<ol style="list-style-type: none"> 1. Develop 4 manuals to guide the certification process. 2. Capacity building workshops or webinars to prepare institutions for the certification process by training the following individuals directly involved in QA processes on how to conduct institutional QA reviews and certification: 	Ongoing		<ol style="list-style-type: none"> 1. Meeting minutes approving the manuals. 2. Capacity building workshops to <ol style="list-style-type: none"> i. Approved training plan and budget document/ meeting minutes. ii. Acknowledgment receipts or responses

S/N	Activity	Actions and steps	Timeline	Action by	Evidence of completed activity
		<ul style="list-style-type: none"> • QA Directors • ACDE’s TOTs officers • Other relevant staff involved in QA processes. <ol style="list-style-type: none"> i. Prepare a training plan and proposed budget ii. Send out letters to the VCs of member institutions requesting their support to send three representatives directly involved in the QA processes. iii. Send out formal invitations to participants iv. Finalize and confirm facilitator details and schedule. v. Conduct the training and issue certificates. vi. Compile the list of trained participants, <ol style="list-style-type: none"> 3. Appoint a team of ACDE expert evaluators to lead evaluations/reviews. 4. Conduct a pilot certification exercise involving 2/3 selected or volunteer institutions before the full rollout. 5. Implement the certification 			<p>from institutions.</p> <ol style="list-style-type: none"> iii. Acknowledgment receipts or confirmations from participants. iv. List of confirmed facilitators. v. Photos or screenshots from sessions and copies of certificates issued. vi. Final participant list with names, roles, and institutions. <ol style="list-style-type: none"> 3. Official appointment letters or emails. 4. Pilot certification assessment reports. 5. Implementation reports 6. List of certified institutions /Issued certificates

S/N	Activity	Actions and steps	Timeline	Action by	Evidence of completed activity
		<p>process.</p> <p>6. Institutions that comply with the ACDE quality standards are awarded certification.</p>			
3	Conduct advocacy activities to create awareness about the ACDE QA toolkit and increase its usage among member institutions	<ol style="list-style-type: none"> 1. Identify relevant conferences, summits, and association webinars within Africa and request speaking opportunity to present the ACDE QA toolkit by submitting a concept note. 2. Secure speaking slots at relevant conferences and forums. 3. Prepare promotional materials (banners, brochures, flyers, and fact sheets about the ACDE QA toolkit) 4. Deliver advocacy content. 5. Display promotional materials (e.g., banners, brochures) at in-person events. 6. Write report on advocacy efforts. 7. Track institutional commitments to adoption 	Ongoing		<ol style="list-style-type: none"> 1. Copy of concept notes or proposals developed. 2. Conference programmes listing ACDE QA toolkit presentations OR photos or videos of advocacy sessions. 3. Sample copies of promotional materials produced. 4. Photos or videos of advocacy sessions. 5. Photos or videos of promotional materials displayed during events. 6. Advocacy report 7. Acknowledgment emails highlighting adoption of the toolkit as institutional QA tool.
4	Engage with national quality agencies to secure their endorsement of the toolkit as a quality assurance framework and facilitate its integration to	<ol style="list-style-type: none"> 1. Enter collaborative arrangements with national quality agencies to encourage ODL institutions to use the toolkit as a framework for 	Ongoing		<ol style="list-style-type: none"> 1. Emails or letters confirming collaboration 2. Acknowledgment receipts or emails from invitees 3. Signed MoAs

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	improve delivery standards among ODL higher education institutions across Africa..	<p>quality assurance, ensuring effectiveness and continuous improvement in ODL practices.</p> <ol style="list-style-type: none"> 2. Invite national regulators to participate in training workshops and preparatory sessions. 3. Sign MoAs with national regulatory bodies. 4. Follow-up with the National Universities Commission (NUC) regarding the Memorandum of Agreement (MOA) between the ACDE and NUC on the request for collaboration to implement the continental ODeL quality assurance certification programme 			4. Correspondence (emails or letters) with NUC.
5	Review Part 2 of the ACDE QA toolkit	<ol style="list-style-type: none"> 1. Identify the review team and prepare a review plan. 2. Organize institutional capacity-building workshop on QA and the use of the revised toolkit for feedback before finalisation. 3. Digitalization of the revised toolkit for enhanced accessibility and usability/ 4. Implement strategies to 	May/June 2025		<ol style="list-style-type: none"> 1. Approved review plan document. 2. Photos or screenshots from the workshop. /Workshop report documenting discussions and recommendations 3. Digital version of the toolkit (website link). 4. Testimonials from institutions using the

S/N	Activity	Actions and steps	Timeline	Action by	Evidence of completed activity
		increase the toolkit's visibility and usage among member institutions.			toolkit.
6	ACDE-QAAA Office Administration	<p>1.0 Secretarial/Administrative activities</p> <ol style="list-style-type: none"> 1. Managing the agency emails. 2. The management of office stationeries 3. Despatch of outgoing and receiving of incoming mails 4. Keeping of ACDE-QAAA records of classified documents, office facilities and equipment. <p>2.0 General Administration:</p> <ol style="list-style-type: none"> 1. Preparation and coordination of all meetings and workshops in the Agency. 2. Drafting of briefs, minutes and other papers for meetings. 3. Drafting of decision extracts and conveying them to those responsible for implementation. 4. Drafting of official letters, reports, and memos on the directive of the Director ACDE-QAAA. 5. Preparing and organizing of activities and handling of 	Daily as it comes		<p>Secretarial/Admin. activities</p> <ol style="list-style-type: none"> 1. Record/copy of emails handled. 2. Store requisition form/ store received voucher. 3. Record page of the logbook entries for all incoming and outgoing mails. 4. Record of file movement and documents, regular record of inventory for office facilities and equipment. <p>General Administration</p> <ol style="list-style-type: none"> 1. Records/copies of notice of meetings, agenda, and matters arising. 2. Copies of briefs and minutes of meetings drafted 3. Drafted and circulated copies of decision extracts and memos to the responsible parties for action. 4. Copy of memos and letters drafted. 5. Report of events

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		logistics for special programmes.			
7	ACDE-QAAA Web-Site Administration	<ol style="list-style-type: none"> 1. Coordinate the development, maintenance, and quality of information in the website. 2. Monitoring the inflow of users into the website. 3. Addressing website performance issues. 4. Monitoring updates of information in the Website 	Weekly		<p>Weekly report on:</p> <ol style="list-style-type: none"> 1. Functionality of the website. 2. Performance of the website. 3. Record of visits to the website by website users. 4. Information update on the website.
8	The Director's Activities	<ol style="list-style-type: none"> 1. Coordination of all activities in the Agency. 2. Monitoring and evaluating the implementation of quality standards in ODL institutions across the region. 3. Leading the planning and coordination of meetings, workshops, and training sessions. 4. Producing quarterly reports on the Agency's activities for the ACDE Programme Committee and Board meetings. 5. Consulting with the ACDE Executive Director on decisions regarding programme implementation. 6. Feedback report to the 1st Vice President of ACDE (NOUN 	Daily		<ol style="list-style-type: none"> 1. Records of scheduled activities and events, reports on completed projects and initiatives, meeting minutes and action plans, internal memos and email correspondence. 2. Feedback correspondence from institutions. 3. Meeting/workshop/training reports and attendance lists. 4. Copies of quarterly reports submitted, meeting minutes showing discussion of the reports. 5. Email exchanges and official correspondence. 6. Copies of submitted feedback reports and any responses or directives

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		Vice-Chancellor) on the Agency's activities.			issued based on the report.
9	Management of office expenses and retirement of funds	<ol style="list-style-type: none"> 1. Collation of receipts of all expenses. 2. Reconcile expenses with budget. 3. Send copies of all receipted expenses and retirements to NOUN bursary. 4. Fill Retirement of Purchase /Touring Advance form 			<ol style="list-style-type: none"> 1. Documentation of all office expenditures with receipts and submission of expense retirement records to the Bursary. 2. A reconciliation report comparing actual expenses with the budget 3. Copies of receipted expenses and retirement documents. Acknowledgment or receipt confirmation from the NOUN Bursary. 4. Completed and signed Retirement of Purchase/Touring Advance form.

Professor Dorothy Ofoha
Director ACDE-QAAA