



NATIONAL OPEN UNIVERSITY OF NIGERIA

Policy Title	Policy Statement on Rules and Regulations Governing the staff Condition of Service in NOUN
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1.0 Introduction

POLICY STATEMENT ON RULES AND REGULATIONS GOVERNING THE STAFF CONDITION OF SERVICE IN NOUN

The National Open University of Nigeria as an institution dedicated to excellence, recognizes the importance of Rules and Regulations Governing Staff Conditions of Service in a bid to foster a conducive and supportive work environment where every staff member is accorded fair treatment, respect, and professional growth opportunities. In alignment with this commitment, we present the Policy Statement on Rules and Regulations Governing Staff Conditions of Service.

2.0 Purpose

The Policy Statement on Rules and Regulations Governing the Staff Conditions of Service serves as a foundational document that outlines the principles, guidelines, and expectations governing the employment conditions of staff within the University. The purpose of such policy statement is multifaceted and shall include:

2.1 Clarity and Transparency:

Provide clear and transparent communication to staff members regarding the terms and conditions of their employment. This helps in establishing a common understanding between the University and its member of staff.

2.2 Compliance with Legal Requirements:

Ensure that the rules and regulations outlined in the policy comply with relevant labor laws, regulations, and other legal requirements. This helps protect the rights of both the University and its staff.

2.3 Consistency and Fairness:

Promote consistency and fairness in the treatment of staff members. Having clearly defined rules prevents arbitrary decision-making and helps create a fair and equitable working environment.

2.4 Employee Rights and Responsibilities:

Outline the rights and responsibilities of staff, including work hours, leave entitlements, benefits, and other conditions of service. This information is essential for members of staff to understand their entitlements and obligations.

2.5 Conflict Resolution and Discipline:

Establish procedures for conflict resolution and disciplinary actions. Clearly defined rules help in addressing issues promptly and fairly, promoting a positive work culture.

2.6 Promotion of Organizational Values:

Reinforce the University's values and principles by reflecting them in the conditions of service. This alignment helps create a workplace culture that is consistent with the University's mission and vision.

2.7 Recruitment and Retention

Aid in recruitment efforts by presenting a clear picture of the benefits and conditions offered to potential employees. Additionally, a well-defined and attractive conditions-of-service package can contribute to employee retention.

2.8 Performance Management:

Provide a framework for performance management by outlining expectations related to job roles, evaluation criteria, and opportunities for professional growth. This contributes

to the development and success of individual staff member and the University as a whole.

2.9 Employee Satisfaction and Morale

Enhance employee satisfaction and morale by addressing their needs and concerns through comprehensive and well-communicated conditions of service. This can positively impact the overall work atmosphere and productivity.

2.10 Flexibility and Adaptability

Establish a foundation for the University to adapt to changing circumstances and evolving workforce needs. The policy should allow for flexibility in response to industry trends, economic changes, and Institutional growth.

2.11 Communication of Benefits

Clearly communicate the benefits and perks offered to staff members, such as healthcare, retirement plans, leave policies, and other relevant entitlements. This helps in attracting and retaining talented employees.

3.0 Scope

This Policy applies to all employees, both Academic and Non-Teaching staff of the National Open University of Nigeria.

4.0 Definitions

Policy Statement on Rules and Regulations Governing Conditions of Service in National Open University of Nigeria (NOUN) is a formal document that articulates the guiding principles, standards, and directives established by the University to regulate and define the terms and conditions of employment for its members of staff. This policy statement serves as a comprehensive guide for both the institution and its employees, outlining the expectations, rights, and responsibilities within the employment relationship. It typically covers various aspects of employment, including but not limited to:

4.1 Rules

Rules are specific guidelines and directives established by an institution to regulate the behavior, conduct, and actions of its staff members in the workplace. These guidelines

provide a framework for maintaining order, consistency, and compliance with organizational standards. Rules may cover a wide range of areas, including punctuality, dress code, ethical conduct, and use of organizational resources.

4.2 Regulations

Regulations refer to specific directives that are established and enforced by an authoritative body, to govern a particular institution, activities. Regulations are created to ensure compliance with laws, promote safety, protect the interests of stakeholders, and maintain order within a given context.

4.3 Conditions of service

Conditions of service refers to the terms, rules, and regulations that govern the employment relationship between an employer and its employees. These conditions are designed to outline the rights and responsibilities of both parties and contribute to creating a fair and productive work environment.

5.0 Principles

The philosophy aims to establish a mutually beneficial relationship between the NOUN and her employees that centres on fairness, equity, respect, dignity, professional development, compliance, accountability, employee engagement and job satisfaction.

6.0 Policy Statements

This policy outlines the rules and regulations governing the conditions of service for all staff members of NOUN. It aims to establish a framework that promotes fairness, transparency, and a positive working environment. It shall typically covers the following aspects but not limited to:

6.1. Appointment and Employment

- Recruitment
- Criteria and procedures for staff recruitment.
- Equal employment opportunity commitment.

6.2 Terms of Employment

- Employment contracts and terms.
- Probationary periods and performance evaluations.

6.3. Remuneration and Benefits

- Salary Structure
- Clear salary scales and payment frequencies.
- Annual salary reviews and adjustments.
- Allowances and Benefits
- Non-monetary benefits, including health insurance, retirement plans, and other perks.
- Policies on bonuses and incentives.

6.4. Working Hours and Leave

- Standard Working Hours
- Daily and weekly working hours.
- Overtime policies and compensatory time off.

6.5 Types of Leave

- Annual leave, sick leave, maternity/paternity leave
- Leave approval procedures.

6.6. Professional Development

- Training Opportunities
- Support for ongoing training and professional development.
- Tuition reimbursement and study leave policies.

6.7. Code of Conduct and Discipline

- Expected Behavior
- Ethical standards and professional conduct.
- Disciplinary procedures for misconduct.

6.8 Grievance Resolution

- Mechanisms for addressing grievances and disputes.
- Confidentiality and impartiality in grievance procedures.

6.9. Health and Safety

- Workplace Safety
- Safety measures and protocols.
- Reporting mechanisms for safety concerns.
- Health and Wellness
- Health insurance coverage and wellness programs.
- Support for mental health and well-being.

6.10. Termination of Employment

- Grounds for Termination
- Notice periods and severance packages.

7.0 Policy Implementation

Below are key steps for the successful implementation of such a policy:

7.1 Communication and Training:

Communication Plan

Develop a clear and comprehensive communication plan to inform all staff members about the new policy.

Use various communication channels such as emails, official announcements, and staff meetings to ensure that everyone is aware of the policy changes.

Training Sessions

Conduct training sessions to educate staff on the details of the new policy, emphasizing key points, expectations, and any procedural changes.

Provide written materials and resources to serve as reference guides for staff.

7.2 Integration into Onboarding Process:

New Employee Orientation

Integrate information about the staff conditions of service policy into the onboarding process for new employees.

Ensure that new hires receive comprehensive training and materials related to the policy during their orientation.

7.3 Policy Documentation:

Policy Manuals

Update policy manuals, handbooks, and other relevant documentation to reflect the changes in staff conditions of service.

Make these documents easily accessible to all staff members through the organization's intranet or other designated platforms.

7.4 Monitoring and Compliance:

Establish Monitoring Mechanisms

Implement monitoring mechanisms to track compliance with the policy.

Conduct regular audits or assessments to ensure that staff and management are adhering to the outlined rules and regulations.

7.5 Feedback Mechanisms:

Establish Feedback Channels

Create channels for staff members to provide feedback on the implementation of the policy.

Encourage open communication to address any concerns or questions that may arise.

7.6 Support Systems

Human Resources Support

Ensure that the Human Resources department is well-equipped to handle inquiries related to the policy.

Establish a system for employees to seek guidance or clarification on any aspect of the policy.

7.7 Recognition and Enforcement

Recognition of Compliance

Acknowledge and recognize departments or individuals who consistently demonstrate exemplary compliance with the policy.

Establish positive reinforcement measures to encourage adherence.

Enforcement of Policies

Clearly outline consequences for non-compliance and enforce these consequences consistently.

Ensure that disciplinary actions are fair and transparent, following the procedures outlined in the policy.

7.8 Continuous Improvement

Periodic Review

Schedule periodic reviews of the policy to assess its effectiveness and relevance.

Make updates and adjustments as needed to address any changing circumstances or legal requirements.

Feedback Loops

Establish feedback loops with staff to gather insights on the practical implementation of the policy.

Use this feedback to inform improvements and refinements to the policy over time.

7.9 Legal Compliance

Legal Consultation

Seek legal consultation to ensure that the policy aligns with current labor laws and regulations.

Stay informed about any changes in legislation that may affect the policy.

8.0 Sanctions of Violating this Policy

The specific sanctions will depend on the nature and severity of the violation. Below are common categories of sanctions that NOUN shall consider:

- 8.1 Verbal Warning:** An informal means of communicating that an employee has violated a specific aspect of the policy. This can be used for minor or first-time violations.
- 8.2 Written Warning:** A formal document detailing the policy violation, the consequences of further violations, and expectations for improvement. This is used for repeated violations or more serious offenses in order to formally document the violation and emphasize the need for corrective action.
- 8.3 Suspension:** Suspension involves the temporary removal of the employee from work with or without pay. This is used for serious or repeated violations that warrant a more severe response so as to enforce a period of reflection, corrective action, and to protect the organization's interests.

- 8.4 Probation:** This involves close monitoring of their conduct and performance during a specified period. This can be used when there is a need to closely supervise an employee due to repeated violations or performance concerns so as to provide an opportunity for the employee to rectify their behavior and demonstrate improvement.
- 8.5 Demotion:** Demotion involves reducing an employee's rank, position, or responsibilities. This is used for serious policy violations or performance issues that warrant a reduction in responsibilities so as to address the violation while retaining the employee's services in a capacity with less responsibility.
- 8.6 Termination:** Termination involves ending the employment relationship. This utilized for severe or repeated violations that undermine the organization's values, policies, or operations in a bid to protect the organization and its employees from further harm and maintain a safe and compliant work environment.
- 8.7 Legal Action:** Legal action may involve pursuing legal remedies, such as lawsuits or reporting violations to relevant authorities. This is used in cases of serious misconduct or violations that may have legal implications with the aim of addressing violations that go beyond internal policies and may have legal consequences.

9.0 Policy Alignment

Policy alignment on rules and regulations governing the staff condition of service involves ensuring that organizational policies, procedures, and practices related to employee benefits, rights, and responsibilities are consistent, equitable, and compliant with relevant laws, regulations, and industry standards. Here's how policy alignment can be approached in this context:

- 1. Development of Staff Conditions of Service:** Develop a comprehensive set of policies and guidelines outlining the terms and conditions of employment for staff. This should cover areas such as compensation, benefits, working hours, leave entitlements, disciplinary procedures, grievance mechanisms, and termination policies.
- 2. Compliance with Employment Laws:** Ensure that staff conditions of service comply with all applicable employment laws, regulations, and labor standards, including those related to minimum wage, overtime pay, working hours, leave entitlements, health and safety, anti-discrimination, and employee rights.
- 3. Equity and Fairness:** Establish policies and procedures that promote equity, fairness, and non-discrimination in the treatment of employees. Ensure that staff conditions of service are applied consistently and fairly across all employees, regardless of their role, level, or background.
- 4. Transparency and Communication:** Communicate staff conditions of service clearly and transparently to all employees. Provide written documentation outlining their rights, entitlements, and obligations as employees of the organization. Make information about staff conditions of service readily accessible and available to employees through employee handbooks, intranet portals, or other communication channels.

5. **Consultation and Negotiation:** Involve employees or their representatives in the development and review of staff conditions of service through consultation and negotiation processes. Seek input from employees on issues that affect their working conditions and incorporate their feedback into policy development and decision-making.
6. **Regular Review and Update:** Regularly review and update staff conditions of service to ensure that they remain relevant, competitive, and compliant with changing legal requirements, organizational needs, and industry standards. Consider conducting periodic surveys or benchmarking exercises to assess the competitiveness of employee benefits and compensation packages.
7. **Employee Benefits and Compensation:** Design employee benefits and compensation packages that are competitive, attractive, and aligned with industry norms and best practices. Offer a comprehensive range of benefits, including health insurance, retirement plans, paid time off, parental leave, and employee assistance programs, to support employee well-being and satisfaction.
8. **Employee Rights and Protections:** Ensure that staff conditions of service include provisions to protect employee rights and safeguard against unfair treatment, harassment, discrimination, and retaliation. Provide avenues for employees to report violations of their rights and access support, advice, and resolution mechanisms.
9. **Employee Engagement and Satisfaction:** Monitor employee satisfaction with staff conditions of service through surveys, feedback mechanisms, and exit interviews. Use insights from employee feedback to identify areas for improvement and enhance employee engagement, retention, and morale.
10. **Legal Compliance and Risk Management:** Regularly review staff conditions of service to ensure compliance with relevant laws, regulations, and legal requirements. Seek legal advice as needed to mitigate legal risks and liabilities associated with non-compliance or disputes related to employee rights and conditions of service.

By aligning policies on staff conditions of service with organizational goals, legal requirements, and industry standards, organizations can create a supportive, fair, and inclusive work environment that attracts and retains top talent while promoting employee well-being, satisfaction, and productivity. Effective policy alignment can also help mitigate legal risks, enhance organizational reputation, and foster positive employee relations.

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