



## National Open University of Nigeria

SOP Title	ACDE Quality Assurance & Accreditation Agency (ACDE-QAAA)
SOP No:	NQSA/SOP/CPL/002
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	ACDE Quality Assurance & Accreditation Agency (ACDE-QAAA)
Date of Approval:	
Date of Next Review:	The date will be 3 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

The following are the major activities in the Agency:

1. Capacity Building Training & Workshops
2. Programme Reviews and Institutional Audits

3. Engaging National Regulatory Bodies
4. Articulation and Credit Transfer
5. ACDE-QAAA Office Administration
6. ACDE-QAAA Web-Site Administration
7. Director's Activities
8. Accountant's Desk
9. ACDE supported activity
10. Retirement of funds
11. Ad Hoc Activities

**Activities and Actions**

<b>S/N</b>	<b>Activity (Assigned Task)</b>	<b>Steps (Task Description)</b>	<b>Maximum days to complete each step</b>	<b>Action by (Name and ID number)</b>	<b>Expected Evidence of Completed Activity (Task)</b>
1.	Capacity Building Training & Workshops	<b>1.0 <u>Conduct a training needs analysis</u></b>	30 days		Report of Training need
		1. Identify target audience.			
		2. Conduct surveys or Interviews.			
		3. Review previous Workshops/trainings.			
		4. Compile training needs/ reports.			
		<b>2.0 <u>Initiate Planning</u></b>	14T days		
1. Develop the Concept Note informed by the results of the training Needs analysis.					
2. Preparing draft of the					

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		Programme of Activities.			
		3. Develop a tentative Budget.			
		<b>3.0 <u>Coordinate Pre-Workshop Logistics</u></b>	90 days		Report of pre-workshop logistics showing activities done, challenges, and suggestions for subsequent workshops
		1. Confirm the time and dates with the facilitator(s) and finalise the agreement.			
		2. Finalise the Workshop Programme with the facilitators.			
		3. Distribute workshop notifications (via email/letters), including the programme to participants.			
		4. Arrange for a venue, ensuring availability of projector, screen, public address systems, and environmental attendants. [For online workshops, this would be setting up a Zoom meeting (registration required) and ensuring internet connectivity.			

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		5. Arrange Catering Services and confirm Details.			
		6. Publicise the workshop on the website and social media channels.			
		<b>4.0 Confirm Workshop Logistics</b>	7 days		Report on workshop logistics and finalisation showing activities done, achievements, challenges, and suggestions for subsequent workshops
		1. Arrange for workshop materials.			
		2. Collate PowerPoint slides.			
		3. Print all necessary documents: <ul style="list-style-type: none"> <li>Develop a post-workshop evaluation survey (deployed immediately after the workshop and to be completed within a week after the workshop).</li> </ul>			
		<b>5.0 Finalise workshop preparations</b>	4 days		
		1. Confirm all workshop arrangements: Venue			

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		<p>(including projector, Screen, public address system), Facilitator(s), Participants and Catering.</p> <p>2. Organise all materials, folders, and equipment needed for the workshop.</p> <p>3. Confirm rapporteur arrangements.</p>			
		<p><b>6.0 <u>Conduct the workshop</u></b></p> <p>1. Registration of participants.</p> <p>2. Distribution of workshop materials.</p> <p>3. Collate feedback/ submission to evaluate the workshop.</p>	1 day		<p>Report of the training which includes:</p> <ul style="list-style-type: none"> <li>Scanned copy of attendance register</li> <li>Action photo evidence of attendance</li> </ul>
		<p><b>7.0 <u>Prepare Workshop Report and Evaluation</u></b></p> <p>1. Analyse the workshop evaluation survey and feedback.</p> <p>2. Develop a workshop report incorporating workshop evaluation survey and feedback.</p>	14 days		A detailed report analysing the feedback data, highlighting strengths, areas for improvement, and actionable insights.
2.	Programme Reviews and Institutional	Ensure that the design & development of programmes (from initiation to approval) are	14 days		Institutional audit report showing current situation, identified gaps, challenges, possible solution and

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	Audits	<p>planned to meet the needs of learners and the labour market.</p> <p>1. Ensure that the assessment process effectively measures the stated learning objectives.</p> <p>2. Ensure that there is a process in place for systematic review of programmes.</p> <p>3. Ensure that appropriate technology and media needs are identified during the planning process.</p>			debriefing outcomes.
3.	Engaging National Regulatory Bodies	<p><b><u>Collaboration &amp; Partnership</u></b></p> <p>1. Enter into collaborative arrangements for delivery of Open, Distance &amp; eLearning in line with ACDE-QAAA policy.</p> <p>2. Put in place guidelines on collaboration and partnership.</p> <p>3. Enter into a Memorandum of Understanding with a</p>	90 days		<p>1. Memorandum of Understanding (MoU).</p> <p>2. Report of activities, timelines met, and achievements.</p>

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		partner institution to guide the partnership, collaboration and networking.			

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4.	Articulation and Credit Transfer	<ol style="list-style-type: none"> <li>1. Work collaboratively with all members ODL institutions in Africa to improve the total transfer process at the institutions both as a receiver and sender of transfer students.</li> <li>2. Develop an efficient transfer policy that minimizes the loss of course credits and curtails any unnecessary duplication of learning.</li> <li>3. Share in the responsibility and cost for the development and implementation of articulation agreements.</li> <li>4. Work to create a consolidated ODL institutional database, searchable by institution, which provides common access to current course equivalencies and articulation agreements.</li> <li>5. Identify and share best transfer practices.</li> </ol>	120 days		<ol style="list-style-type: none"> <li>1. List and MOUs of the institutions in the collaboration.</li> <li>2. Report of achievement on articulation and credit transfer.</li> <li>3. Credit transfer policy</li> <li>4. Existing tools for credit transfer e.g. database</li> </ol>



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5.	ACDE-QAAA Office Administration	<b>Secretarial/Administrative functions including:</b> <ol style="list-style-type: none"> <li>1. Managing the agency's emails.</li> <li>2. The management of office stationery.</li> <li>3. Despatch of outgoing and receiving of incoming mails.</li> <li>4. Records, ACDE-QAAA office facilities and equipment management.</li> <li>5. The management of office expenses and retirement of all expenses.</li> </ol>	30 days		<ul style="list-style-type: none"> <li>• Report on managing the Agency's emails showing the number of mails received, feedback mechanisms, challenges and suggestions for improvement.</li> </ul>

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		<p><b>2.0 General Administration:</b></p> <ol style="list-style-type: none"> <li>1. Preparation and coordination of all meetings and workshops in the Agency.</li> <li>2. Preparation of briefs, agenda and other papers for all meetings.</li> <li>3. Preparation of Decision Extract and conveying of all decisions of all meetings for implementation.</li> <li>4. Drafting of letters, reports, and memos on the directive of the Director ACDE-QAAA.</li> </ol>	30 days		<p>Report showing:</p> <ul style="list-style-type: none"> <li>• List of administrative matters attended to in writing including minutes of meetings or otherwise. Include a verifiable link or source.</li> </ul>
6.	ACDE-QAAA Web-Site Administration	<ol style="list-style-type: none"> <li>1. Coordinate the development, maintenance, quality of information, and monitor the inflow of users into QA website.</li> </ol>	7 days		<ol style="list-style-type: none"> <li>1. Weekly report on the: <ul style="list-style-type: none"> <li>• Robustness of the website</li> <li>• Performance of the website.</li> <li>• Information update on the website.</li> </ul> </li> </ol> <p>Evaluation of the website users.</p>
		<ol style="list-style-type: none"> <li>2. Monitor updates of information in the ACDE-QAAA &amp; NOUN Websites.</li> </ol>			<ol style="list-style-type: none"> <li>2. Weekly report on the: <ul style="list-style-type: none"> <li>• Performance of the website</li> <li>• Update of information on the website.</li> </ul> </li> </ol>

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					<ul style="list-style-type: none"> <li>• Correctness of the information on the website.</li> <li>• Quality of information on the website.</li> </ul>
7.	Director's Activities	Coordination of all activities in the Agency.	90 days		Report of key achievements in the Agency within the specified period.
8.	Accountant's Desk	<b>Prepare Budget</b> <ol style="list-style-type: none"> <li>1. Preparation of annual budget for ACDE-QAAA.</li> <li>2. Forwarding same to Management with supporting documents.</li> <li>3. Follow up with approval of the Agency monthly upkeep from Bursary.</li> <li>4. Fill Advance form from Bursary.</li> </ol>	90 days		The approved budget and the budget performance. <ol style="list-style-type: none"> <li>1. The approved budget for the year under consideration.</li> <li>2. Evidence of budget implementation.</li> </ol>
9.	ACDE supported activity	<b>Accessing Funds for ACDE-QAAA Supported activity</b>	90 days		ACDE approved activities showing record of activities

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		<ol style="list-style-type: none"> <li>1. Joint Funding of ACDE-QAAA activities by ACDE and NOUN by mutual Agreement.</li> <li>2. Prepare an invoice representing request for funds in line with the ACDE-QAAA approved budget and submit to ACDE for approval and disbursement.</li> <li>3. ACDE remit fund into NOUN Account.</li> <li>4. Request to VC NOUN for approval to authorise use of fund with copy of invoice attached.</li> </ol>			and implementation plans.
10.	Retirement of	<b>Retirement of Funds</b>	90 days		Report on retirements showing

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	funds	<ol style="list-style-type: none"> <li>1. Collate receipt of all expenses.</li> <li>2. Reconcile expenses with budget.</li> <li>3. Send copies of all receipted expenses and retirement to NOUN bursary.</li> <li>4. Fill Retirement of Purchase /Touring Advance form.</li> </ol>			the activities, amount spent and retired, justifiable outcomes for the spending, the budget performance level deficit or surplus with reasons.
11	Ad Hoc Activities	To be described as they come			Outcome of the activity(s)

### **Team of Developers**

1. Prof. Christine I. Ofulue (Director ACDE-QAAA)
2. Mrs. Adaora Ogbonnaya
3. Mr. Phillip Embiet
4. Mr. Clement Onwu
5. Mrs. Loveth Ishizogu
6. Mrs. Taiye Ameh
7. Mr. Okolo Ozoemene. C. (Compliance officer)