



Framework for Applying Institutional Policies and Standard Operating Procedures (SOPs) in Internal Quality Assurance in Open, Distance and eLearning University

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Contents

	Page
Introduction	4
Structure	4
1.0 The Focus of the University	4
2.0 Focus of the Faculty/Department/Programme/Directorate/Centre/Unit	4
3.0 From the Objectives stated in 2.0	4
4.0 Use related policies	5
5.0 Implementation of the redefined Activities from Table 2:	5
6.0 Review of Process	5
Appendix	6

Introduction

Policies and Standard Operating Procedures (SOPs) are essential documents for monitoring and evaluating internal activities within the institution. These documents lay the foundation for assuring quality. In addition to the mandatory policies set by regulatory bodies, NOUN has its own policies that guide both academic and operational activities. The quality achieved in university operations is assessed against these statutory policies and SOPs. Therefore, it is crucial to understand how policies and SOPs are utilized to meet the required standards. This framework provides a step-by-step procedure for implementing policies and SOPs effectively.

Structure

1.0 The Focus of the University

- 1.1 State the Vision of the University
- 1.2 State the Mission of the University
- 1.3 State the Objectives of the University
- 1.4 State the Core Values of the University

2.0 Focus of the Faculty/Department/Programme/Directorate/Centre/Unit

- 2.1 State the Vision of the
Faculty/Department/Programme/Directorate/Centre/Unit
- 2.2 State the Mission of the
Faculty/Department/Programme/Directorate/Centre/Unit
- 2.3 State the Objectives of the
Faculty/Department/Programme/Directorate/Centre/Unit
- 2.4 State the core values of the
Faculty/Department/Programme/Directorate/Centre/Unit

Note: These must reflect the focus of the university.

3.0 From the Objectives stated in 2.0:

- 3.1 Derive activities/tasks that would help to meet the stated objectives, vision, mission, and core values in 2.0.
- 3.2 Review the activities stated in 3.1 by aligning the stated activities with the statutory mandate of the
Faculty/Department/Programme/Directorate/Centre/Unit.
- 3.3 State the reviewed activities that would help to meet the focus of the

Faculty/Department/Programme/Directorate/Centre/Unit. Use the template provided in Table 1 in the Appendix.

- 4.0 Use related policies:
 - 4.1 Identify related policies from the existing policies guiding the university academic and operational activities.
 - 4.2 align the identified policies with the reviewed activities. Use the template in Table 2 in the Appendix.

- 5.0 Implementation of the redefined Activities from Table 2:
 - 5.1 Develop the Standard Operating Procedure (SOP) for the Activities. Follow the template in Table 3.
 - 5.2 Check staff compliance with the SOP
 - 5.3 Monitor and evaluate staff performance

- 6.0 Review of Process:
 - 6.1 Policy review based on the outcome from monitoring and evaluation.
 - 6.2 Review of activities based on the outcome of monitoring and evaluation.
 - 6.3 Review of SOP based on the outcome of compliance results.

Appendix

Table 1: Deriving Activities from Objectives

S/N	Objectives	Required Activities	Statement of Alignment with University's vision, mission, objectives, and core value	Statement of Alignment with the mandate of the Faculty or Directorate etc.	Reviewed Activities Ready for use

Table 2: Aligning Related Policies with Activities

S/N	Activities	Related Policies	Notes for Integration	Redefined Activities with the integrated notes

Table 3: Activities SOP for (State the name of the faculty or department or directorate etc)

S/N	Activity/Task	Steps (Task Description)	Maximum Time to complete each step	Action by (Name and ID number)	Expected Evidence (output) of completed Activity (Task)

Note: You can state the maximum time in minutes, hours, days or weeks depending on how well you are able to determine the required time. For now, NOUN uses Days.