

# **KUMASI TECHNICAL UNIVERSITY**



## **QUALITY ASSURANCE POLICY**

**October, 2020**



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## Abbreviations and Acronyms

<b>QA</b>	Quality Assurance
<b>IQA</b>	Internal Quality Assurance
<b>KSTU</b>	Kumasi Technical University
<b>DPQA</b>	Directorate of Planning and Quality Assurance
<b>QAU</b>	Quality Assurance Unit
<b>PU</b>	Planning Unit
<b>QAS</b>	Quality Assurance System
<b>HE</b>	Higher Education
<b>HEI</b>	Higher Educational Institution
<b>TTFPP</b>	Third Trimester Field Practical Programme
<b>NAB</b>	National Accreditation Board
<b>NABPTEX</b>	National Board for Professional and Technician Examination
<b>NCTE</b>	National Council for Tertiary Education
<b>COBES</b>	Community-Based Education Services
<b>DPQA</b>	Director of Planning and Quality Assurance
<b>VC</b>	Vice-Chancellor
<b>Pro-VC</b>	Pro Vice-Chancellor
<b>IDCE</b>	Institute of Distance and Continuing Education
<b>HoD</b>	Head of Department
<b>PQA</b>	Planning and Quality Assurance



## **Introduction**

### **1.0 Background**

Kumasi Technical University was initially established in 1954 as Kumasi Technical Institute and later as a non-tertiary Polytechnic under the Ghana Education Service in October 13, 1963 offering Technician, Diploma and Sub-Professional programmes alongside the craft programmes.

In 1992 the Polytechnics were restructured with the enactment of the Polytechnics Law, 1992 (PNDCL 321). Under this law, the status of Polytechnics were raised to the level of tertiary institutions with the mandate to run Higher National Diploma (HND) programmes with a provision to mount degree programmes in future.

The Polytechnics Act, 2007 (Act 745) mandated the institution to award HND, Degrees and other certificates accredited by the National Accreditation Board (NAB). However, with the enactment of the Technical Universities Act, 2016 (Act 922) as amended which converted eight Polytechnics to Technical Universities, the institution is mandated to award degrees, diplomas, certificates and other qualifications agreed upon by the University Council.

To achieve its mandate as provided for by the Act and meet its stakeholders' expectations in accordance with the Vision, Mission and Objectives of KsTU, this Planning and Quality Assurance Policy is a development to guide the operations and activities of the institution towards maintenance of quality standards and improvement.

## **2.0 Quality Statement**

We are dedicated to Continuous Academic Excellence in Governance, Teaching and Learning, Research, and Community Engagement.

### **2.1 PQA Philosophy**

The PQA policy shall operate with the following guiding principles:

- i. Quality teaching programmes and research;
- ii. Team work for effective services;
- iii. Monitoring of academic work;
- iv. Compliance with internal and external requirements;
- v. Continuous improvement in services.

### **2.2 PQA Goals**

To produce high quality skilled graduates to meet the expectation of stakeholders.

### **2.3 Core Objectives of PQA policy**

- i. To ensure quality teaching and research output;
- ii. To facilitate the provision of a conducive teaching and learning environment;
- iii. To provide effective, efficient, transparent and accountable academic services.

## **2.4 Significance of Planning and Quality Assurance System (PQAS)**

Given the current competitive nature of the global job market, the significance of DPQA in any higher education cannot be overemphasized. In order to counteract this globalization threats to the survival and existence of higher learning institutions, the institutionalization of a QAS becomes paramount. Therefore, the DPQA of this institution has a number of roles to play. The most significant being to ensure that quality issues relating to all areas of academic work are met.

## **3.0 Stakeholders**

The institution shall thrive to meet the norms, requirements and expectations of its stakeholders and embrace their participation with focus on quality delivery of services. The identified stakeholders include;

- i. Government and Regulatory Bodies
- ii. Staff
- iii. Students and Prospective Students
- iv. Suppliers
- v. Collaborators
- vi. Industries
- vii. General Public

### **3.1 Government and Regulatory Bodies**

The institution shall work closely with Government on matters relating to tertiary education policy development and implementation. KsTU shall comply with the requirements of the regulatory bodies which are in conformity with all applicable laws such as the Technical University Act 2016, (Act 922) as amended. KsTU recognizes the following regulatory bodies and any other such bodies as may be established by law.

- i. Ghana Tertiary Education Commission (GTEC)
- ii. Commission for Technical, Vocational Education and Training

### **3.2 Staff**

The institution recognizes the relevance of staff in the realization of its mission and vision. It shall therefore provide support, resources and training to develop the staff to meet the current and future challenges of tertiary education. This shall be governed by Staff Development Policy, Leave Policy, Appointment and Promotions Policy, Disability Policy, Workplace HIV/ AIDS Policy, Housing Policy and Conditions of Services and any other relevant policies.

### **3.3 Students and Prospective Students**

#### ***i. Students***

The University shall thrive to meet the expectation of students. The conduct of students shall be guided by the Student Handbook, Examinations Policy, Research Ethics Policy, Library Policy, Disability Policy, Industrial Attachment Policy, ICT Resource Use Policy, Workplace HIV/AIDS Policy and other relevant policies.

## **ii. Prospective Students**

The University shall embark on outreach programmes to attract prospective students. KsTU shall strive to encourage the interest of Technical Education by reaching out to Junior High schools (JHS), Senior High Schools (SHS), Vocational and Technical Institutions.

## **3.4 Suppliers**

The University shall comply with all procurement regulations in dealing with its suppliers.

## **3.5 Collaborators**

KsTU shall strongly collaborate with industry and its partner institutions as required by the Technical University Act 2016 (Act 922) as amended.

## **3.6 General Public**

The University shall conduct its business so as to win the confidence of the general public as a world class institution of higher learning.

## **4.0 Critical Success Areas**

The following critical areas shall be given particular focus to aid in the continuous improvement of effectiveness and efficiency in the operations of the Institution to meet our mission and vision.

- i. Governance
- ii. Programmes Development and Accreditation
- iii. Admissions
- iv. Documentation and Records

- v. Teaching & Learning
- vi. Research
- vii. Examinations
- viii. Recruitment & Retention
- ix. Assessment and Review
- x. Information, Communication and Technology

The National Accreditation Board's QA outfit defines QA as the continuous and systematic act of reviewing structures, systems and practices towards the attainment of a desired end. To this end, various laws and policies shall be enforced to guide the critical areas of our operations toward a consistent desired outcome.

## **4.1 Governance**

The institution is governed by the Technical University Act, 2016 (Act 922) as amended and the University Statutes which set out among other things the governance structure, aims and powers of the University. The Institution shall also operate within the other laws and policies that regulate its activities in the pursuit of its mission and vision.

### **4.1.1 Governance of the Directorate of Planning and Quality Assurance**

#### ***i. Council***

The Council of the University is responsible for determining the strategic direction of the University, monitoring the implementation of decisions and ensuring the creation and maintenance of an environment that creates equal

opportunity for the members of the University regardless of age, disability, ethnicity, gender or creed.

***ii. Academic Board and Faculty/Institute/School Boards***

The Academic Board is vested with the authority and responsibility for authorizing course additions, changes, and deletions. The Academic Board also ratifies degrees and approves programmes/courses as well as approving the status of Affiliate Institutions. Documents to the Academic Board emanate from the Faculty, Institute and School Boards which are the first line of due diligence in the PQA process.

***iii. Planning and Quality Assurance Sub-Committee***

The DPQA shall have a sub-committee to oversee Academic Curriculum. This sub-committee shall be charged with the following:

- (a) Oversight of all matters related to academic curricular
- (b) Plan new academic programmes and new courses
- (c) Development of policy in support of the Directorate
- (d) Establishment of a staff development programme for the academic staff

***v. Directorate of Planning and Quality Assurance***

The DPQA is the main division with direct responsibility for overseeing quality in all academic units, programmes and all institutions which award University degrees; and is charged with the duties as enshrined in the University Statutes.

## **4.2 Accreditation**

Accreditation of all programmes shall be in line with the guidelines for accreditation provided by the Regulatory bodies and shall be in consonance with the policies of the University.

## **4.3 Admissions**

Admission of candidates into programmes shall be in conformity with the KsTU Admissions Policy and the National guideline for admission of candidates to tertiary institutions provided for by regulatory bodies unless otherwise stated.

The Head of Academic affairs shall among other functions be responsible for the operation of all admission procedures to all programmes at the University and have oversight responsibility on the admissions of affiliate institutions.

The Head of Academic Affairs implements decisions of the Admissions Board. These include the validation of student entry qualifications and the observance of admission quotas.

The DPQA works closely with the Admissions Unit under the Registry to ensure that students admitted satisfy Regulatory requirements.

### **4.3.1 Central Admissions Board**

The assessment of all potential students for admission to the University shall be governed by the Admissions Board which shall regulate and implement the admission policy. The Admissions Board ensures that key policies and procedures relating to the requirements and admission of all students are consistent with Faculty admission requirements. The Board is chaired by the Pro Vice-Chancellor and include all Deans and Directors or their representatives and the Head of Academic Affairs. A representative of the Dean of

Students' Affairs may be present to facilitate admission of physically challenged applicants.

### **4.3.2 Graduate School**

The University commits itself to promoting quality research and graduate training. The Graduate School shall be responsible for graduate programmes and research. The Graduate School shall work with the Academic Affairs Unit in all matters regarding graduate admissions. The School supports the expansion and strengthening of graduate programmes in areas that build on strengths of undergraduate programmes; have a unique educational focus and prepare students for viable careers.

## **4.4 Documentation and Records**

There shall be proper procedure for documentation and records of processes, staff and students in conformance with documentation and records procedures as may be outlined by the Registry.

### **4.4.1 Documentation**

It is the responsibility of all staff to document appropriately all processes, correspondence and transactions in accordance with the specified policy or guideline.

### **4.4.2 Records**

#### ***i. Student Records***

The Admissions Unit shall ensure that admissions records are kept on individual applicant for easy reference and follow-ups.

The Academic Affairs in conjunction with the Academic Deans/Directors, HoDs shall update and synchronize students' records where required.

The Academic Affairs has oversight responsibility on matters related to students' records and certifications.

### ***ii. Staff Records***

The Human Resource Office shall update staff records upon approval of the appropriate authority and in line with the relevant procedures.

## **4.5 Teaching & Learning**

KSTU shall provide the required environment that promotes effective teaching and learning and this shall among other things include adequately furnished and tidy classroom space, a well-kept and equipped laboratories and workshops. The quality of teaching and training shall be assessed by the DPQA through but not limited to students assessment at the end of each semester.

The institutions' Library shall be stocked with the relevant texts in the various disciplines to aid teaching, learning and research.

## **4.6 Research Output**

The conduct of research by staff, students or individuals authorized by KSTU shall be guided by the Research and Ethics Policy of KSTU and other relevant policies in line with the research specification with approval by the mandated outfit or body.

## **4.7 Assessment and Examinations Review**

### ***i. Assessment***

It is mandatory to assess all our processes to confirm compliance with policies and documents and make the necessary adjustment when non-conformance is observed. This is to aid consistent delivery and improvement of processes and systems for effective and efficient use of resources to the satisfaction of our stakeholders.

#### ***(a) Students Evaluation of Teaching***

Students shall assess the courses taken for every semester to provide factual data toward continuous improvement of course content and delivery. It shall also serve as part of the promotion criteria of the teaching staff.

There shall be students' evaluation of teaching and courses taken every semester. A response rate of at least 60% shall be considered adequate and where the response rate is low, a different method or approach shall be prescribed. The administration of the evaluation should be carried out after the tenth (10<sup>th</sup>) week of each semester. The methods that could be used for the evaluation include Paper and /Electronic questionnaire. Additionally, there could be Informal evaluation where a student can go to the HoD, the DPQA or any other relevant office to discuss issues pertaining to teaching and courses.

The Faculty in collaboration with DPQA shall ensure that student carry out the evaluation activity.

At the end of every evaluation process, the DPQA will ask the various departments to comment on the feedback from students, how it was carried out and the usefulness of the exercise to development and operations of programmes. The outcome of the evaluation shall be communicated to the departments and in special cases, to the students.

**(b) *Student-Staff Joint Committees***

There shall be Student-DPQA Joint Committee consisting of the Faculty Board and all class representatives. The Joint Committee should meet at least once a semester.

This is to seek feedback on general outlook of the courses delivered by faculty members and areas requiring improvement.

**(c) *Internal and External Peer Review***

Elements of internal peer review shall include:

- Programme/course validation and review panels: Membership (between 3 and 5) of which shall include staff from within and outside the Department.
- Teaching Observation: Peer observation of teaching should be carried out to enhance quality of teaching.

External peer review shall provide an independent assessment of standards and quality through;

- External examiners' reports which are critical to the annual monitoring process

- Validation and review of academic work involving external expertise
- Reports of professional bodies, industry, alumni, etc.
- Visitation by Regulatory bodies

**(d) Programme/Course Review Committees**

All Academic Units must have in place Competency Based Training (CBT) Programmes Committee per the Technical Universities Act. This must comprise at least three faculty members, one undergraduate and one post-graduate student, a representation from industry for the purpose of conducting curriculum reviews in accordance with the University policy guidelines.

**(e) Course Review and Development**

The purpose of the Course Review and Development Procedure is to ensure understanding and a standardized approach concerning curriculum changes and that the appropriate standard of content is assured. The Academic Board approves all additions, deletions, and changes (including changes in method of delivery) of courses for the University using the procedure for Reviewing and Determining Approval. The review process shall include departmental recommendations as well as Faculty Board and where appropriate, the DPQA.

**(f) External Assessors**

There shall be an independent assessment of standards and quality by peers in a number of ways, for example, external assessors' reports. These should form a critical element of the appointment and promotion process. All validation and reviews should involve external subject expertise as stated in the University Statutes.

**ii. Conduct of Examination**

The University's examinations shall be carried out in accordance with the examination policies of the University for a fair and credible assessment.

There shall be Departmental Examinations Moderation Committee consisting of senior members in the department and chaired by the HoD. The responsibility of the committee shall be to moderate examination questions and attend to other issues relating to examinations.

**External Examiners**

External examiners shall be nominated by Faculty Boards on recommendation from Departments. In exceptional circumstances, a request from a Faculty or School for an external examiner can be arranged for undergraduate programmes. The external examiners may also serve as examiners for student Dissertation and Thesis in addition to other internal examiners. They are required to submit an annual examiners' report to the Vice-Chancellor on the conduct of the course and issues relating to standards and assessment.

## **4.8 Recruitment & Retention**

### ***i. Recruitment***

The recruitment of staff shall be in consonance with the Statutes, Scheme of Service for Technical Universities and Appointments and Promotions Policy of the University. The Appointments and Promotions Board shall be responsible for ensuring that prospective academic and administrative staff have the requisite qualification and competence. The Board shall be assisted by the Human Resource Unit in carrying out its responsibilities.

### ***ii. Retention***

#### **(a) Training and Development**

This shall be guided by the Statute and Staff Development policy.

#### **(b) Other Incentives**

Measures of incentives geared toward retention of staff shall be guided by the relevant policies and the conditions of service of staff.

## **5.0 Rapid and Effective Feedback**

Rapid and effective feedback from both students and staff are the bases for key information about quality. Student feedback, which can be obtained at course, departmental or other levels, is a critical part of the University's Planning and Quality Assurance Strategy. Staff feedback may be obtained through a range of methods including departmental meetings, committee's reports, position papers, and evaluations of staff development sessions, questionnaires about validation and review of events and consultation exercises about specific projects.