



Academic Quality Assurance Framework

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FORWARD

At Lumina Open University, our unwavering commitment to academic excellence and continuous improvement lies at the heart of our mission to provide world-class education. The Academic Quality Assurance Framework represents a cornerstone in this commitment, serving as a comprehensive guide to uphold and enhance the standards of teaching, learning, research, and community engagement across our institution.

This framework embodies our dedication to fostering an environment where quality is not just a goal but a shared responsibility embraced by every member of the University community—students, faculty, staff, and leadership alike. It sets out clear principles, policies, and processes designed to ensure transparency, accountability, and excellence in all academic endeavors.

As we advance in a rapidly evolving global educational landscape, this framework will empower Lumina Open University to maintain its competitive edge, foster innovation, and nurture the development of future leaders equipped to make impactful contributions locally and internationally.

I encourage all members of the University community to engage actively with this framework and uphold the standards it promotes. Together, we can continue to build a culture of quality that strengthens our reputation and ensures the success of our students and the broader society we serve.

Dr. A. O. Jegede

Chairman Board of Trustees
Lumina Open University

ABBREVIATIONS

AQ	Academic Quality
BMAS	Benchmark Minimum Academic Standard
BOR	Board of Regents
LOU	Lumina Open University
DAPU	Director, Academic Planning Unit
ICT	Information and Communications Technology
NUC	National Universities Commission
NUC BMAS	National Universities Commission Benchmark Minimum Academic Standard
ODL	Open and Distance Learning
PBL	Problem-Based Learning
QA	Quality Assurance
QAASC	Quality Assurance and Academic Standard Committee
QAAS	Quality Assurance and Academic Standard
ROI SIWES	Return on Investment Students Industrial Work Experience Scheme
TQM	Total Quality Management
WMA	World Mission Agency
VC	Vice-Chancellor

1. Introduction

Lumina Open University (LOU) is committed to delivering high-quality, accessible, and innovative higher education. As an open university with a diverse student body and flexible learning modalities, our academic quality assurance framework ensures that all academic programs meet rigorous standards and support student success.

1.1 Institutional Definition of Key Terms

Quality: The University defines quality as *excellence*—the art of performing ordinary tasks extraordinarily well. Quality is pursued through the delivery of high-standard education, the cultivation of top-tier talent with a clear vision, and a progressive shift from traditional instructional methods to a **Problem-Based Learning (PBL)** approach.

Academic Quality (AQ): Academic Quality refers to the extent to which the University’s teaching and learning environment enables students to achieve their academic goals and develop strong moral character. It aims to produce graduates who are employable, entrepreneurial, responsible citizens, and leaders in their fields. AQ ensures that effective teaching, assessment, support, and learning opportunities are consistently provided to achieve these outcomes.

Quality Assurance (QA): Quality Assurance is the structured and systematic process of monitoring and evaluating the inputs, processes, and outcomes of teaching and learning. QA ensures that academic standards align with the University’s expectations, meet international benchmarks, and follow best practices. It also safeguards and continuously improves the overall student learning experience.

Quality Enhancement (QE): Quality Enhancement is the deliberate and systematic effort by the University to improve the quality of its services and strengthen the support provided to students in their learning journey.

Learning Opportunities: Learning Opportunities encompass all provisions designed to support student learning. These include structured academic programmes, teaching and assessment activities, academic and personal support services, learning resources (e.g., libraries, information systems, laboratories, and studios), as well as staff training and professional development initiatives.

1.2. Objectives of Academic Quality Assurance

The primary objectives of the Academic Quality Assurance Framework are to:

- Ensure the academic integrity and rigor of all programs and courses.
- Promote continuous improvement in teaching, learning, and assessment.
- Align academic practices with national and international standards.
- Foster a culture of evidence-based decision-making and reflective practice.
- Support accountability to students, faculty, stakeholders, and accrediting bodies.

1.3 Governance and Oversight

1.3.1 Academic Quality Committee (AQC):

The AQC oversees all quality assurance activities. It includes representatives from academic departments, instructional design, the registrar’s office, student support services, and external academic advisors.

1.3.2 Roles and Responsibilities

- **Provost/VP Academic:** Strategic leadership in quality assurance.
- **Deans and Program Heads:** Operational execution of quality assurance at faculty/program level.

- **Quality Assurance Office:** Manages reviews, evaluations, and reporting.
- **Faculty Members:** Ensure course-level alignment with QA standards.

1.4 Program Design and Approval

All new academic programs undergo a rigorous approval process that includes:

- **Needs Assessment:** Alignment with labor market trends and student needs.
- **Curriculum Design:** Based on national qualification frameworks and learning outcomes.
- **Internal Review:** Academic and instructional design review by the AQC.
- **External Validation:** Peer review by subject matter experts from other institutions.
- **Approval:** Final sign-off by the Academic Senate.

1.5. Course Development and Delivery

1.5.1 Learning Outcomes:

Courses must have clearly defined learning outcomes, aligned with program-level outcomes and national frameworks.

1.5.2 Instructional Design:

Courses are developed using best practices in online pedagogy, including multimedia integration, interactivity, and universal design principles.

1.5.3 Faculty Training:

All instructors are required to complete training in online teaching and assessment.

1.6. Assessment and Evaluation

1.6.1 Assessment Design:

Assessments must be valid, reliable, and varied (formative, summative, peer, and self-assessment).

1.6.2 Academic Integrity:

Use of plagiarism detection tools, proctoring software, and student honor codes.

1.6.3 Program Evaluation:

Annual program reviews include student performance data, course evaluations, and graduate feedback.

1.7. Student Support and Engagement

- Academic advising, tutoring, and library access provided online.
- Regular student feedback mechanisms (surveys, forums, suggestion boxes).
- Support for students with disabilities and diverse learning needs.

1.8. Monitoring and Continuous Improvement

- **Annual QA Reports:** Compiled by the Quality Assurance Office and reviewed by the AQC.
- **Key Performance Indicators (KPIs):** Graduation rates, employment outcomes, student satisfaction.
- **External Audits:** Periodic reviews by accreditation bodies and partner institutions.

1.9. Staff Development and Support

- Ongoing professional development in teaching, technology, and assessment.
- Peer mentoring and teaching observation programs.
- Research and innovation grants for faculty improvement projects.

1.10. Accreditation and Compliance

LOU adheres to the standards of national accrediting agencies and relevant international frameworks (e.g., EQF, AQF, UNESCO guidelines for ODL).

2. POLICY ON INTERNAL QUALITY ASSURANCE

Internal Quality Assurance (IQA) encompasses the policies, procedures, and mechanisms that guide the **inputs–processes–outputs** framework to ensure the University fulfils its vision, mission, and strategic objectives. Ownership and implementation of this policy rest with all members of the University community. Oversight is provided by the **Central Quality Assurance and Academic Standards Committee (QAASC)**, supported by the **Extended QAASC**, which includes central, departmental, and college QAAS officers. These bodies are responsible for establishing systems for continuous and periodic evaluation of quality assurance measures across key administrative and academic processes. The Central QAASC submits a monthly report to the Vice-Chancellor. The **Chair, Quality Assurance and Academic Standards Committee**, reports directly to the Vice-Chancellor and is responsible for:

- i. Preparing and regularly updating the University's **Quality Assurance (QA) Policy** to maintain excellence in teaching, research, and service delivery.
- ii. Establishing processes, timelines, and actions that enhance the quality of all taught academic programmes.
- iii. Identifying, monitoring, and reporting to University Management on the outcomes of all quality assurance and enhancement activities.
- iv. Developing a framework for setting standards and policies on monitoring and reviewing:
 - a. Students' academic progression,
 - b. Academic and personal support services,
 - c. Learning resources,
 - d. Teaching assessment, and
 - e. Quality enhancement initiatives.
- v. Ensuring that all proposed academic programmes comply with the approved policies and procedures of the **National Universities Commission (NUC)** and relevant professional bodies.
- vi. Evaluating the University's academic programmes against available national and global performance indicators.
- vii. Performing any other related duties as assigned by University Management.

2.1 Policy on Inputs

2.1.1 Students

Student admission shall be guided by the provisions outlined in the **Student Handbook**, which must be widely publicised, effectively implemented, and periodically updated.

The University is committed to:

- a. Admitting the most academically outstanding candidates from diverse backgrounds.
- b. Ensuring all admitted students meet the standards set by the **National Universities Commission (NUC)**, the regulatory body for higher education in Nigeria.
- c. Rigorously verifying all documents and academic results submitted during the screening process to prevent the admission of candidates with forged or falsified credentials.
- d. Providing equal opportunities for admission to all qualified applicants.
- e. Facilitating the smooth and timely integration of newly admitted students into their academic programmes.

2.1.2 Teachers

All teaching staff shall be recognised faculty members of the University. The appointment and promotion of both new and existing faculty members shall be governed by the provisions in the **Staff Handbook**,

Conditions of Service, and Appointment and Promotion Criteria documents. These documents shall be widely publicised, strictly implemented, and periodically updated.

The University is committed to recruiting and retaining the highest calibre of faculty—both nationally and internationally—irrespective of colour, gender, disability, ethnicity, marital status, nationality, race, or state of origin.

Recruitment strategies for both academic and non-teaching staff shall prioritise candidates who are brilliant, focused, committed, diligent, visionary, God-fearing, and spiritually receptive.

In assessing an applicant's suitability, the following factors shall be considered (without limitation):

- a. **Educational background.**
- b. **Past academic performance.**
- c. **Ability to perform essential job functions**, with or without supervision.
- d. **Alignment with the University's core values**, including assessment of the applicant's spiritual life.

2.1.3 Non-Teaching Staff

Similar policies guiding the recruitment of Faculty shall apply to the non-teaching staff of the University. An honest and objective evaluation shall guide recruitment to ensure competent technical and administrative support staff. Administrative staff shall uphold the highest ethics in the conduct of the job as detailed in the Staff Handbook of the University. The University administration shall, as a policy, guarantee the continued professional development of all staff members to maintain a high quality of performance and service delivery.

2.1.4 Managers

The managers of the University comprise of the Governing Council called the Board of Regents and Core Administrators of the University. The appointment, constitution, procedure and functions of the Board of Regents (BoR) of the University shall be subjected to the provisions of the Covenant University Law. The University's core administrators shall comprise the Vice-Chancellor, Registrar, Director of Centre for Learning Resources, and Director of Financial Services. They shall be the Principal University Officers involved in the day-to-day administration of the University. The appointment and tenure of the principal officers shall be as constituted in the University Law. The core administrators of the University shall:

- a. ensure management is at the topmost level of integrity and maximises the available resources for delivering quality education;
- b. entrench sound spiritual ethos in all aspects of University life;
- c. implement the strategic plan of the University;
- d. create a Covenant University's culture and sustain a positive corporate image;
- e. ensure effective internal and external communication;
- f. improve technology services and infrastructure;
- g. maintain secure learning, working and living environment;
- h. implement an all-inclusive style of governance;
- i. be dedicated to capacity building of Faculty and Staff; and
- j. ensure the adoption and implementation of the Total Quality Management (TQM) at all levels of the University administration.

2.1.5 Curriculum

The curricula for all University programmes shall be developed in alignment with both institutional and national objectives, while incorporating global best practices. The University's operations shall be guided by its academic brief. Curriculum development and review shall be the responsibility of curriculum committees

at the Departmental, College, and University levels. These committees ensure that programme curricula reflect the University's vision and mission, adhere to international standards, and comply with the National Universities Commission Benchmark Minimum Academic Standards (NUC BMAS). The process for curriculum development begins at the Departmental Curriculum Committee, followed by review and approval through the College Curriculum Committee and the Central Curriculum Committee. Final endorsement is granted by the Senate Business Committee (SBC) and the University Senate.

2.1.6 Facilities

Lumina Open University shall:

- a. Ensure prompt reporting of any damage to facilities, equipment, and other University resources;
- b. Integrate quality assurance measures, such as warranties and buy-back options, in the procurement of key facilities and equipment in collaboration with the University's procurement unit;
- c. Develop and apply appropriate metrics to promote resource efficiency and environmental sustainability throughout all stages of facility procurement, usage, and management;
- d. Implement ongoing maintenance programs for all facilities, equipment, and University resources;
- e. Establish and enforce quality assurance processes for equipment and facilities;
- f. Collaborate with the Physical Planning and Development unit to develop and apply quality assurance standards for existing, new, and ongoing construction and structural projects;
- g. Foster a culture of quality awareness regarding facilities among all Faculty, Staff, and students of Lumina Open University.

2.1.7 Finance

Lumina Open University shall be adequately financed and managed through:

- a. endowments and donations from the University's founders and proprietors;
- b. tuition fees paid by students;
- c. internally generated revenue; and
- d. endowments and donations from external partners and the alumni network.

2.1.8 Instructional Materials

Lumina Open University shall ensure the provision of:

- a. smartboards, projectors, and fully equipped laboratories with necessary equipment and consumables to support practical sessions and research;
- b. reliable electricity supply to facilitate smooth lecture delivery and maintain a conducive teaching and learning environment;
- c. comprehensive internet access for all members of the academic community to enable efficient use of instructional resources, support teaching, learning, research, and other academic activities.
- d. Here's the rewritten version for **Lumina Open University**:

2.1.9 Alumni Relations and Endowments

Lumina Open University shall commit to:

- a. fostering the development and ongoing engagement of a vibrant and active alumni community;
- b. maintaining strong and positive relationships with alumni; and
- c. creating meaningful opportunities for alumni to support the growth and advancement of the University through a dedicated endowment program.

2.1.10 Other Resources

Lumina Open University shall:

- a. promote the spiritual growth and well-being of students through dedicated chaplaincy services;

- b. enhance students' practical and industry experience via programs such as the Students Industrial Work Experience Scheme (SIWES), Student Work Experience Programme (SWEP), Town and Gown seminars, and other industry-focused initiatives;
- c. invite International Visiting Scholars to enrich the quality of teaching and learning on campus.

2.2 Policy on Processes

2.2.1 Teaching and Learning Process

The University shall:

- a. Promote co-teaching and co-supervision of all students through collaboration between senior and early-career research-active faculty members;
- b. Ensure that relevant reference textbooks are readily accessible in the University library;
- c. Require faculty to provide documented evidence of regular review and updating of course content, reflecting current knowledge in their respective subjects;
- d. Strengthen the tutorial system supporting undergraduate education;
- e. Enhance interdisciplinary interaction and collaboration across academic disciplines;
- f. Maintain strong disciplinary expertise while encouraging interdisciplinary perspectives;
- g. Foster a culture that values and prioritizes excellence in teaching;
- h. Attract top-quality academics and enhance the international scope of academic programs;
- i. Establish academic apprenticeship opportunities for postgraduate teaching assistants;
- j. Develop flexible, high-impact courses tailored for professional practitioners;
- k. Implement mechanisms to increase access to course materials for full-time, blended learning, open and distance learning (ODL), and professional students;
- l. Gradually reduce the staff-to-student ratio across the University; and
- m. Improve feedback systems from students and relevant professional bodies to inform continuous improvement.

2.2.2 Conduct of Examinations

The conduct of examinations at Lumina Open University shall be carried out in strict accordance with the University Examination Manual. The Timetable and Examination Committee, Quality Assurance and Academic Standards Committee (QAASC), and other designated bodies shall supervise and monitor the examination process to ensure full compliance with the examination manual and Senate directives. QAASC will oversee the implementation of internal quality assurance guidelines across all examination activities and report directly to the Vice-Chancellor. Lumina Open University shall ensure the following:

- a. Nomination of qualified external examiners for both undergraduate and postgraduate programmes to uphold academic standards;
- b. Preparation of examination questions and marking guides in accordance with the University's prescribed formats, ensuring secure handling of examination materials following Senate guidelines;
- c. Moderation of examination questions, marking guides, projects, and submission of evaluation reports by appointed external examiners;
- d. Wide dissemination of the draft examination timetable at least three weeks prior to the start of examinations;
- e. Proper invigilation of examinations, thorough marking and vetting of student scripts, timely return of scripts to students, and prompt uploading of results as per the academic schedule;
- f. Conduct of result processing during departmental and college academic board meetings, followed by comprehensive reporting to the Vice-Chancellor; and
- g. Regular evaluation of lecturers by students, with constructive feedback communicated to lecturers to promote continuous improvement.

2.2.3 Conduct of Research

Lumina Open University's internal quality assurance guidelines for research conduct shall align with its established research policy. The University is committed to:

- a. Attracting and retaining distinguished academics and researchers of high calibre;
- b. Providing robust institutional support to departments and faculties to advance their research agendas;
- c. Creating a conducive and collaborative environment that fosters focused and innovative research;
- d. Encouraging interdisciplinary, multidisciplinary, and transdisciplinary research collaborations across diverse disciplines to strengthen the University's research impact;
- e. Enhancing administrative and support services to promote research excellence and facilitate effective knowledge transfer;
- f. Fostering international, regional, and local research partnerships to support high-quality research initiatives;
- g. Upholding and promoting the highest standards of ethical research conduct; and
- h. Equipping departments with well-resourced research laboratories and ensuring their ongoing maintenance and functionality.
- i. Here's a polished rewrite of that section, adapted for Lumina Open University:

2.2.4 Use of Time and Space

Lumina Open University shall ensure the effective and appropriate use of University time and space to enhance teaching, learning, and research by implementing the following measures:

- a. Faculty members are required to attend all assigned classes, arrive punctually, and respect the scheduled time without overlapping or encroaching on other lecturers' sessions;
- b. Office hours for student consultations must be clearly posted and consistently observed;
- c. Faculty and staff shall be available to students outside office hours by appointment;
- d. Class attendance records shall be accurately maintained and uploaded daily to the University's online portal;
- e. Students who fail to comply with class attendance regulations will be denied access to examinations;
- f. The lecture timetable shall be widely publicized and strictly adhered to by both faculty and students.

2.2.5 Student Services

Lumina Open University is committed to providing comprehensive student services that ensure an exceptional student experience both on campus and beyond. All available student services and their relevance are clearly outlined in the student handbook. Lumina Open University shall:

- i. Support the holistic development of students, including their spiritual growth;
Deliver excellent library services to underpin teaching, learning, and research activities;
- ii. Ensure high-quality student service delivery through dedicated units such as the Registry, Student Affairs, Counselling Centre, Student Support Programme (SSP), Chaplaincy Service, Medical Centre, and Strategic Business Unit;
- iii. Enhance support services tailored specifically to the needs of international students.

2.2.6 Administration and Management Processes

The day-to-day administration of Lumina Open University shall be overseen by the University Central Management Board, consisting of the Vice-Chancellor, Registrar, Director of Financial Services, Director of the Centre for Learning Resources, Deans of Colleges, Dean of Student Affairs, and other key officials. Their responsibilities include:

- a. Embedding a strong spiritual ethos throughout all facets of University life;
- b. Fostering a unique and positive University culture;

- c. Promoting an inclusive and participatory style of governance;
- d. Ensuring a safe and secure environment for learning, work, and living;
- e. Upholding a positive corporate image and managing effective public relations;
- f. Facilitating efficient and transparent internal and external communications.

2.2.7 Leadership

The Chancellor, Board of Regents, and Principal Officers of Lumina Open University shall provide strategic oversight and governance, ensuring that the University's resources are effectively managed and optimally utilized to deliver high-quality education.

2.2.8 Community and International Participation

Lumina Open University shall actively promote the involvement of faculty, staff, and students in community and international engagement initiatives by:

- a. Integrating community engagement as a fundamental component of the educational experience;
- b. Aligning community projects and programmes closely with the University's research and academic strengths;
- c. Developing a clear, comprehensive vision and framework for community engagement;
- d. Establishing strong evaluation systems to monitor and assess all outreach activities;
- e. Fostering collaborative partnerships to identify societal challenges and effectively apply the University's research expertise in addressing them;
- f. Supporting and enhancing participation in international activities and networks;
- g. Ensuring that research outcomes are leveraged to generate sustainable income streams.

2.2.9 Quality Assurance

Lumina Open University shall employ a variety of strategies and tools to evaluate the achievement of its quality assurance (QA) objectives. Key approaches include:

- a. Conducting anonymous and identified online surveys of students, graduates, alumni, faculty, and staff to gather objective feedback on University operations;
- b. Performing regular internal and external audits of the University's financial transactions;
- c. Utilizing the African Quality Rating Mechanism (AQRM) questionnaires periodically for internal reviews of the institution and academic programmes;
- d. Assessing community impact through feedback on community satisfaction;
- e. Systematically conducting surveys, collecting and analyzing data, and providing qualitative feedback to University management via the central Quality Assurance and Academic Standards (QAAS) unit and other relevant bodies.

The Central Quality Assurance and Academic Standards Committee (QAASC), appointed periodically by the Vice-Chancellor, is responsible for overseeing and implementing the University's QA processes.

QAASC is supported by corresponding committees at the college and departmental levels, namely the College QAAS Committee and the Departmental QAAS Committee. These committees perform advisory, supervisory, and oversight functions within their respective scopes.

QAASC shall convene statutory meetings monthly to discuss quality assurance, academic standards, teaching and learning resources, and other academic matters. The Committee will make recommendations to University management for implementation.

3 POLICY ON EXTERNAL QUALITY ASSURANCE

Lumina Open University shall fully comply with the external quality assurance requirements set by recognized regulatory agencies, including the National Universities Commission (NUC) and relevant professional bodies. All necessary documentation for programme and institutional accreditation will be promptly made available to these regulatory authorities. The University is committed to ensuring timely accreditation of programmes, institutional accreditation, institutional audits, and the moderation of undergraduate and postgraduate examinations by external examiners.

3.1 Visitations to Proposed Academic Programmes

The Central Quality Assurance and Academic Standards Committee (QAASC) shall conduct mock resource verification visits to proposed academic programmes to assess their readiness ahead of external assessment team visits. Additionally, QAASC will perform mock accreditation visits for programmes due for accreditation to prepare them for evaluation by regulatory and professional bodies. Follow-up visits will be carried out to confirm that any weaknesses identified during mock resource verification or accreditation visits have been adequately addressed.

4 MONITORING AND EVALUATION

4.1 Monitoring and Inventory of Teaching and Learning Facilities

The Central Quality Assurance and Academic Standards Committee (QAASC) shall regularly monitor the University's teaching and learning facilities. QAAS officers will conduct visits to classrooms, lecture halls, laboratories, and studios to assess lecturer and student attendance, check the availability and functionality of teaching aids, and evaluate the conduciveness of the learning environment. They will also maintain an up-to-date inventory of all teaching and learning resources and report their findings to the central QAAS committee. Weekly and monthly reports, along with recommendations for improvements, will be submitted to University Management. Furthermore, the committee will collaborate closely with other University units responsible for campus services.

4.2 Lecture Monitoring Form

In line with Lumina Open University's commitment to a strong learning culture, attendance by both faculty and students at lectures is mandatory. Students must achieve a minimum of 75% attendance in lectures to qualify for examination eligibility. A lecture monitoring form has been designed to systematically capture attendance data, assisting University Management in decision-making processes.

4.3 Student Evaluation of Course Lecturers

Students are required to evaluate the teaching effectiveness of their lecturers before the commencement of semester examinations. Constructive feedback will be provided to lecturers based on these evaluations. Participation in the evaluation process is compulsory, and students who have not completed course evaluations will be ineligible to sit for the corresponding examinations.

4.4 Monitoring and Inventory of Halls of Residence

The Central Quality Assurance and Academic Standards Committee (QAASC) shall regularly monitor the condition of both postgraduate and undergraduate halls of residence, providing periodic reports to University Management. Tutorial rooms within the halls shall be adequately equipped to foster and promote a strong reading culture among students.

4.5 Monitoring of Examinations

Lumina Open University maintains a zero-tolerance policy towards examination misconduct and malpractice. The central QAAS unit, in collaboration with other designated University bodies and the

Timetable and Examinations Committee, shall rigorously monitor all examinations to uphold integrity and fairness.

5 POLICY REVIEW

The Quality Assurance policy of Lumina Open University shall undergo a comprehensive review every five years. This process will involve consultation with all relevant stakeholders before the revised policy is submitted to University Management and Senate for approval.

6 CONCLUSION

The Lumina Open University Quality Assurance policy aims to establish a culture of total quality management across all levels of the institution. Quality must be a core value and shared responsibility of every member of the University community. From student admissions and staff recruitment to teaching, examinations, results processing, and graduation, all processes must embody the principles of quality assurance. Timely implementation of this policy will strengthen the Lumina brand, prevent defects, and ensure the University fulfills its mission of developing future leaders who will challenge the status quo and become innovative, responsible global citizens.

To support these goals, the establishment of a Directorate of Quality Assurance and Academic Standards, fully backed by University Management, is urgently needed.