WOMEN`S UNIVERSITY IN AFRICA

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Addressing Gender Disparity and Fostering Equity in University Education

FROM THE QUALITY ASSURANCE OFFICE

Policy Summaries

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A) Policies on Teaching and Learning

1. Admissions Policy

The policy sets out the framework governing student admission, registration, progression, and related academic processes. The policy aims to promote equitable access to higher education while maintaining academic standards and outlines admission requirements for certificate, diploma, undergraduate, postgraduate diplomas, masters and doctoral programmes. It specifies procedures for advertising programmes, processing applications, student selection, registration, exemptions, credit transfers, programme changes, attendance, deferment of studies, withdrawals, and termination of studies. The policy also provides for special admissions pathways such as Accreditation of Prior Learning (APL), foundation and bridging courses, and admission of international students. It defines the roles and responsibilities of Faculties, the Admissions Office, Senate, Registry, Marketing Department, and other stakeholders to ensure transparent, efficient, and consistent management of student admissions and records while safeguarding academic integrity and compliance with university regulations and the requirements of regulatory authorities.

2. Continuing Education Policy

The policy establishes the framework for the development, approval, delivery, quality assurance, and management of continuing education programmes. . The policy recognises continuing education as an extension of the University's teaching, research, innovation, industrialisation, and community engagement mandate, providing flexible, accessible, and affordable learning opportunities that address skills gaps and promote gender equity in higher education. It applies across all faculties and departments and outlines principles such as quality enhancement, legal compliance, collaboration, benchmarking, continuous improvement, and value creation. The policy requires all programmes to be developed and approved through academic structures, aligned with Education 5.0 and the University's strategic objectives, and delivered through face-to-face, online, or blended modes. It also establishes procedures for participant management, certification, quality assurance, financial sustainability, revenue sharing, and monitoring, while defining the responsibilities of faculties, departments, support services, and the Continuing Education Department in coordinating and promoting programmes that meet community and professional development needs.

3. Internationalisation Policy

The policy provides a framework for integrating international, intercultural, and global dimensions into the teaching, research, innovation, community engagement, and service functions. The policy aims to enhance the University's global visibility, academic quality, research impact, and competitiveness by promoting international partnerships, staff and student mobility, joint academic programmes, internationalised curricula, research collaboration, and engagement with global networks. It seeks to develop globally competitive graduates and staff, attract international students and academics, foster cultural diversity and inclusion, and create opportunities for international funding and knowledge exchange. The policy also establishes

governance structures, including an Internationalisation Directorate and Senate Committee, to coordinate and monitor implementation, ensuring that internationalisation activities contribute to the University's strategic objectives, Education 5.0 mandate, quality enhancement, and long-term institutional growth.

4. Quality Assurance, Teaching and Learning Policy

The policy establishes a comprehensive framework for ensuring, monitoring, and continuously improving the quality of teaching, learning, research, innovation, community engagement, and support services. . The policy aims to align the University's operations with national and international quality standards, particularly those of ZIMCHE, by promoting a culture of quality, accountability, evidence-based decision-making, stakeholder engagement, and continuous improvement. It applies to all faculties, departments, support services, staff, students, campuses, and institutional resources, and outlines standards for the institution's vision, mission, values and culture statement, governance, leadership and strategic management, human resources management, financial management, physical facilities and infrastructure, external relations, partnerships and internationalisation, internal quality assurance, student recruitment and admission, curriculum design and review, teaching and learning, student assessment, research, innovation, industrialisation and intellectual property, student support services, community service, outreach and engagement, public communication, and information and data management. The policy establishes quality management structures which oversee compliance, quality enhancement, programme review, stakeholder feedback, institutional audits, and performance monitoring. Overall, the policy seeks to ensure that WUA delivers high-quality, inclusive, relevant, and internationally competitive education while fostering excellence in all aspects of the University's operations.

5. Work-Related Learning Policy

The Work-Related Learning (WRL) Policy of provides a framework for integrating academic learning with practical workplace experience. WRL is a compulsory, credit-bearing component of degree programmes that enables interns to apply theoretical knowledge in professional settings, develop practical skills, enhance employability, and gain exposure to real work environments. The policy outlines the roles and responsibilities of interns, host organisations, university supervisors, and WRL coordinators, while emphasising professionalism, discipline, confidentiality, and adherence to workplace regulations. It also establishes procedures for supervision, assessment, reporting, registration, duration of attachment, and conflict resolution to ensure that interns receive meaningful learning experiences that benefit both the student and the host organisation.

6. Training and Development Policy

The policy provides a framework for staff training, skills development, and continuous learning. . The policy aims to enhance employee competence, productivity, career growth, and institutional performance through planned training and development programmes aligned with the University's strategic and operational needs. It establishes a structured process for identifying training needs, implementing induction programmes for new employees,

conducting in-service training, and evaluating the effectiveness of training interventions. The policy also provides for a Staff Development Committee responsible for overseeing training initiatives, allocating training resources, and monitoring skills development. Additionally, it outlines provisions for formal studies, study leave, scholarships, bonding arrangements, and study loans, enabling employees to pursue further education and professional qualifications while ensuring that acquired knowledge and skills contribute to the University's development. Overall, the policy promotes lifelong learning, staff capacity building, succession planning, and the development of a skilled and motivated workforce.

7. Research Data Management Policy

The policy establishes a framework for the responsible management of research data throughout the entire research lifecycle, from data collection and storage to sharing, preservation, and disposal. The policy aims to ensure that research data is managed in accordance with legal, ethical, intellectual property recognition, and funder requirements while promoting transparency, integrity, reproducibility, and Open Science principles. It applies to all researchers, staff, postgraduate students, visiting researchers, and collaborators, and covers all forms of research data, including datasets, software, audio-visual materials, laboratory records, survey results, and research outputs. The policy requires researchers to develop Data Management Plans (DMPs), use secure storage and backup systems, apply the FAIR principles (Findable, Accessible, Interoperable, and Reusable), and deposit research data in the University's repository where appropriate. It also defines provisions for data ownership, sharing, metadata standards, security, and short and long-term preservation of research data, while assigning oversight responsibilities to the Library Department, ICT Department, Research, Innovation and Postgraduate Centre, and other governance structures to ensure effective research data stewardship and compliance with relevant national legislation and international best practices.

8. Research Integrity Policy

The policy establishes the framework for promoting ethical, responsible, transparent, and high-quality research. The policy applies to all staff, students, researchers, supervisors, trainees, and collaborators involved in research and seeks to ensure that research is conducted with honesty, rigour, accountability, fairness, respect, and transparency. It defines and prohibits research misconduct, including plagiarism, fabrication, falsification of data, and other unethical practices, while promoting proper authorship, responsible publication of research findings, ethical clearance, sound supervision of student researchers, management of conflicts of interest, and compliance with legal and regulatory requirements. The policy also requires proper management and preservation of research data, encourages responsible collaboration through formal agreements, establishes mechanisms for investigating alleged breaches of research integrity, and assigns oversight responsibilities to structures such as the Research Board, Research Ethics Review Board, Research, Innovation and Postgraduate Centre, and Quality Assurance Department. Overall, the policy seeks to safeguard the credibility, reliability, and reputation of research undertaken at the University while fostering a culture of ethical scholarship and research excellence.

9. Grant Management Policy

As the number of grants awarded to various entities in the University increases, the challenges of compliance and effective implementation of these grants are anticipated to arise. This policy streamlines the administration and management of grants, research, publication, innovations, intellectual property rights, and contracts within the various units of the University and provides a transparent, compliant, and enabling environment for research administration and management.

This policy applies to all grants, research projects, consultancies, training infrastructure, and service delivery applied for by Faculties and affiliated staff from all entities of WUA. This policy covers all aspects of the research, grants, and sponsored programmes, including identification of funding opportunities, proposal development and submission, award negotiation and acceptance, financial account set-up, award management, and close-out.

10. Partnership Policy

The policy establishes the framework for the development, approval, management, and evaluation of strategic partnerships at WUA. The policy recognises partnerships as important mechanisms for advancing the University's mission by leveraging resources, expertise, funding opportunities, innovation, and stakeholder engagement. It outlines guiding principles for partnership development, including alignment with the University's strategic goals, mutual trust, respect, inclusivity, shared benefits, sustainability, and capacity enhancement. The policy requires careful due diligence when selecting partners and sets criteria for assessing potential collaborations, such as strategic relevance, institutional capacity, diversity and inclusion considerations, and value addition to the University. It further mandates that all partnerships be governed by formal written agreements, such as Memoranda of Understanding (MoUs), contracts, or letters of agreement, which clearly define objectives, roles and responsibilities, activities, financial arrangements, risk management measures, monitoring and evaluation processes, expected outcomes, and provisions for renewal or termination, thereby ensuring accountability, transparency, and mutually beneficial partnerships.

B) Policies With a Focus on Gender, Inclusion and Diversity

11. Gender and Diversity Policy

The policy sets out the commitment of WUA to promote gender equality, equity, diversity, inclusion, and the empowerment of women while preventing discrimination, harassment, and social exclusion. The policy applies to all students, staff, contractors, and visitors and seeks to mainstream gender and diversity considerations across recruitment, admissions, teaching and learning, research, governance, community engagement, and institutional planning. It promotes equal opportunities for women, men, and persons with disabilities through affirmative action, gender balanced representation in leadership and decision-making structures, disability inclusion, gender-responsive programmes, and inclusive workplace practices. The policy also establishes the roles of the Gender and Diversity Centre and the Gender Equality Committee,

provides for capacity building, awareness training, monitoring and evaluation, and requires the integration of gender and diversity indicators into performance management systems to ensure accountability and continuous improvement in creating an inclusive university environment.

12. Gender Focused Strategy

The gender-focused strategy outlines WUA's roadmap for positioning itself as a leading centre for gender-focused and women-centred research in Zimbabwe, the region, and beyond. The strategy seeks to generate high quality, gender responsive research and innovations that inform policy and practice while advancing gender equality, women's empowerment, and inclusive development. It prioritises three thematic areas: transformative education, improved health, and sustainable agriculture, with research focusing on issues such as girls' education, gender-based violence, STEM participation, digital skills and AI, mental health, reproductive health, women's participation in agribusiness, technology adoption, food safety, and the African Continental Free Trade Area (AfCFTA). The strategy commits 30% of the University Research Fund to gender research, promotes capacity building for researchers, particularly early-career women academics, and encourages strategic partnerships to increase research output, innovation, policy influence, and women's participation in research and industrialisation. Expected outcomes include increased gender-focused publications, stronger research capacity, expanded gender-responsive innovations, enhanced partnerships, and evidence-based decision-making.

13. Disability Policy

The policy sets out WUA's commitment to promoting inclusion, equality, and accessibility for students, staff, applicants, and visitors with disabilities. The policy seeks to eliminate discrimination and barriers to participation by ensuring accessible physical infrastructure, digital technologies, teaching and learning environments, communication systems, and employment opportunities. It aligns with international, national, and institutional frameworks on disability rights and provides for reasonable accommodation, disability-inclusive recruitment, accessible education, assistive technologies, and the establishment of a dedicated Disability Unit to coordinate support services. The policy also promotes disability awareness, data collection, monitoring and evaluation, and the allocation of financial and human resources to create an enabling environment where persons with disabilities can fully participate in university life and achieve their academic, professional, and personal aspirations.

14. Sexual Harassment Policy

The policy establishes a zero-tolerance framework for preventing, reporting, investigating, and addressing sexual harassment. The policy applies to all students, staff, contractors, clients, visitors, and service providers, both on and off university premises, and seeks to promote a safe, respectful, and gender-sensitive learning and working environment. It defines sexual harassment to include unwelcome physical, verbal, and non-verbal conduct of a sexual nature, outlines mechanisms for prevention through awareness, training, communication, and institutional support, and provides clear informal and formal complaint procedures. The policy emphasises fairness, confidentiality, protection against retaliation, prompt investigations, and

access to psychosocial support services. It also establishes the roles and responsibilities of management, employees, students, the Human Resources and Administration Department, the Gender and Diversity Centre, and the Office of the Vice Chancellor, while prescribing disciplinary measures ranging from warnings to dismissal or expulsion for perpetrators. Overall, the policy aims to uphold dignity, equality, safety, and accountability while ensuring effective prevention and redress of sexual harassment within the University community.

15. Protection from Sexual Exploitation, Abuse and Safeguarding Policy

The policy establishes a zero-tolerance approach to sexual exploitation, abuse, harassment, and all forms of harm affecting children, vulnerable adults, staff, students, and stakeholders. The policy applies to all employees, students, volunteers, contractors, partners, and service providers, and is guided by principles of prevention, dignity, respect, confidentiality, protection, and accountability. It prohibits sexual exploitation, abuse, child labour, neglect, harassment, and any abuse of power, while requiring all members of the University community to report safeguarding concerns. The policy outlines clear procedures for receiving, investigating, and resolving complaints, including anonymous reports, provides survivor-centred support such as counselling and referrals, and prescribes disciplinary action against perpetrators. It also emphasises safe recruitment, awareness training, monitoring, regular audits, and institutional responsibility to create and maintain a safe environment for all individuals interacting with the university.

C) With focus on Financial Management

16. Accounting Policies and Procedures Manual

The Accounting Policy and Procedures Manual provides the framework for financial management and accounting at WUA, ensuring responsible stewardship of resources, compliance with accounting standards, and effective internal controls. The manual outlines policies governing the management of receipts, expenditures, assets, payroll, donations, petty cash, financial reporting, and accounting records, while prescribing procedures for budgeting, procurement, authorisation, record keeping, document retention, and asset disposal. It requires the preparation of monthly management accounts, annual audited financial statements, maintenance of registers and ledgers, adherence to International Financial Reporting Standards (IFRS), and implementation of controls such as segregation of duties, proper authorisation, and regular audits to safeguard university assets and ensure transparency, accountability, accuracy, and efficiency in financial operations.

17. Procurement Policy and Procedures Manual

The policy establishes the framework for the procurement of goods, services, and works, promoting transparency, accountability, fairness, integrity, value for money, and gender responsive procurement. The policy applies to all staff involved in supply chain management and outlines procurement principles, roles and responsibilities, supplier qualification requirements, ethical standards, procurement methods, approval thresholds, tendering

procedures, contract management, risk management, audit requirements, and supplier payment processes. It requires competitive and transparent procurement practices, encourages the participation of women-owned businesses, supports the adoption of automated e-procurement systems, and provides mechanisms for procurement planning, dispute resolution, supplier performance evaluation, and regular policy review to ensure efficient, ethical, and accountable use of university resources.

18. Sustainable Infrastructure Development and Management Policy

The policy establishes a framework for the sustainable planning, development, management, maintenance, and utilisation of infrastructure and related assets. The policy aims to ensure that infrastructure supports the University's teaching, research, innovation, community engagement, and business objectives through efficient, cost-effective, environmentally sustainable, and gender-responsive management practices. It provides for long-term infrastructure planning, asset lifecycle management, maintenance programmes, ICT infrastructure integration, real estate management, occupational health and safety, access control, and security systems. The policy also defines the roles and responsibilities of key stakeholders, including Council, management, the Director of Works and Estates, and other departments, while promoting accessibility, energy and water efficiency, risk management, stakeholder participation, and compliance with legal and regulatory requirements. Additionally, it requires the development of annual infrastructure management plans, maintenance of an infrastructure asset register, prioritisation of projects based on need and available resources, and adoption of sustainable campus planning principles that support inclusion, flexibility, safety, and long-term institutional growth.

D) Policies with a Focus on Human Resources Management

19. Human Resources Policy and Procedures

The policy provides the framework for the management of human resources, promoting fair labour practices, gender equality, diversity, transparency, accountability, and employee well-being. The policy governs the entire employee lifecycle, including recruitment, selection, appointments, probation, induction, performance management, promotions, transfers, staff development, remuneration, leave administration, retirement, and termination of employment. It outlines the rights and responsibilities of employees and management, establishes procedures for performance appraisal, workplace safety and health, confidentiality, conflict of interest management, and prevention of sexual harassment, and provides benefits such as pension contributions, medical aid, funeral assistance, study opportunities, and various leave provisions. The policy also supports gender-responsive employment practices, continuous staff development, and effective governance through designated committees and administrative structures, ensuring that the University attracts, develops, and retains competent staff to achieve its academic and strategic goals.

20. Adjunct Professors and Academic Associates Policy

The policy establishes the framework for the appointment, management, and oversight of adjunct professors and academic associates. The policy aims to enhance teaching quality, research output, institutional visibility, academic excellence, and gender-inclusive scholarship through the engagement of external academics and professionals. It defines categories of academic associates, including research fellows and honorary professors, and sets out eligibility requirements, appointment procedures, contract terms, reporting obligations, performance evaluation mechanisms, and responsibilities. Adjunct professors are appointed primarily for teaching and student support, while academic associates contribute to research, postgraduate supervision, innovation, and academic capacity building. The policy also outlines entitlements, access to university resources, compliance with academic integrity and institutional policies, conditions for contract renewal or termination, and requirements for recognising the University in scholarly outputs, ensuring that appointments contribute meaningfully to the University's strategic goals and academic reputation.

21. Performance Based Bonus Policy Framework

The policy framework establishes a fair, transparent, and merit-based system for awarding employee bonuses. The framework applies to all employees and links bonus payments to both organisational and individual performance rather than treating bonuses as automatic entitlements. Organisational performance contributes 20% of the overall assessment and is measured using indicators such as student enrolment, student satisfaction, cash flow, leave liability, and audit outcomes, while individual performance contributes 80%, comprising achievement of agreed Key Performance Indicators (70%) and demonstration of the University's core values (10%). Bonuses are only payable when the University meets the minimum organisational performance threshold and when employees achieve satisfactory performance levels. The framework promotes accountability, excellence, innovation, and responsible resource management through structured performance planning, regular evaluations, moderation and appeals processes, and clear roles and responsibilities for employees, supervisors, Registry, and Quality Assurance.

22. Policy on the Engagement of Administrators as Part-time Lecturers

The policy establishes the framework for engaging administrative staff as part-time lecturers. The policy aims to supplement teaching capacity and utilise the expertise of administrative staff while ensuring that lecturing responsibilities do not interfere with their primary administrative duties. It outlines procedures for recruitment, appointment, contracts, remuneration, and performance management, requiring all positions to be advertised, candidates to be interviewed, and formal contracts to be signed. The policy stipulates that part-time lecturing by administrators may only be conducted outside normal working hours, including evenings, weekends, and online sessions, and covers responsibilities such as teaching, setting and marking assignments, supervising student attachments, and overseeing research projects. It also provides for compensation, access to appropriate working conditions, professional development opportunities, performance evaluations, and grievance procedures, ensuring quality teaching standards, accountability, and fairness in the engagement of administrative staff in academic activities.

23. Bereavement Policy

The policy outlines the support and assistance that WUA provides to full-time staff members in the event of the death of a staff member or an immediate family member. The policy provides for funeral assistance, compassionate leave, transport support, and institutional representation at funerals, while also detailing procedures for reporting bereavement and claiming benefits. In the event of the death of a staff member, the University provides funeral assistance, an ex-gratia payment, applicable pension and NSSA benefits, and payment of outstanding allowances and accrued leave. For the death of an immediate relative, defined as a spouse, biological child, or biological parent, the University provides funeral assistance, up to six days of compassionate leave, and transport support where necessary. The policy aims to demonstrate the University's commitment to the welfare and well-being of employees and their families during periods of bereavement while ensuring clear administrative procedures for accessing support.

E) Policies with a focus on Information and Communication Technology

24. Acceptable Use of Information and Communication Technology Resources Policy

This policy establishes the standards for the responsible, ethical, secure, and lawful use of the University's Information and Communication Technology (ICT) resources by staff, students, alumni, affiliates, and other authorised users. It promotes the use of technology to support teaching, learning, research, innovation, administration, and community engagement while protecting information privacy and confidentiality. The policy prohibits unauthorised access, use of illegal software, sharing of passwords, access to undesirable content, and misuse of ICT resources. It also permits the University to monitor ICT usage and enforce disciplinary measures for policy violations.

Bring Your Own Device Policy

The Bring Your Own Device Policy allows staff and students to use their personal devices such as laptops, tablets, and smartphones to access University systems and services. It aims to enhance flexibility and productivity while safeguarding University information through security controls, password protection, approved applications, and access management. The policy outlines acceptable and prohibited uses, clarifies user responsibilities, and limits the University's liability for personal devices.

Electronic Communications Policy

This policy governs the use of electronic communication platforms including email, messaging systems, SMS, social media, and other digital communication tools. It promotes professional, secure, respectful, and effective communication among University stakeholders while protecting privacy, confidentiality, and data security. The policy prohibits illegal activities, unauthorized access, phishing, malware distribution, and misuse of communication platforms and provides mechanisms for monitoring, incident reporting, and enforcement.

Information Security Management Policy

The policy establishes a framework for protecting the confidentiality, integrity, and availability of the University's information assets and systems. It provides guidance on risk management, security controls, incident response, business continuity, disaster recovery, data protection, security awareness, and compliance with legal and regulatory requirements. The policy assigns information security responsibilities to staff and departments while promoting continuous improvement of the University's Information Security Management System.

ICT Asset Management and Disposal Policy

This policy provides guidelines for the acquisition, registration, allocation, maintenance, protection, auditing, and disposal of ICT assets. It seeks to ensure efficient utilisation, accountability, security, sustainability, and proper stewardship of ICT resources throughout their lifecycle. The policy also requires secure erasure of data before disposal, regular asset audits, maintenance schedules, and compliance with disposal and environmental regulations.

Software Policy

The Software Policy regulates the acquisition, installation, licensing, maintenance, security, use, and disposal of software within the University. It ensures that all software is legally licensed, compatible with University systems, secure, and regularly updated. The policy prohibits unauthorised software installation and copying and establishes controls for software inventory management, compliance monitoring, and security assessments.

Artificial Intelligence (AI) Policy

The AI Policy provides a framework for the responsible, ethical, transparent, and accountable development, deployment, and use of artificial intelligence technologies within the University. It promotes fairness, inclusivity, privacy, data protection, and security while minimising bias and discrimination. The policy also supports AI education, research, community engagement, and establishes governance mechanisms, including oversight by an AI Ethics Committee.

Electronic Learning (E-Learning) Policy

This policy promotes the use of digital technologies to improve access to and quality of teaching and learning. It provides guidance on online and blended learning, learner support, staff training, content development, quality assurance, accessibility, digital inclusion, and management of the University's Learning Management System, myHope. The policy seeks to develop sustainable and effective technology-enabled learning models that support student-centred education.

Electronic Recording of Meetings Policy

The policy governs the recording, storage, access, use, retention, and disposal of recordings of meetings, teaching and learning activities, and other University events. It seeks to balance educational and administrative benefits of recording with privacy, confidentiality, intellectual property, accessibility, and data protection requirements. It prohibits secret recordings and requires appropriate notification, consent management, secure storage, and controlled access to recordings.

Change Management Policy

This policy establishes a structured framework for managing ICT-related changes, including changes to systems, applications, infrastructure, databases, cloud services, and technology platforms. It aims to ensure that changes are properly planned, assessed, approved, communicated, implemented, and monitored to minimise risks and disruptions. The policy defines change categories, approval processes, stakeholder responsibilities, and governance mechanisms to support controlled and successful ICT transformations.

F) Policies with a Focus on Library Resources and Services

25. Library Collection Development Policy

The policy establishes the framework for the development, acquisition, management, evaluation, and maintenance of library collections. The policy aims to ensure that library resources effectively support the University's teaching, learning, research, innovation, and academic programmes through the systematic selection of print, electronic, and multimedia materials. It outlines criteria for selecting and acquiring resources, including relevance to curricula, academic quality, cost-effectiveness, authoritativeness, and user needs, while promoting the use of digital resources where appropriate. The policy also provides guidance on gifts and donations, collection evaluation, replacement of lost or damaged materials, weeding of obsolete resources, preservation of valuable collections, and collaboration between faculty, students, and library staff in collection development. Additionally, it defines the roles and responsibilities of the University Librarian, Technical Services Librarian, and Faculty members in ensuring that the library maintains a relevant, balanced, and sustainable collection that meets the evolving information needs of the University community.

Institutional Repository and Open Access Policy

The policy establishes the framework for the management of the WUA's Institutional Repository and the promotion of open access to scholarly research and academic outputs. The policy requires staff, students, researchers, and visiting scholars to deposit their scholarly works, including journal articles, theses, dissertations, conference papers, datasets, presentations, and other research outputs, into the institutional repository to enhance visibility, accessibility, preservation, and global impact of University research. It promotes free and open access to publicly funded research, supports compliance with publisher and research funder requirements, and provides guidelines for submission, copyright management, preservation, access, reuse, withdrawal, and take-down of repository content. The policy also establishes governance structures, including the Library Committee and Open Access Committee, to oversee repository operations, quality assurance, dispute resolution, and long-term preservation of research outputs, thereby strengthening knowledge sharing, collaboration, and the University's research profile.

Reader Services Policy

The policy establishes the framework for the delivery and management of reader and information services at the Library, ensuring equitable, efficient, and user-centred access to library resources and facilities. The policy outlines procedures for library membership, circulation of materials, borrowing privileges, loan periods, renewals, fines, recalls, holds, confidentiality of library records, and user responsibilities. It also defines the functions of reader services, including reference services, information literacy training, orientation programmes, online resource access, inter-library loan services, research support, and library user education. The policy promotes fairness, professionalism, cooperation, respect, and responsible use of library resources while establishing rules for library conduct, security, resource management, and the clearance of students and staff. Additionally, it assigns responsibilities to the Reader Services Department, ICT Department, Accounts Department, and Public Relations, Communications and Marketing Department to support effective library service delivery and continuous improvement.

Library Stock Taking Policy

The policy establishes the procedures and standards for conducting stock taking exercises within the Library to ensure accurate management, valuation, and accountability of library resources. The policy requires biennial stock taking exercises and additional stock checks during special circumstances such as changes in library management. It provides procedures for physical verification of library holdings, comparison of physical stock against library records, updating of catalogues and databases, and maintenance of registers for acquisitions, books on loan, discarded materials, repaired books, missing items, and library assets. The policy aims to identify losses, determine the value and condition of library collections, assess library usage, support collection development, improve budget utilisation, and strengthen risk management. It also assigns responsibility for coordinating stock taking activities to the Technical Services Department, with support from the Internal Audit Department, ensuring that library resources are accurately recorded, monitored, and safeguarded.

Library ICT Policy

WUA makes use of electronic communications to share information and knowledge in support of the University's mission of providing quality tuition, research and service to the community and to empower students for leadership and developmental roles. To this end, the University supports and provides interactive electronic communications services and facilities for telecommunications, mail and publishing.

The Women's University in Africa Library ICT policy aims to establish rules and procedures applying to all members of the University Library to address issues particular to the use of ICT systems and services. It clarifies the applicability of law to electronic communications and references other University guidelines to ensure consistent application of the Library ICT Policy to all library members. Library members include the University's students, staff members and approved readers, as authorised to use Library electronic communications resources and services for research and academic purposes only.

Open Education Resources Policy

The policy establishes the framework for the creation, adoption, adaptation, sharing, and management of Open Educational Resources (OER). The policy promotes open, inclusive, and equitable access to high-quality teaching, learning and research materials by encouraging staff and students to develop and openly license educational resources using appropriate open licences, such as Creative Commons. It applies to educational materials including textbooks, course content, multimedia resources, online courses, and learning platforms used across undergraduate, postgraduate, continuing education, and online learning environments. The policy emphasises openness, quality assurance, accessibility, inclusivity, sustainability, ethical use, copyright compliance, and proper attribution of resources. It also requires OERs to be deposited in approved repositories, supports capacity building and incentives for OER development, promotes collaboration with national and international OER communities, and assigns implementation responsibilities to the Library Department, ICT Department, Quality Assurance Department, and other University structures to enhance knowledge sharing, innovation, and access to education.

Open Science Policy

The policy establishes the framework for promoting and implementing Open Science at WUA, with the aim of making research outputs, data, methods, and knowledge openly accessible, transparent, reproducible, and reusable. The policy applies to academic staff, researchers, students, visiting scholars, and collaborators, covering all research activities and outputs, including publications, datasets, software, and other scholarly works. It promotes open access publishing, open data sharing, citizen science, interdisciplinary collaboration, and the use of repositories to increase the visibility and impact of research. The policy requires researchers to deposit publications in open-access repositories, develop data management plans, provide quality metadata, and comply with ethical, legal, intellectual property, and data protection requirements. It also emphasises equity, inclusivity, sustainability, accountability, and capacity building, while assigning implementation and oversight responsibilities to the Library Department, Library Committee, ICT Department, Research, Innovation and Postgraduate Centre, Quality Assurance Department, and Internal Audit to ensure alignment with national and international Open Science best practices.

G) 26. The Internal Audit Charter

The Internal Audit Charter is a strategic policy document that defines the purpose, authority, and responsibilities of the internal audit function. It serves as the foundation for all internal audit activities and provides guidance to the Internal Audit team. The Internal Audit function derives its mandate from the Charter, the Zimbabwe Corporate Governance Code, and the International Code of Ethics for Internal Auditing. The Charter also outlines its reporting relationships with the Council, University Management, Heads of Department, and relevant committees.