

**SABARAGAMUWA UNIVERSITY OF SRI LANKA  
CENTRE FOR QUALITY ASSURANCE (CQA)**

**BY-LAWS GOVERNING INTERNAL QUALITY ASSURANCE**

**1. Preamble**

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| 1.1 This By-Law may be cited as the Centre for Quality Assurance By-Law No: <b>02 of 2020</b>  | Name of the By- Law                              |
| 1.2 The term University is referred to the Sabaragamuwa University of Sri Lanka. CQA and FQAC stand for Centre for Quality Assurance and Faculty Quality Assurance Cell, respectively. QAC stands for Quality Assurance Council of University Grants Commission (UGC)  | Abbreviations used                               |
| 1.3 In this By-Law, the term 'quality' implies the highest standards and relevance in excellence in undergraduate and postgraduate degree programmes to strengthen the ranking at national and global scale  | Definition of 'quality'                          |
| 1.4 As a policy, the University shall commit for continual improvement in its quality per following principles:<br>1.4.1 Comply with all applicable statutory laws and regulations<br>1.4.2 Continuously improve the effectiveness of the quality management system and make the best use of management resources in all quality matters<br>1.4.3 Review performance against the quality objectives throughout the University regularly<br>1.4.4 Adopt a forward-looking view on future expansions of higher education, which may have a positive impact on quality and demand in higher education | Quality improvement principles of the University |

Produce world-class graduates with high professional standard

**2 Quality objectives**

Centre for Quality Assurance of Sabaragamuwa University looks up to achieve the excellence in undergraduate and postgraduate degree programmes to strengthen the ranking at national and global scale.

**2.1 Recommended objectives and functions of the University's Centre for Quality Assurance**

1. The CQA should seek to:

- a. Institutionalize a culture of quality assurance in accordance with national guidelines and international practices
  - b. Ensure that the university procedures are aligned with UGC guidelines and national requirements
  - c. Develop and maintain favourable public perception of the university, through improved quality of education based on consistent practice of quality assurance procedures
2. In order to achieve these objectives, the major functions of the CQA should include:
- a. Support the university and programme offering entities within the university (i. e. departments of study, faculties and institutes), in preparation for external quality assurance assessments and accreditation requirements.
  - b. Offer guidance and assistance to programme offering entities in defining programme objectives and outcomes, graduate profiles, and course curricula which are in accordance with national reference points such as the Sri Lanka Qualifications Framework and Subject Benchmark Statements
  - c. Support establishment and effective functioning of Faculty QA Cells
  - d. Promote and coordinate all quality assurance related activities within the university, through conduct of workshops, seminars, development of manuals, and other appropriate capacity building activities
  - e. Liaise with the Quality Assurance Council of the UGC and other external quality assurance agencies as well as relevant international agencies
  - f. Develop, review and revise by-laws and standard operational procedures necessary for governance and management of the CQA

### **3. Formation of CQA**

Composition of CQA

#### **3.1 Committee Composition and Meetings**

The composition of the Senate Standing Committee on Quality Assurance consisted of following composition according to the Circular No. 09/2019. The participation of Vice Chancellor as the chairperson at the Senate Standing Committee on Quality Assurance in the University was emphasized so that the true position of QA work in

Universities is discussed and stated that QA work should not be over powered by the administrative body.

- a. Vice-Chancellor (Chair of Committee)
- b. Deputy Vice-Chancellor (where relevant)
- c. Director, CQA
- d. Deans of all Faculties, Directors of undergraduate and postgraduate institutes affiliated to the University, and Rectors of campuses affiliated to the University
- e. The IQA Coordinators of Faculties, Institutes and Campuses, as recommended by the respective Faculty Board or Board of Management
- f. Registrar (or nominee)
- g. Bursar (or nominee)
- h. Librarian (or nominee)
- i. Director, Staff Development Centre
- j. Director, Centre for Continuing Education (or similar entity)
- k. Convener / Secretary to the Standing Committee should be the AR, SAR, or DR of the Academic division of the University)
- l. Any other member recommended by the Council

### **3.2 Quorum**

Quorum shall be 50% of the membership.

### **3.3 Meetings**

The Senate Standing Committee on QA shall meet on monthly basis. It may also consider matters by correspondence. The number of meetings per year shall not be less than ten.

### **3.4 Terms of Office**

Terms of Office for appointed members of this Committee will be one year.

## **4. Formation of FQAC**

Composition of FQAC to perform at faculty level

### **4.1 Committee Composition and Meetings**

Each faculty and Centre for Distance and Continuing Education (CDCE) shall setup an FQACs comprising the

following members to perform duties related to quality assurance at faculty level;

- a. The Dean of the Faculty shall chair the Committee
- b. Heads of the Departments
- c. Coordinator
- d. A representative of each Department in the Faculty
- e. One professor in the Faculty
- f. Two student representatives
- g. Representative of the Technical Staff
- h. Representative of Secretarial staff
- i. Assistant Registrar of the Faculty will act as the Convener

Coordinator of the FQAC shall be appointed by the Faculty Board or equivalent body.

#### **4.2 Quorum**

Quorum shall be 50% of the membership.

#### **4.3 Meetings**

The Committee shall meet at least once in two months (minimum of 6 meetings per year). It may also consider matters by correspondence.

#### **4.4 Terms of Office**

Terms of Office for appointed members of this Committee will be one year.

### **5. Appointment of CQA Director**

Appointment of CQA director and logistics arrangements

#### **5.1 Position within the University**

- 5.1.1 The post of Director, CQA should ideally be a full-time position. Since this may not be achievable in the near future, the Director should obtain a reduction in the academic workload by 50%. As the Director needs the support of all the Deans and other senior academics/administrative staff, it is important to position the Director at an appropriate level. Hence, the position of the Director can be specified in the HEI Organogram at the level of the DVC or at least at the level of a Rector or a Dean.

- 5.1.2 The director CQA should be free of other major administrative responsibilities in order to implement QA processes effectively. Since academic auditing is a part of internal quality assurance, the person should not be a DVC, Dean or an administrative Head of Department, in order to maintain the transparency of the quality assurance process.
- 5.1.3 He/she should be a senior academic/Professor with significant experience in administration (at least 3 years), as well as in the QA processes and have thorough knowledge of the external review process, since a Director bears important responsibility in this process. Where the Director CQA is not a professor, he/she should be an invited member of the Senate.
- 5.1.4 He/she should be appointed for a period of three years, with the concurrence of the UGC. He/she will be eligible for reappointment for not more than one more term of three years.

## **5.2 Logistics for the Director**

- 5.2.1 The Director, CQA should receive an honorarium of 25% of the basic salary per month, and a telecommunication allowance approved by the Council of the University as per the Commission Circular No 06/2015.
- 5.2.2 He/she should be provided with transport whenever necessary for official purposes.
- 5.2.3 The University authorities should provide suitable permanent office space for the CQA, together with internet and telephone facilities with a dedicated line.
- 5.2.4 The University/HEI should provide support staff (an incumbent Assistant Registrar, a Management Assistant and a Works Aide) on a permanent basis for the CQA to carry out their duties smoothly, as recommended in the previous UGC QA Circular letter of 30<sup>th</sup> October 2017 (ref UGC/QAAC/IQAU)

## **6. Responsibilities and Duties**

### **6.1 Director CQA**

The responsibilities of the Director, CQA should include the following:

1. Develop regulations for the CQA and obtain approval from the University Council for the same
2. Prepare operational guidelines for the CQA in accordance with the general guidelines developed by QAC of the UGC, and customized for the university's governance structure / organogram and specific implementation arrangement.
3. Develop a 3-year Strategic Plan for the CQA, obtain approval from the University Senate and Council and concurrence of the QAC of the UGC, before implementation.
4. Develop the annual work plan for the CQA and obtain approval from the University Senate and Council at the commencement of each calendar year.
5. Develop the annual budget for the QA activities in the university along with the university's annual budget estimates submitted to the Treasury, and obtain Finance Committee and Council approval
6. Ensure that the CQA is established on the university website and details are updated regularly
7. Report regularly on QA activities and progress to the University Senate and Council
8. Circulate notices of QA activities in the university to the university community and other universities
9. Conduct University and Faculty level awareness programs on QA
10. Initiate and support preparation of SER for Institutional Reviews
11. Motivate and support study programs to prepare SERs for Program Reviews
12. Provide necessary training and workshop for Self-Assessment Report (SER) preparation
13. Motivate and support academic staff to showcase best practices in QA
14. Develop relationships and liaise with international agencies and universities on QA activities

15. Support academic staff in the process of preparing proposals for the conduct of new degree programmes, and ensure that applications submitted to the UGC for approval in this regard are compliant with the Sri Lanka Qualification Framework
16. Report on university QA activities at the UGC Standing Committee on QA
17. Submit an annual report of the CQA to the QAC of the UGC
18. Convene and facilitate all meetings of CQA and FQACs
19. Assist manual preparation on QA aspects in Faculties
20. Make available to all staff and external stakeholders the results of external and internal reviews, including student surveys

## **6.2 Coordinator of the Faculty QA Cell**

Responsibilities and duties of FQAC coordinator

1. Promote a quality culture in the Faculty in all QA related activities as a representative
2. Liaise with the Director, Centre for Quality Assurance (CQA) of the University to coordinate university level Quality Assurance (QA) activities
3. Organize Faculty Level QA meetings on two months basis
4. Prepare the annual Faculty Quality Assurance report at the end of each year
5. Attend to specific issues as recommended by the University Quality Assurance Standing Committee from time to time
6. Provide guidance in preparation of Self-Evaluation Reports (SER) for Programme Review
7. Liaise with professional quality assurance and accreditation bodies on matters pertaining to QA and accreditation, if required
8. Monitor the collation and analysis of Faculty Level QA data such as peer review forms and student feedback forms
9. Coordinate with other related committees and units within the Faculty on matters related to QA activities
10. Answer and address issues related to QA raised by the faculty members in general
11. Report the activities of the Faculty QA Cell to the Faculty Board and CQA regularly

## **7. Standard Operation Guidelines**

### **7.1 Standard Operation Guidelines of CQA**

1. CQA presents detailed information about the Centre, its mission, functions and activities, and the collective perception of Faculty Quality Assurance Cells (FQACs).
2. The comprehensive self-analysis of the activities of the centre to identify its strengths, weaknesses, opportunities and threats (SWOT), and allows to suggest appropriate remedies where necessary
3. Identification of weaknesses and shortcomings in policy and in procedural, organisational and other matters, including teaching and learning, which can be remedied internally
4. CQA provides a framework within which the centre can continue to work in the future towards quality improvement
5. The CQA shall develop an annual work plan and the budget align with the University strategic development plan at the beginning of each academic year
6. Workshops, meetings and minutes will be published and circulated in accordance with the University's publication policy
7. Regular updating of the CQA web page
8. Deciding and procuring of minimum requirement of furniture, IT and required software for the maintenance of internal quality of the academic programmes of the University
9. Maintenance and updating of well-structured filing system within the CQA
10. Maintenance and updating of inventory on furniture, IT equipment and stationery
11. Providing professional support for the development of the university's policy in relation to quality assurance and improvement in line with good international practice
12. Driving new initiatives designed to resolve issues arising repeatedly in review reports
13. Supporting departments and units in implementing internal and external quality review processes
14. Publishing review reports and other relevant reports
15. Working with other institutions to improve the



cooperation in quality assurance (QA) activities

### **7.1 Standard Operation Guidelines of FQACs**

1. Promote quality enhancement activities within the faculty liaising with Curriculum Development Committee and other Faculty committees in facilitating necessary workshops
2. Liaise with the Centre for Quality Assurance (CQA) of the University of Sabaragamuwa in facilitating the conduct of Institutional Review and Programme Reviews in the Faculty
3. Compile evidence documents necessary for Institutional and Programme Reviews (IR and PR)
4. Implementation of follow-up actions for commendations and recommendations in Institution / Programme / Review reports, and monitor the progress
5. Liaise with FQACs in other Faculties within the University, to share good practices and enhance the quality of higher education in Sri Lanka
6. Analyse the FQAC data such as peer review forms and student feedback forms and prepare reports
7. Devise additional QA measures to the existing activities, based on the data collected on various QA indicators such as peer feedback student evaluation reports and external reviews
8. Develop annual work plan of FQAC align with University strategic development plan
9. The Faculty QA Committee is responsible to the Faculty Board for quality assurance and enhancement in the Faculty in conformity with the University's quality assurance framework.

Standard Operation Guidelines  
of FQACs

### **8. Introduction of New Degree Programmes**

- 8.1 Faculties shall be responsible for identifying a new Degree programmes based on the demand and need
- 8.2 Proposal of the new program shall be submitted to the director/CQA, together with the recommendation of the Faculty Board
- 8.3 The director/CQA shall forward the proposal to the Senate with its observations on adherence to the UGC guidelines, for the consideration of the Senate
- 8.4 The Senate shall appoint two external reviewers to review the detailed proposal

Commencement of new  
degree programmes

- 8.5 Based on the recommendations made by the external reviewers, the relevant faculty shall revise the detailed proposal and forward the same to the director/ CQA. The director/CQA shall ensure that the recommendations made by the external reviewers are addressed in the revised detailed proposal
- 8.6 The director/CQA shall submit the revised proposal to the Senate to proceed via the Council to the UGC

**9. Modifications to the Curriculum of an Existing Academic Programme**

Major revisions to the existing programs

- 9.1 Modifications identified by department/s or the faculty shall be reported to the Director/CQA in the specified format, with the recommendations of the Faculty Board. The Director/CQA shall forward the modifications with its observations to the Senate to proceed for the UGC approval
- 9.2 The department/s or faculty shall implement the modified curriculum with the next immediate intake of students

**10. Facilitating and Monitoring of Self Evaluation of Academic programmes and the University**

Implementation of recommendations

- 10.1 The CQA shall make the necessary arrangements to prepare self-evaluation reports and review all academic programmes and the University based on UGC guidelines
- 10.2 Implementation and monitoring of recommendations made by the QAC
- 10.3 Each academic programme and the University shall be responsible for implementing the recommendations made by the external reviewers
- 10.4 The CQA shall monitor the implementation of such recommendations by the relevant academic programmes and the University for self-evaluation