

TERMS OF REFERENCE (TOR) - CENTRE FOR QUALITY ASSURANCE (CQA)
SABARAGAMUWA UNIVERSITY OF SRI LANKA (SUSL)

To ensure smooth functioning of the Centre for Quality Assurance (CQA), the Term of Reference (TOR) for the office staff has been developed by the CQA.

TERMS OF REFERENCE (TOR) -SECRETARY, CENTRE FOR QUALITY ASSURANCE, SUSL

As per the UGC Circular 09/ 2019 the secretary to the Centre for Quality Assurance is appointed.

1. The secretary of the CQA, SUSL should perform her/ his duties closely with the Director, CQA, and it is important to work under the guidance of the Director of the CQA for proper functioning of the Centre in strengthening the quality assurance system in the University.
2. Secretary should assist the Director for coordinating the quality Assurance activities within the University.
3. Perform as the secretary to the Senate Standing Committee of Quality Assurance (SSC-QA) and sub committees appointed by SSC-QA or CQA.
 - SSC-QA (Senate Standing Committee on Quality Assurance) meeting and the other QA related meeting which are organized by the CQA, should be arranged by the secretary with the help of the office staff.
 - Sending of notices, sending meeting information and other communications with the QA cell members or SSC QA members, or other committee members are done by the secretary.
 - Minutes of the meetings such as SSC QA or other QA related meetings should be taken by the secretary.
 - The secretary should manage the zoom account of CQA and expect to handle it in a trustworthy manner.
4. Secretary should assist in preparation of progress reports to be submitted to the Senate and the Quality Assurance Council (*viz.* Quarter progress reports, Annual Reports etc).

5. Secretary should help the Director, in preparing the annual activity plan and the budget of the CQA. It is necessary to communicate with the QA cell coordinators to get their annual plan on time. Annual activity Plan should be submitted to the SSC QA meeting normally in the month of September enabling the approval on time by the Senate, Finance Committee and the Council. Normally approval for the activities and the budget should be granted by January of the following year.
6. Preparation of appointment letters, getting advances for activities also to be covered by the secretary. Furthermore, it is needed to prepare the letters to send for the University Administration.
7. It is very essential to have proper maintenance of the documentary system at the Centre. Thus close relationship should be maintained with the office staff (Developing officer, Management Assistant and the Works aid) and should advise them to work systematically, correctly up to their level best.
8. Monitor the activities at the CQA and monitor the reporting and recording system in the Centre (such as inventories maintained, record books for consumables, etc.). It should be a regular monitoring and if it is not done properly by the assigned member of the office staff, it is necessary to advice the person in writing.
9. Motivate the office staff to liaise with the best practices. It is a prime duty of the secretary to carry out the General Administration as an administrative officer.
10. Responsible of the custody of the records and properties of the CQA office (on behalf of the Registrar).
11. Annual procurement plan for the CQA should be prepared following a discussion with the Director, CQA.
12. It is advised to engage in other QA activities as assigned by the Director, CQA.
13. Support the Director in organizing workshops, seminars, awareness programme and other QA activities.
14. Help the Director, for the Programme Reviews (PR) of the Faculties and Institutional Reviews (IR) of the University.

15. Maintenance of the office properties should be well monitored. Advise the office staff to maintain all the physical properties.
16. It is advisable to use official email addresses for the official tasks and ensure the confidentiality of the information.
17. Assists the Director, for the implementation of Strategic Plan of the CQA and the action plan. Also help in monitoring the QA activities of the University.
18. Help the Director, in preparation of guides, manuals and other QA related documents.
19. Apart from all the duties mentioned above, it is necessary to cover the duties / responsibilities as per the Establishment code and its amendments, University act and its amendments, circulars issued/adapted by the UGC, procurement guidelines and its amendments, Internal Circular issued by the University or as per the decisions taken by the University top Administration (senate and council decisions), or as mentioned in the appointments letter.
20. On top of these duties and responsibilities, it is required to work under the rules and regulations as enforced by the University, UGC and the Government.

TERMS OF REFERENCE (TOR) –DEVELOPMENT OFFICER / RESEARCH ASSISTANT, CENTRE FOR QUALITY ASSURANCE, SUSL

1. Development officer / Research assistant should work under the guidance of the Director, CQA.
2. He / she should perform duties related QA activities of the university as assigned by the Director, CQA.
3. He / she should perform duties closely with the secretary of the CQA and it is necessary to assist secretary in QA activities of the University.
4. Should work distinctly dependable, trustworthy and should have strong character, working with proven ethic.

5. He / She should take the responsibility of coordinating with Centre for Computer Studies and update the web up to date.
6. He / she should collect all the quarterly progress reports and maintain the record on progress reports of QA Cells and CQA.
7. He / she should help the Director, in checking the compliances of new study programmes applications / revisions of existing programmes to the UGC application process (CODL programmes, Undergraduate programmes, postgraduate programmes) before it submit to the UCEC (University Curriculum Evaluation Committee).
8. Assist the Director and the Secretary in organizing workshops, seminars, awareness programmes (all the capacity building activities) conducted by CQA. Reporting of workshops and analyzing the workshop feedback should be done immediately after the activity.
9. Assist the Director and the Secretary in preparing the Programme Reviews (PR) of the Faculties and Institutional Reviews (IR) of the University.
10. Maintain the documentary management system at the CQA.
11. Should maintain the confidentiality of the work done.
12. It is advisable to use official email addresses for the official tasks.
13. Help the Director and the secretary, in preparation of guides, manuals, SOPs and other QA related documents.
14. Assist the QA cell coordinators if they required any assistance from the CQA.
15. It is necessary to perform any other duties assigned by the Director, CQA or the Secretary, CQA.
16. Apart from all the duties mentioned above, it is necessary to cover the duties / responsibilities as per the Establishment code and its amendments, University act and its amendments, circulars issued/adapted by the UGC, procurement guidelines and its amendments, Internal Circular issued by the University or as per the decisions taken by the University top Administration (senate and council decisions), or as mentioned in the appointments letter.

17. On top of these duties and responsibilities, it is required to work under the rules and regulations as enforced by the University, UGC and the Government.

******In case where this position is empty, the responsibilities allocated should be shared by the Director, CQA and the Secretary of the CQA.***

TERMS OF REFERENCE (TOR) – MANAGEMENT ASSISTANT (MA), CENTRE FOR QUALITY ASSURANCE, SUSL

1. MA should work under the guidance of the Director and the Secretary.
2. He / she should perform all the clerical works at the CQA.
3. Should work distinctly dependable, trustworthy and should have strong character, working with proven ethic.
4. He / she should work as a responsible person and should maintain the confidentiality of the works done.
5. He/ she should process payments and settling advance related to the QA activities of the Centre with the guidance and the advice of the secretary.
6. He/ she should maintain all the reports and records at the Centre. It is advised to maintain all sort of records such as printing and photocopying records, consumable records etc. these records should be maintained.
7. He / she should maintain all the files and documents properly and up dated up to date. It is advised to maintain all the documents in digital data base. Should store hard copies of documents in an organized manner for easy retrieval.
8. He / she should facilitate the tasks of the Director and the Secretary.
9. He/ she should not disclose any document to any one without permission of the Director / the secretary.
10. Should send letters and messages to relevant people/ sections according to the advices given by the Director / the secretary. It is important to maintain the records to indicate

letters received and letters sent from the Centre. All the letters received should be placed in the proper file/ place with date stamp. It should be communicated to the Director / secretary for necessary actions.

11. Act as the receptionist of the Centre by receiving phone calls and guest in friendly and pleasant manner.
12. Respond to phone calls and forward the communications to the Director / the secretary for further action.
13. Help the secretary to organize meeting and other events organized by the Centre such as workshops, awareness programmes or seminars.
14. Assist the secretary in arranging tasks related to PR and IR.
15. Regularly check the necessary office supplies and take necessary steps to solve them through the guidance of the secretary.
16. Update the meeting schedule in the notice board at the Centre.
17. Perform regular inspections of material /machines/ files in order to ensure proper functioning as well as for proper placement, legibility.
18. Enter document identification codes and maintain the recording system in order to have easy access to documents.
19. Help the secretary in preparing the Annual Procurement Plan of the CQA
20. It is necessary to keep the office as a pleasant place with cleanliness and tidy getting the held from the office assistance (works aid)
21. It is advisable to use official email addresses for the official tasks.
22. It is necessary to perform any other duties assigned by the Director, CQA or the Secretary, CQA.
23. Apart from all the duties mentioned above, it is necessary to cover the duties / responsibilities as per the Establishment code and its amendments, University act and its amendments, circulars issued/adapted by the UGC, procurement guidelines and its amendments, Internal Circular issued by the University or as per the decisions taken by the University top Administration (senate and council decisions), or as mentioned in the appointments letter.

24. On top of these duties and responsibilities, it is required to work under the rules and regulations as enforced by the University, UGC and the Government.

TERMS OF REFERENCE (TOR) – WORKS AID, CENTRE FOR QUALITY ASSURANCE, SUSL

1. He / she should work under the guidance of Director and the Secretary of the CQA.
2. He / she should perform the duties assigned by the work of the Director, the Secretary, Research Assistant/ Development Officer and the Management Assistant.
3. Maintain the office environment in a very pleasant, clean and tidy.
4. Maintain the office cleaning log book and make sure that the office is in cleaned conditions.
5. If there is a request from the CQA office staff, he or she should take printouts and photocopies of the documents relevant to CQA.
6. He / she should maintain the record of printouts taken and photocopies that were taken.
7. In case of the absence of the Management Assistant, it is advisable to respond to the phone calls and welcome guests to the office and convey the message to the Director/ Secretary.
8. He / she should be responsible for carrying letters and handling of letters to the places within the University as per the instruction given by the Secretary or the Management Assistant. Proper records should be maintained and it is utmost important responsible for any liabilities (losses of letters, mishandling over and etc.).
9. He / she may operate the machines such as scanners, photocopies if required by the Centre and it is necessary to make the Secretary aware about any malfunctioning of machineries.
10. He/ she should maintain the confidentiality of the Centre and in any case there should not be mishandling of documents and sharing with others. It is necessary to work in ethical manner, maintaining the integrity among the staff members.
11. It is necessary to perform any other duties assigned by the Director, CQA or the Secretary, CQA.

12. Apart from all the duties mentioned above, it is necessary to cover the duties / responsibilities as per the Establishment code and its amendments, University act and its amendments, circulars issued/adapted by the UGC, procurement guidelines and its amendments, Internal Circular issued by the University or as per the decisions taken by the University top Administration (senate and council decisions), or as mentioned in the appointments letter.
13. On top of these duties and responsibilities, it is required to work under the rules and regulations as enforced by the University, UGC and the Government.

*******These Terms of References (TORs) have been designed based on the functions / tasks / requirements of the Centre for Quality Assurance (CQA), Sabaragamuwa University of Sri Lanka.***

***Director,
Centre for Quality Assurance,
Sabaragamuwa University of Sri Lanka,
April, 2022***