



STANDARD OPERATING PROCEDURES

CENTER FOR QUALITY ASSURANCE (CQA)

UNIVERSITY OF KELANIYA

January 2020

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Reference Number: SOP 001

Date: July 2017

Amended in January 2020

Subject: CQA goals, objectives, functions and organization

Purpose: To describe the overall goal, functions and organization of the CQA

OVERALL GOAL

The goal of the CQA shall be to promote a culture of quality assurance within the University of Kelaniya.

OBJECTIVES:

Objectives of CQA is to;

- Institutionalize a culture of quality assurance in accordance with national guidelines and international practices
- Ensure the university procedures are aligned with UGC guidelines and national requirements.
- Develop and maintain favourable public perception of the university through improved quality of education based on consistent practice of quality assurance procedures

FUNCTIONS:

The functions of the CQA shall be to,

1. Support the university and programme offering entities (units, departments, faculties and institutes) within the university in preparation for external quality assurance, assessment and accreditation requirements.
2. Offer guidance and assistance to programme offering entities in defining programme objectives and outcomes, graduate profiles, and curricula which are in accordance with national reference points such as the Sri Lanka qualification Frame work (SLQF) and Subject Benchmark Statements (SBS).
3. Support establishment and effective functioning of Faculty Quality Assurance Cells (FQAC)
4. Promote and coordinate quality assurance activities within the university and in institutions affiliated to the university through conduct of workshops, seminars, development of manuals and other appropriate capacity building activities.

5. Liaise with the Quality Assurance Council of University Grants Commission and other external quality assurance agencies as well as relevant international agencies.
6. Develop, review and revise by – laws and standard operational procedures necessary for governance and management of the CQA.
7. Assist the Vice-Chancellor in preparation of the self-evaluation report for institutional reviews.
8. Guide faculties and departments in the university and in institutions affiliated to the university, in preparation of self-evaluation reports for programme and subject reviews.
9. Facilitate implementation of follow-up actions recommended in subject, programme or institutional review reports, and monitor progress in their implementation.
10. Liaise with quality assurance units in other higher educational institutions, to share good practices and enhance the quality of higher education in Sri Lanka.

ORGANIZATIONAL STRUCTURE

The CQA shall be headed by a Director who shall be appointed as per SOP 4. The CQA shall be managed by a Standing Committee of the Senate, appointed as per SOPs 2 and 3. Quality Assurance activities at Faculty level shall be managed by Faculty Quality Assurance Cells (FQACs) established as per SOP 5.

Reference Number: SOP 002

Date: July 2017

Amended in January 2020

Subject: **Senate Standing committee on Quality Assurance**

Purpose: To describe the composition and functions of the Senate Standing committee for Quality Assurance (SSC - QA)

1. The composition of the Senate Standing committee on Quality Assurance shall be in accordance with the UGC circular no 2019/09.
2. The *ex-officio* members shall include Vice-Chancellor (Chair of the committee), Deputy Vice-Chancellor, Director CQA, Deans of all Faculties, and Directors of undergraduate and postgraduate institutes affiliated to the University.
3. Director of Centre for Distance & Continuing Education, Director Staff Development Centre, and Director University Statistics & Data Monitoring Unit.
4. Coordinators of Faculty Quality Assurance Cells (FQACs) of all Faculties and institutes, as recommended by the respective Faculty Board or Board of Management.
5. The Officers of the University (namely, the Registrar, the Bursar and the Librarian)
6. Secretary to the Standing Committee should be the AR/SAR/DR of the Academic Division
7. Any other member recommended by the Council
8. The Vice-Chancellor of the University of Kelaniya shall serve *ex-officio* as the Chairman of the Standing Committee. In the absence of the Vice-Chancellor, the Deputy Vice-Chancellor or the Director of the CQA shall serve as the *pro tem* Chairman of the SC.
9. The powers, duties and functions of the SC shall be as stipulated in the CQA By-Laws of the University of Kelaniya.
10. The CQA SC shall meet at least six times for each calendar year.

Reference Number: SOP 003

Date: July 2017

Amended in January 2020

Subject: Appointment of the non-*ex-officio* members of the SSC-QA

Purpose: To describe the procedure for appointment of non-*ex-officio* members of the CQA- SC

1. The Dean of each Faculty (except the Faculty of Graduate Studies) shall nominate one representative to the SSC-QA, from among the members of the Faculty Quality Assurance Cell. Such nominations shall be made known in writing to the Director CQA.
2. The Dean of each Faculty (except the Faculty of Graduate Studies) shall also inform the Director CQA of the name of the Coordinator of the Faculty Staff Development Centre.
3. The Council of the University shall nominate a member from amongst those appointed by the UGC, to serve as members of the SSC-QA. The Registrar shall inform the Director CQA of the name of such Council nominee.
4. The term of office of non-*ex-officio* members of the SSC-QA shall be for a period of three years, and they shall be eligible for re-appointment. Each such member shall be sent a formal letter of appointment signed by the Vice-Chancellor, at the request of the Director CQA. The letter of appointment shall include the effective start date and length of tenure of appointment. Such letter shall also include a list of the powers, duties and functions of the SSC-QA.
5. Membership will lapse if a non-*ex-officio* member fails to attend three consecutive meetings of the SSC-QA without reasonable excuse/apology, unless exceptional circumstances exist. The Director CQA will notify the member of such lapse of membership in writing. Steps shall be taken to fill the vacancy.
6. A non-*ex-officio* member may resign from the SSC-QA at any time, upon giving notice in writing to the Director CQA. Steps shall be taken to fill the vacancy.
7. Where a vacancy occurs mid-term, the person so appointed shall hold office for the remainder of the unexpired term of office.

Reference Number: SOP 004

Date: July 2017, amended May 2018

Amended in January 2020

Subject: Director - Center for Quality Assurance (CQA)

Purpose: To describe the procedure for appointment of the Director CQA and the duties and functions of the post

1. At least three months before the end of the tenure of the incumbent Director CQA, the Vice-Chancellor shall circulate an advertisement calling for applications for the post from the academic staff of the University, holding posts of Senior Lecturer Grade I or above, with significant experience in administration and with proven interest and past experience in Quality Assurance in Higher Education, especially in external quality assurance activities. Applicants shall be required to submit a self-prepared application along with the curriculum vitae and a statement of his / her vision for quality assurance in the University of Kelaniya.
2. The Vice-Chancellor shall appoint a sub-committee, consisting of two Deans and the Council nominee to the SSC -QA, to review the applications, interview the applicants if deemed necessary, and make recommendations regarding appointment of the next Director CQA.
3. The Director CQA should be free of additional administrative responsibilities in the University, and therefore should not hold posts such as Deputy Vice-Chancellor, Dean, Director or Head of Department.
4. The recommendations of the sub-committee shall be presented to the Council of the University for its approval. The appointee shall be sent a formal letter of appointment signed by the Vice-Chancellor, stating the effective date and tenure of appointment, together with the responsibilities of the post.
5. The responsibilities of the Director CQA shall be as stipulated in the QA By-Laws and relevant directives issued by the QAC of the UGC.
6. The term of office of the Director CQA shall be three years from the date of appointment. Unless removed from office, any person who has been appointed as Director CQA shall be eligible for re-appointment as Director. However, he / she shall not hold office for more than two consecutive terms.

7. If the Director CQA, by reason of leave, illness, absence from Sri Lanka or by any other cause is temporarily unable to perform the duties of his / her office, the Vice-Chancellor shall appoint a suitable person to carry on the duties and functions of the Director.
8. The office of the Director shall be deemed to be vacant if he/she is removed from office, or retires from University service, or resigns, or is for any other reason, unable to perform the duties of his / her office for a period exceeding three months.
9. The Council shall, in writing, remove the Director from office, if he/she is found guilty of fraudulent or illegal activities. The Director who ceases to hold office as Director shall revert to his / her substantive post.
10. The Director shall be invited to attend meetings of the Senate (if he / she is not already a member), and report on the activities of the Centre, on a regular basis.

Reference Number: SOP 005

Date: July 2017

Amended in January 2020

Subject: Faculty Quality Assurance Cell (FQAC)

Purpose: To describe the composition and functions of the FQAC

1. The composition of the Quality Assurance Cells in all Faculties (except the Faculty of Graduate Studies) shall be in accordance with the CQA By-Laws of the University of Kelaniya.
2. The *ex-officio* members shall include the Dean, the Heads of Department and the cadre Chair Professors in each Department of Study in the Faculty.
3. The Dean shall nominate three other members to the FQAC from among the senior academic staff of the Faculty, and make such appointments known to the Director CQA.
4. The term of office of non-*ex-officio* members of the FQAC shall be for a period of three years, and they shall be eligible for re-appointment. Each such member shall be sent a formal letter of appointment signed by the Vice-Chancellor of the University. The letter of appointment shall include the effective start date and length of tenure of appointment. Such letter shall also include a list of the powers, duties and functions of the FQAC.
5. The Dean of the Faculty shall serve *ex-officio* as Chairman of the FQAC. In the absence of the Dean, the FQAC representative on the SSC - QA shall serve as the *pro tem* Chairman.
6. Membership will lapse if a non-*ex-officio* member fails to attend three consecutive meetings of the FQAC without reasonable excuse/apology, unless exceptional circumstances exist. The Secretary FQAC will notify the member of such lapse of membership in writing. Steps shall be taken to fill the vacancy.
7. A non-*ex-officio* member may resign from the FQAC at any time, upon giving notice in writing to the Dean. Steps shall be taken to fill the vacancy.
8. Where a vacancy occurs mid-term, the person so appointed shall hold office for the remainder of the unexpired term of office.
9. The powers, duties and functions of the FQAC shall be as stipulated in the CQA By-Laws of the University of Kelaniya.
10. The FQAC shall meet at least six times for each calendar year.

11. The administrative officer (SAR or AR) assigned by the Vice-Chancellor and Registrar to the Faculty shall serve as the Secretary to the FQAC.

Reference Number: SOP 6

Date: July 2017

Amended in January 2020

Subject: Review of Standard Operating Procedures and Terms of Reference

Purpose: To describe the procedure for the approval of amendments to the Standard Operating Procedures

1. The Standard Operating Procedures shall be reviewed at least every two years and amended as necessary.
2. The Standard Operating Procedures may be amended by following the procedures set out below:
 - a. The proposed amendments must be in writing and circulated to all members of SSC-QA for their consideration.
 - b. The views of the members should be discussed and decisions should be taken at the next scheduled meeting of the SSC-QA. Any member unable to attend such a meeting may register his/her views in writing.
 - c. The proposed amendments shall be ratified if at least half of the members agree to the amendment.