Operational Guidelines for Centre for Quality Assurance of Eastern University, Sri Lanka.

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Centre for Quality Assurance of Eastern University, Sri Lanka.

1. Introduction

This document outlines the key aspects of the internal quality assurance approach of the Eastern University, Sri Lanka (EUSL) in compliance with the Commission Circular No. 04/2015 issued by the University Grants Commission (UGC) on 05thMay 2015. It includes the aims of the Center for Quality Assurance (CQA), the composition, the responsibilities and the functions of the CQA. It also includes the arrangements at the functional areas of the University, for the implementation of quality assurance activities.

As prescribed in the UGC Circular no 09/2019 the following recommended objectives and functions of the University's Centre for Quality Assurance.

2. Objectives of the CQA

The CQA should seek to,

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

3. Functions of the CQA

In order to achieve above objectives, the major functions of the CQA should include,

a) 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.
b) 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).
c) Support establishment and effective functioning of Faculty Quality Assurance Cells (FQAC)
d) 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.
e) Liaise with the Quality Assurance Council of University Grants Commission 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.

4. Aims of the Centre for Quality Assurance

The aims of the CQA of the University have been identified as follows in line as prescribed in the Internal Quality Assurance Manual for Sri Lankan Universities (2013), the areas of particular importance in CQA in EUSL include the following:

- Policy and procedures for higher education
- Approval, monitoring and periodic review of programmes and awards
- Teaching, Learning and Assessment of students
- Quality assurance of teaching staff
- Learning resources and student support
- Information systems
- Public information

5. CQA of Eastern University, Sri Lanka.

Center for Quality Assurance (CQA) of Eastern University of Sri Lanka was established in 2015 complying with the Commission Circular No. 04/2015 as a coordinated body of University Grants Commission's Quality Assurance and Accreditation Council funded by HETC project. CQA is primarily to safeguard academic standards and quality of higher education qualifications and to inform and encourage continuous improvement in the management of the quality of higher education. CQA of Eastern University oversees quality assurance for all teaching and learning processes, student support and institutional development. CQA ensures that the Eastern University operates in conformity with the Sri Lankan Qualification Framework (SLQF) and academic standards and accreditation set forth by Quality Assurance and Accreditation Council, UGC. The University's internal QA processes are complying within the Internal Quality Assurance Policy Framework.

6. Vision and Mission of the Centre for Quality Assurance, EUSL
Vision
Center for Quality Assurance (CQA) of Eastern University of Sri Lanka Looks up to achieve the excellence in undergraduate degree programs to strengthen the ranking at national and Global scale.

Mission

Create and activate a concrete quality assurance system in all the components of the higher education system in Eastern University of Sri Lanka and sustain the process of continuous improvements for all teaching, learning and student support axes and institutional development, based on local and international academic standards, compatible with the mission and vision of the University and consequently, achieve overall satisfaction and

harmony with the requirements of stakeholders qualifying the University to be nationally accredited.

- **Goals**

  Goal - 1: Monitor the Improvement on teaching, learning and assessment strategies
  Objectives:

  1. Ensuring the Implementation of the OBE and SCL approaches.

  2. Strengthening internal quality assurance mechanisms on study programme.

  Goal - 2: Maintain an effective Quality Assurance System in the University

  Objectives:

  1. Ensuring the alignment with the national policy on QA in HE.
  2. Enhancing internal quality assurance mechanisms.

  Goal - 3: Inculcating the culture of quality enhancement among students and all categories of staff.

  Objectives:

  1. Ensuring students' engagement on QA.
  2. Ensuring all categories of staff adopts the QA Culture

7. Composition of CQA

CQA is headed by the Director and supervised and advised by the Senate Standing Committee on Quality Assurance (SSCQA). This SSCQA is chaired by the Vice Chancellor of the University. SSCQA comprises representatives from all Faculties of Study, and Divisions of Administration, Finance and Academic Support. Accordingly, the members of the CQA are as follows:

(a) Vice Chancellor (Chairperson)
(b) Director, CQA
(c) Rector of the Trinco Campus
(d) Director, SVIAS
(e) Deans of all Faculties of Study
(f) Registrar
(g) Bursar
(h) Librarian
(i) Director, Staff Development Centre
(j) Director, CEDEC

(k) Coordinators of Faculty FQACs/IQACs
(l) Coordinator/ Postgraduate Studies of the University
(m) Secretary, CQA (DR/SAR/AR)

8. **Reporting Procedure of the CQA**

    The CQA will report the progress of its activities to the University Senate on monthly basis. Further, the FQAC's/IQACs of the Faculties of Study will present the progress of their activities monthly to the respective Faculty Boards, which will be subsequently reported to CQA to report to the Senate by CQA. The administration, finance and academic support divisions will present the progress of their activities monthly at the Academic and Administrative Officers' Meeting, which will be subsequently reported to the CQA.

9. **Role of the Faculty Quality Assurance Cells (FQACs) and the Internal Quality Assurance Cells (IQACs)**

    The FQAC/IQAC of a Faculty of Study is responsible for developing the guidelines relating to the quality assurance activities of the faculty and overseeing the implementation of such activities.

    These activities will revolve around the following aspects.

    1. Curriculum development, management and review
    2. Teaching, learning and assessment methods
    3. Learning environment (learning opportunities, resources and locations)
    4. Academic staff (staff training, upgrading knowledge and skills, student and peer observation, reflection etc.)
    5. Administrative staff (general administration and documentation)
    6. Student support services (including academic guidance and counseling)
    7. Students (including student progress and their achievements)

    To guide and facilitate the activities of FQAC/IQAC, an operating guideline has been prepared by CQA. The composition of the FQAC/IQAC should be determined by each faculty based on the structure and the nature of activities out of the faculty. However, it is highly recommended to adhere to a common format that will facilitate easy and effective communications among different departments/ units/boards of study of the faculty and between Faculty FQAC/IQAC and the CQA-EUSL.

10. Role of the Administrative, Finance and Academic Support Divisions

As Administrative, Finance and Academic Support Divisions of the University provide support services to carry out the academic activities of the various Faculties of Study; the respective Heads of these divisions are responsible for carrying out the following activities.

✓ Develop the guidelines for the conduct of functions of the respective divisions.

- ✓ Develop the relevant operating manuals required in carrying out the respective functions.
- ✓ Oversee the implementation of these functions in the respective divisions in line with
- ✓ Guidelines and procedures.
- ✓ Take remedial action when required.

In carrying out these activities, it is expected that these divisions secure the support of the relevant officials of the Faculties of Study.

11. Conclusion

Quality Assurance (QA) is a continuous process. Everyone in the University is collectively responsible for the QA of its education provision and standard of awards. Hence everyone is expected to improve the quality of activities that they are engaged in. The establishment of the stipulated internal processes would contribute to enhance the quality of the University as a whole leading to a quality culture.