

2.8. Policy for Internal Quality Assurance Cell

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2.8.1.	This policy shall be named the "policy for internal quality assurance cell" at the Faculty of Social Sciences and Humanities of the Rajarata University of Sri Lanka and it shall be abbreviated as the IQAC Policy/FSSH/RUSL.	Name of the policy
2.8.2.	Quality Assurance (QA) is the means by which an institution can assure and demonstrate with confidence and certainty that the standard and quality of its educational provisions are being monitored, maintained and enhanced in order to provide a quality based higher education. The concept of quality assurance was introduced to the Sri Lankan universities in 2001 as an initiative of the Committee of Vice-Chancellors and Directors (CVCD). Internal quality assurance units were set up in the universities on the recommendation of the University Grants Commission (UGC) and the CVCD during 2004 –	Introduction

	<p>2006, to carry out the university's quality assurance activities and co-ordinate these with the Quality Assurance and Accreditation Council (QAAC). Accordingly, the Internal Quality Assurance Cell (IQAC) of the Faculty of Social Sciences and Humanities of Rajarata University of Sri Lanka was established in accordance with the guidelines stipulated in the circular 014/2015 issued by the University Grants Commission. It also promotes measures for faculty level functioning towards quality enhancement through internalizing best practices in academic, academic-related and administrative processes.</p> <p>The quality assurance activities within the faculty will have dual purposes of accountability and enhancement in its core activities of learning and teaching, research and innovation, student experience and community engagement and involvement. These two together create trust in the faculty teaching and learning process, administration process and examination process. A successfully implemented quality assurance system with a well-established policy will provide information to assure the quality of the higher education institution's activities (accountability) as well as provide constructive advice and recommendations on how it should improve (enhancement). Quality assurance and quality enhancement are thus inter-related. They can support the development of a quality culture in the faculty that is embraced by all stakeholders; the students and staff, the institutional leadership and management and external parties.</p>	
2.8.3	<p>1. Highest quality of teaching and learning, curricula, research and innovation, community and alumni engagement outreach activities and student experience of the faculty are essential to the Faculty mission, goals and activities. Quality assurance and enhancement are part of both the Faculty mission and corporate plan for ensuring the faculty quality assurance processes, which are intrinsic to the work of all staff who are undertaking or supporting</p>	<p>Principles of the policy</p>

	<p>those core areas of the Faculty.</p> <ol style="list-style-type: none"><li data-bbox="395 335 1166 523">2. Overall responsibility for quality assurance within the Faculty and its documentation lies with the Director of the IQAC of the Faculty. Additionally, Quality is the responsibility of every member of staff of the Faculty.<li data-bbox="395 603 1166 898">3. Quality assurance and enhancement are collaborative and cooperative processes which are carried out in collaboration between the University Council, University Senate, IQAU, IQAC, Research and Publication Committee of the Faculty, Student Support units, staff, students, external experts and outside stakeholders.<li data-bbox="395 977 1166 1102">4. Internal quality assurance and enhancement practices at all areas of the Faculty are documented, monitored, reviewed and evaluated.<li data-bbox="395 1181 1166 1691">5. Internal quality assurance and enhancement are supported and facilitated by the Faculty, for execution and evaluation. They are based on the benchmarking and evidence-based approach. The Faculty evaluates its achievements against appropriate national and international benchmarks. Its quality assurance methods are evidence-based, where outcomes and feedback from stakeholders (including students, staff, employers and the community) will provide the basis for analyses and conclusions on which improvements are planned.<li data-bbox="395 1771 1166 2054">6. Internal quality assurance and enhancement are designed to meet internal and external reviews and recognition based on the principle of collegiality. The faculty procedures reflect the principles of rigorous peer review, as we aim to identify areas for improvement, to foster collaboration and exchange of best practice, and to encourage an ethos of	
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	both internal and external critical self-evaluation.	
	7. Internal quality assurance and enhancement are transparent, systematic, rigorous and equitable.	
2.8.4.	The Faculty quality assurance procedures provide a framework within which its departments/units can examine and enhance educational activities of students to ensure that they achieve this aspiration of excellence. Within the university level, the Faculty is responsible for the academic standards and for ensuring that the quality of learning experiences is appropriate to enable students to achieve those standards within the faculty. This documentation establishes the policy framework for handling the academic quality and standards of its educational provision.	Policy statement
2.8.5.	The key objectives of the IQAC Policy of the faculty shall be: <ol style="list-style-type: none"> 1. Promote measures necessary for faculty-level functioning towards quality enhancement through internalizing of best practices in academic, academic-related and administrative activities. 2. Promote accountability and enhancement in its core activities of learning and teaching, research and innovation, student experience and community engagement and involvement. 3. Create (or inculcate) the 'Quality Culture' within the institution that would be based around an internal system of continuous quality which seeks to provide quality education through a holistic approach on a day to day basis. 	Objectives of the policy
2.8.6.	This policy applies to all the students, academic, and non-academic staff/ units of the Faculty of Social Sciences and Humanities, Rajarata University of Sri Lanka (RUSL), including research and all other affiliated centres Hereinafter referred to as the "Faculty" or "FSSH". Also it aligns with the faculty cooperative plan and with its key	Scope of the policy

	goals and objectives.	
2.8.7	<p>Quality Assurance activities at Faculty level shall be managed by Faculty Quality Assurance Cell (FQAC). IQAC is responsible to establish and maintain quality of academic programme and allied services within the faculty. This committee (as pointed out in the section 6.5.2) receives its mandate from the Director/ Internal Quality Assurance Unit (QAU) /Rajarata University of Sri Lanka in consultation with Dean and Faculty Board. It has an executive function, monitoring, evaluating and enacting policies relevant to the BA and BA (Hons.) Degree programmes. It should ensure that all the programmes are complied with relevant accreditation standards. It has responsibility for the monitoring, evaluation, and continual improvement of the curriculum of Degree Programmes. The IQAC reports, on a regular basis, its decisions and recommendations from the Faculty Board. The FQAC has the mandate to create an environment that seeks to continually improve the quality of all academic and other related activities within the Faculty.</p>	Faculty Quality Assurance Cell (FQAC) and the purpose
2.8.8	<ul style="list-style-type: none"> a. Dean b. Heads of Departments c. Department Coordinator of –Department of Economics d. Department Coordinator of FQAC- Department of Archaeology and Heritage Management e. Department Coordinator of FQAC- Department of Humanities f. Department Coordinator of FQAC- Department of Languages g. Department Coordinator of FQAC- Department of Environmental Management h. Department Coordinator of FQAC- Department of English Language Teaching 	Composition of the FQAC

	<ul style="list-style-type: none"> i. Department Coordinator of FQAC- Department of Social Sciences j. Department Coordinator of FQAC – Department of Information Technology k. All the chairpersons of the Faculty level committees l. The cadre Chair Professor in each Department in the Faculty m. One (1) Senior Lecturer or above representing each of the Department n. Chairpersons of Board of Studies o. The administrative officer (SAR or AR) assigned to the Faculty p. One (1) Technical Officer selected from the non-academic staff of the Faculty q. Management Assistants from each department selected from the non-academic staff of the Faculty r. Ten (10) student representatives (8 undergraduates and 02 postgraduates) 	
2.8.9	The Faculty Board should appoint a central body, which may be named the Internal Quality Assurance Cell, headed by a Coordinator, to plan, organize, develop, facilitate and monitor all internal quality assurance programmes and activities.	By-Laws of the FQAC
2.8.9.1	<p>By-Laws for the key positions of the IQAC</p> <p>The Coordinator of the FQAC should be appointed for a period of three years. He / she should be a permanent academic staff member of the faculty with substantial experience and knowledge in staff development. The faculty authorities should provide office space, supportive staff, and logistics for the coordinator / FQAC to carry out his/her duties smoothly. The FQAC should prepare an annual work plan and submit it to the Senate via Faculty Board for approval before commencing a calendar year.</p> <p>Appointment is to be made by the Dean after evaluation of applicants' applications by a selection committee who would select the Co-ordinator. Unless removed from office, Co-ordinator</p>	

can be re-appointed after calling fresh applications at the end of the term. The maximum period one person can hold this position in only two terms.

Method of selection: By calling applications followed by an interview

The following members of the selection committee appointed by the Faculty Board shall evaluate the applications:

- a. Dean of the Faculty
- b. Director of Internal Quality Assurance Unit
- c. A member who has experience in Quality assurance aspects can be nominated by the Faculty Board among its members. These vacancies should be prior announced at the Faculty Board via Memo and followed that Faculty Board nominations can be made. All the nominations should be officially communicating through the established proper administrative channels. Priority should be given for those who have substantial experience in quality assurance aspects in university level and industrial level.

If the Coordinator, 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 Dean shall appoint a suitable person following the proper process of selection to the post mentioned above to carry on the duties and functions of the Coordinator.

The office of the Coordinator 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.

The Dean shall, in writing, remove the Coordinator from office, if he/she is found guilty of fraudulent or illegal activities. The Coordinator who ceases to hold office as Coordinator shall revert to his / her substantive post.

b. Department Coordinator of the FQAC

Department Coordinator of the FQAC shall be appointed among the members of the Department (excluding the Head).

	<p>Period of appointment: 3 years</p> <p>The Department Coordinators for the FQAC will be nominated by the Head of the respective Departments in a Department meeting and the list of proposed names of each department will be approved by the Faculty Board. Unless removed from office, Department Coordinator can be re-appointed. The maximum period one person can hold this position in only two terms.</p> <p>If the Department coordinator, 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 Head of the department shall appoint a suitable person to carry on the duties and functions of the Department Coordinator following the proper process of selection to the post mentioned above.</p> <p>The office of the Department Coordinator 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.</p> <p>The Faculty Board shall, in writing, remove the Department Coordinator from office, if he/she is found guilty of fraudulent or illegal activities. The Department Coordinator who ceases to hold office as Department Coordinator shall revert to his / her substantive post.</p> <p>The Department Coordinator shall be invited to attend meetings of the FQAC and Faculty Board and report on the activities of the department, on a regular basis.</p> <p>C. Secretary of FQAC</p> <p>A member appointed from the Department Coordinators shall serve as the secretary to the FQAC.</p>	
2.8.9.2	<p><i>By-Laws for meetings of the IAQC</i></p> <p>a. FQAC shall meet once a month or otherwise as required as the Dean, Faculty Board or the FQAC shall consider necessary. It may also consider matters by correspondence, subject to report. Meetings are led by the Dean, as the Chairman of the meeting, who in one's absence should assign this task to the Co-ordinator of the FQAC. Meeting</p>	

	<p>minutes should be taken by the appointed secretary and before to the next immediate meeting, the secretary of the FQAC should circulate it among all the members of FQAC of the faculty. The confirmed minutes should be approved at the Faculty Board.</p> <p>b. The Committee shall meet once a month or otherwise as required. Members of the Committee shall normally be given at least seven days' notice of a meeting. Agenda, place, date and time are set by the Coordinator, FQAC. Agenda is notified to other members, at least one week before the meeting date. Notification can be done electronically or by mail. Role – based email addresses should be used for this purpose and any personal email addresses are not permitted for the sender as well as the receiver.</p> <p>c. Quorum:</p> <p>a. The quorum shall be one third of the membership. If there are less than the quorum, the next meeting date is determined by the Chair and it is notified to members.</p> <p>b. The committee shall not meet without the chair being present or a substantive replacement nominated by him/her.</p>	
2.8.10	<p>The FQAC shall be the faculty's consultative body on matters pertaining to the objectives of the IQAU. Its responsibilities shall be to:</p> <p>a. Facilitate implementation of QA related policies of the University in liaising with FQAC of the Faculty.</p> <p>b. Promote quality enhancement activities (Academic Quality Enhancement Framework) within the faculty liaising with Curriculum & Academic Development Committee, Teaching Learning Committee, Higher Degrees Committee and other faculty committees and Departments.</p> <p>c. Liaise with the IQAU, QAC of University Grants</p>	<p>Functions and responsibilities of the IQAC</p>

	<p>Commission and the University Grants Commission in facilitating the conduct of external programme reviews in the faculty.</p> <ul style="list-style-type: none"> d. Facilitate implementation of follow-up actions recommended in institution/programme review reports, monitor progress in their implantation and report to the QAMC in this regard. e. Liaise with quality assurance bodies in other higher educational institutions, to share good practices and enhance the quality of higher education in the faculty. f. Support and monitor implementation of learning activities and assessments that promote the development of socio-emotional skills among students. g. Facilitate preparation of self-evaluation reports for programme reviews. h. Monitor the student feedback mechanism for both undergraduate and postgraduate degree programmes. i. Organize and verify the annual and periodic monitoring and review of degree programmes of the faculty. j. Organize, circulating and updating a complete electronic archive of all the documentation concerning the University's QA process. k. Provide advice to the Dean and the Faculty Board in relation to QA at the faculty level. l. Provide support to the faculty staff and students involving in QA processes, through organizing training and furnishing guidelines, operating instructions and any other tool of use in fostering comprehension and application. m. Report periodically all above activities to the Faculty Board and QAMC through the Dean or the Co-ordinator of FQAC. n. Facilitate to internalize good practices among all the departments/Units/Centres of the faculty. o. Coordinate all QA related activities within the faculty 	
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	<p>and providing advice on QA to departments.</p> <p>p. Conduct internal reviews of the faculty</p> <p>q. Report all QA related activities to the faculty board and university QA unit</p> <p>r. Coordinate all QA related activities within the faculty and providing advice on QA to departments</p> <p>s. Monitor teaching learning framework of each department</p> <p>t. Implement reviews (course/ teacher/peer/ student support) and taking follow up action.</p> <p>u. Conduct tracer studies.</p> <p>v. Conduct faculty level awareness programmes on quality assurance.</p> <p>w. Prepare self-evaluation report on programme review.</p> <p>x. Prepare QA-related guidelines and manuals of the faculty.</p> <p>y. Establish relevant committees and define their duties and responsibilities.</p> <p>z. Contribute in syllabus review process together with the faculty coordinator of the Curriculum Development Committee.</p>	
2.8.11	<p>The beneficiaries of the FQAC shall be;</p> <p>a. Academic members</p> <p>b. Non-academic members</p> <p>c. Students</p> <p>d. Community</p> <p>Benefits</p> <p>Establishment of FQAC policy shall be beneficial in;</p> <p>a. Maintaining and monitoring required standards of curriculum revision, program delivery, student assessment, student and peer evaluation of teaching, key performance indicators, operational procedures with respect to governance and management.</p>	<p>Beneficiaries and benefits of the IQAC Policy</p>

	<p>b. Organizing workshops, awareness programs, seminars and training programs to students, academic and non-academic staff members of the Faculty to enhance the quality of teaching-learning process</p> <p>c. Conducting surveys to get feedback from students, staff and other stakeholders and submitting recommendations to the Faculty Board based on the responses to continuously improve the quality of the teaching-learning process</p> <p>d. Facilitating and promoting good practices followed by other faculties/institutes</p> <p>e. Preparing QA-related guidelines, manuals and evaluation forms for the Faculty</p>	
2.8.12	<p>This policy should be implemented with following legislations and documentations under both the University and Faculty level.</p> <p>a. Related Acts, Rules, Regulations, Key Circulars and Legislations and Documentations content</p> <ul style="list-style-type: none"> • Commission Circular 04/ 2015 of the University Grants Commission on “Strengthening of Internal Quality Assurance System in Universities and Higher Educational Institutions through Internal Quality Assurance Units • UGC Circular 09/2019 : Further Strengthening of Internal Quality Assurance Systems in Universities and Higher Educational Institutions • A Bill on Quality Assurance and Accreditation in Higher Education (https://www.pdn.ac.lk/centers/iqau/upload/26-2019_E.pdf) • Internal Quality Assurance By-laws, No....., 2017 • Policy on “Learning and Teaching”, No....., 2019 • Policy on “Student Assessment” , No , 2019 • Policy on “Course Study Programme Approval” No....., 2019 	<p>Related legislations and documentations</p>

- Policy on “Staff Development”, No....., 2019
- Policy on “Open and Distance Learning”, No....., 2019
- Policy on “Career Development”, No....., 2019
- Policy on “Information and Communication Technology”
No....., 2019
- Sri Lanka Qualification Framework (SLQF), 2015
- Subject Benchmark Statements
- Codes of Practices

b. Faculty Level Legislations and Documentations

i. Policy Documents:

Policy for Academic Accountability

Policy for Awarding Gold Medal

Policy for Blended Learning

Policy for Faculty Business Linkage Cell Development

Policy for Differently Able Students

Policy for Human Recourse Development

Policy for Faculty Information Technology Usage

Policy for Internal Quality Assurance Cell

Policy for Knowledge Sharing after Promotion

Policy for Media

Policy for Mentors and Mentoring Program

Policy for Orientation

Policy for Research and Publication and Knowledge
Dissemination

Policy for Safety, Health and Environment

Policy for Staff Development

Policy for Students Grievances Management

Policy for Welfare Undergraduate

ii. Student Charter/ Scheme/ Maps/ Manuals/ Plans/ / Organogram

/ Student Data Base / Academic Calendar/ Student Handbooks /

Forms and News Letter:

	<ol style="list-style-type: none"> 01. Faculty student Charter 02. Scheme for Awarding excellence in Teaching 03. WIFI Map 04. Curriculum Map 05. Lab Manual-Guide lines 06. Space Management Plan 07. Faculty Action Plan 08. Plans/Programme for Promoting Ethnic Harmony, Multicultural Activities and Social Cohesion in the Faculty 09. Organogram / Hierarchy 10. Student Data Base Management 11. Academic Calendar 12. Students Hand Book/Undergraduate and Postgraduate 13. Forms for Employer Feedback, Students Feed Back/ External Expert /Peer Evaluation/ Online Learning Feedback /Google form for staff Profile 14. Faculty News Letter 	
2.8.13	<p>“Quality Assurance” is “the means through which an institution ensures and confirms that the conditions are in place for students to achieve the standards set by it or by another awarding body” (QAA 2004).</p> <p>“Quality Enhancement” is “an aspect of institutional quality management that is designed to secure, in the context of the constraints within which individual institutions operate, steady, reliable and demonstrable improvements in the quality of learning opportunities” (QAA 2006).</p> <p>The Council: Governing body of the Rajarata University of Sri Lanka</p> <p>The Senate: Senate of the Rajarata University of Sri Lanka</p>	<p>Definitions</p>

2.8.14	<p>Internal Quality Assurance Unit (IQAU): Internal Quality Assurance Unit of the Rajarata University of Sri Lanka</p> <p>Internal Quality Assurance Cell (IQAC): Internal Quality Assurance Cell of the Faculty of Social Sciences and Humanities</p> <p>Research and Publication Committee: Research and Publication Committee of the Faculty of Social Sciences and Humanities</p> <p>Curriculum Development Committee (CDC): Curriculum Development Committee of the Faculty of Social Sciences and Humanities</p> <p>Higher Degree Committee (HDC): Higher Degree Committee of the Faculty of Social Sciences and Humanities</p> <p>Programme Management Committee (PMC): Programme Management Committee of the Faculty of Social Sciences and Humanities</p> <p>Human and Physical Resources Committee (HPRC): Human and Physical Resources Committee of the Faculty of Social Sciences and Humanities</p> <p>Programme Design and Development Committee (PDDC): Programme Design and Development Committee of the Faculty of Social Sciences and Humanities</p> <p>Course/ Module Design and Development Committee (CDDC): Course/ Module Design and Development Committee of the Faculty of Social Sciences and Humanities</p> <p>Teaching and Learning Committee (TLC): Teaching and Learning Committee of the Faculty of Social Sciences and Humanities</p> <p>Learning Environment, Student Support and Progression Committee (LESSPC): Learning Environment, Student Support and Progression Committee of the Faculty of Social Sciences and</p>	Abbreviations
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	<p>Humanities</p> <p>Student Assessment and Awards Committee (SAAC): Student Assessment and Awards Committee of the Faculty of Social Sciences and Humanities</p> <p>Innovative and Healthy Practices Committee (IHPC): Innovative and Healthy Practices Committee of the Faculty of Social Sciences and Humanities</p> <p>Self-Evaluation Report Writing Committee (SERWC): Self-Evaluation Report Writing Committee of the Faculty of Social Sciences and Humanities</p> <p>Evidence Collection Committee for SER (ECCSER): Evidence Collection Committee for SER of the Faculty of Social Sciences and Humanities.</p> <p>FSSH : Faculty of Social Sciences and Humanities</p> <p>RUSL : Rajarata University of Sri Lanka</p> <p>IQAP : Internal Quality Assurance Policy</p> <p>TOR : Terms of References</p>	
2.8.15	<p>FQAC policy document has been prepared only in English medium. Therefore, if any mistakes were found in the original document, the Faculty can refer to the Rajarata University quality assurance policy as it aligned with the FQAC policy.</p> <p>If the mistakes found in the original document could not further be addressed considering the University IQA policy, the faculty can refer to IQA policy of the University Grant Commission to make the corrections.</p>	Statement