



QUALITY ASSURANCE POLICY

BHIKSU UNIVERSITY OF SRI LANKA

Approval authority	:The Council of Bhiksu University of Sri Lanka
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Description in Brief	:This policy specifies to promote efficient planning, management and provision of quality services in order to achieve excellence in higher education.

SECTION 1

Rationale

A higher education institute, like any other organization has specific processes that support the achievement of its teaching-learning-research missions and contribution to academic and societal development of the community and stakeholders at large. Evaluating quality in education is often based on which processes and procedures are in place to assure quality and, to a lesser extent, on an evaluation of the actual learning effect of the planned activities, including meeting the final competence goals of the programme. Assuring the quality of learning is the principal objective of quality assurance for an educational institution, and therefore assuring these processes is an important element in the overall quality-assurance policy.

SECTION 2

Scope

This policy applies to all the academic and non-academic staff/ units of the Bhiksu University of Sri Lanka (BUSL), including research and all other affiliated centres. Hereinafter referred to as the “University” or “BUSL”

SECTION 3

Definitions

Centre for Quality Assurance (CQA): Centre for Quality Assurance of the Bhiksu University of Sri Lanka.

Curriculum Development Committee (CDC): Curriculum Development Committee of the Bhiksu University of Sri Lanka.

Internal Quality Assurance Cell (IQAC): Internal Quality Assurance Cell of the Bhiksu University of Sri Lanka

Quality Assurance: A process of establishing stakeholder confidence that provision (input, processes, outcomes) fulfils expectations or measures up to threshold minimum requirements.

Quality Enhancement: Referred to as “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).

Research and Publication Committee: Research and Publication Committee of the Bhiksu University of Sri Lanka

Senate Standing Committee: Highest level quality assurance management committee chaired by the Vice Chancellor, as composition mentioned in the by-law no.

Staff Development Centre (SDC): Staff Development Centre of the Bhiksu University of Sri Lanka

The Council: The governing body of the Bhiksu University of Sri Lanka

The Senate: Senate of the Bhiksu University of Sri Lanka

SECTION 4

Principles

The quality assurance principles are built in the University to ensure continuous improvement through the involvement of all relevant stakeholders within and outside the University. The Quality Assurance and Quality Enhancement across the BUSL rests on several principles:

1. Quality assurance starts with the meeting between the students and the academic staff, who are the primary participants in the quality assurance and the development of the degree programmes. The University is characterised by having highly qualified staff, for whom quality assurance is an integrated part of the activities of the University.
2. Quality assurance and enhancement are part of the University mission and corporate plan for ensuring the highest quality of teaching and learning, curricula, research and outreach activities of the University.
3. Overall responsibility for quality assurance across the University and its documentation lies with the Director of the CQA. Apart, Quality is the responsibility of every member of staff.
4. Quality assurance and enhancement are collaborative and cooperative process which carried out in collaboration between the University Council, University Senate, CQA, IQAC, SDC, Research and Publication Committee, CDC, Student Support units, staff, students, external experts and external stakeholders.
5. Quality assurance and enhancement practices at all areas of the University are documented, monitored, reviewed and evaluated.
6. Quality assurance and enhancement are supported and facilitated by the University, for execution and evaluation.
7. Quality assurance and enhancement are designed to meet internal and external reviews and recognition.
8. Quality assurance and enhancement are transparent, systematic, rigorous and equitable.
9. External stakeholders are involved on an ongoing basis as part of the evaluation and development of quality assurance.
10. The relevant management level must ensure that the necessary resources are available in relation to execution and evaluation of quality assurance.

SECTION 5

Management structure

Management structure of the University is under following levels.

1. Institutional level

According to the commission circular no. 09/2019, the University shall have established the Centre for Quality Assurance (CQA). The highest management committee of the CQA is the Senate Standing Committee for Quality Assurance which is chaired by the Vice Chancellor. The CQA shall report the progress of its activities regularly to the Senate and Council. The functions and ToRs of Director/ CQA are according to the above commission circular and the by-law no 01/2023.

2. Faculty level

Each Faculty shall have an Internal Quality Assurance Cell (IQAC). The faculty IQAC shall be made up of representatives from each Department in the Faculty according to the composition mentioned in the by-law no 01/2023. The faculty IQAC shall be chaired by the Dean of the faculty. The chairperson of the faculty IQAC shall represent in the Senate Standing Committee.

3. Postgraduate and External Degree unit level

Each unit shall have an Internal Quality Assurance Cell (IQAC). The IQAC of the unit shall be made up of representatives according to the composition mentioned in the by-law no 01/2023. The IQAC of the unit shall be chaired by the Director. The chairperson of IQAC unit shall represent in the Senate Standing Committee.

4. Library level

The Library shall have an Internal Quality Assurance Cell (IQAC). The IQAC of the Library shall be made up of representatives according to the composition mentioned in the by-law no 01/2023. The IQAC of the Library shall be chaired by the Librarian. The chairperson of library IQAC shall represent in the Senate Standing Committee.

5. Administration level

The administration divisions together shall have an Internal Quality Assurance Cell (IQAC). The IQAC of the administration shall be made up of representatives according to the composition mentioned in the by-law no 01/2023. The IQAC of the administration shall be chaired by the Registrar. The chairperson of the administration IQAC shall represent in the Senate Standing Committee.

SECTION 6

Quality assurance mechanisms

This policy shall apply to all academic and support units in the University. The University shall ensure that, at all times, it has well defined criteria for measuring and judging performance standards in all its core activities. Quality assurance processes shall include mechanisms for the following:

- a. Internal Quality Assurance (IQA)
- b. External Quality Assurance (EQA)

a. Internal Quality Assurance

Internal quality assurance mechanisms ensure the high-quality work carried out in its constituent units, the University will consistently and continuously implement IQA mechanisms. Internal QA shall include mechanisms to assess and improve the followings:

- i. Undergraduate and Graduate Students' satisfaction and employment surveys
- ii. Programme design and implementation
- iii. Periodic Programme review
- iv. Teaching and learning activities
- v. Academic and Support Services
- vi. Research
- vii. Community Services
- viii. Resources and facilities

b. External Quality Assurance

External quality assurance shall be referred to an external body, assesses its operation or that of its programme in order to determine whether it meets the standard that have been

agreed upon. To facilitate external assessment of its performance, the University shall enlist the following practices:

- i. Engagement of external stakeholders/ consultancy in programme design.
- ii. External review of all academic programmes by regulatory and professional bodies.
- iii. Use of External Examiners in all its undergraduate and graduate programmes.

SECTION 7

Implementation strategies

The University shall use multiple strategies to ensure that the objectives of this Policy are achieved.

1. Frequent communication

The University shall keep staff and students fully informed of all QA initiatives and developments through meetings, publications, University websites, memos and reports to the Senate.

2. Stakeholder survey

Stakeholder satisfaction is a dimension of quality embedded in the fitness-for-purpose model. The University shall regularly and systematically organize client satisfaction surveys. Stakeholder shall include students, staff, employers and the community. The aim of the surveys is to gather feedback on experiences with University services and provisions.

3. Student feedback survey

The surveys will provide students the opportunity to provide feedback on their experiences with academic and support services.

4. Staff satisfaction survey

The University shall conduct staff satisfaction surveys for both academic and support staff. For academic staff, the general aim of these surveys shall be to collect information on satisfaction with quality of teaching and learning, satisfaction with support services, and proposals for required interventions and improvement.

5. Alumni experience survey

Alumni surveys shall ordinarily focus on students after graduation preferably after one to three years. The purpose of alumni experience surveys shall be to collect information on experience while they were at the University, whether they met the post qualification needs, and to get feedback how the programme can make more relevant and responsive to dynamic market.

6. Employer satisfaction survey

Industry experience surveys are ordinarily part of academic programme reviews. Departments shall be expected to carry out employer satisfaction surveys more frequently. Industry experience surveys shall provide feedback on the relevance of academic programmes, their ability to meet market needs and ways in which they can be improved.

7. Community satisfaction survey

The CQA, in conjunction with relevant Units shall periodically conduct surveys of various stakeholders in the community in order to measure their attitudes towards the University.

SECTION 8

Roles and responsibilities

1. Governing Council of the University

University Council is the supreme governing body of the University and is responsible for ensuring the academic standards of the University, and is the final mediator in all matters relating to validation, approval, review and monitoring of all academic and management matters.

2. University Senate

Senate is responsible for academic governance and thus, it regulates programmes of study, results, entry regulations, and considers student requests, among other academic aspects.

3. Centre for Quality Assurance

The Center for Quality Assurance is responsible for promoting quality assurance culture within the University by establishing appropriate mechanism to maintain quality academic programmes and allied services of the University.

4. Internal Quality Assurance Cell

The IQAC is responsible to establish and maintain quality of academic programme and allied services within the faculties.

5. Staff Development Centre

The SDC is responsible to support the University's goal of ensuring that staff have every opportunity to acquire the skills, knowledge and expertise to carry out their duties effectively and to achieve their full potential.

6. Research and Publication Committee

Research and Publication Committee is responsible to establish, encourage and maintain quality research culture in the University.

7. Curriculum Development Committee

The CDC is responsible to consider the development of the University's academic portfolio, to approve proposals for new and amendments of study programmes.

8. Student Services

All student support services of the University are responsible for well-being of the students and help to maintain academic standards.

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