



Standard Operational Procedures

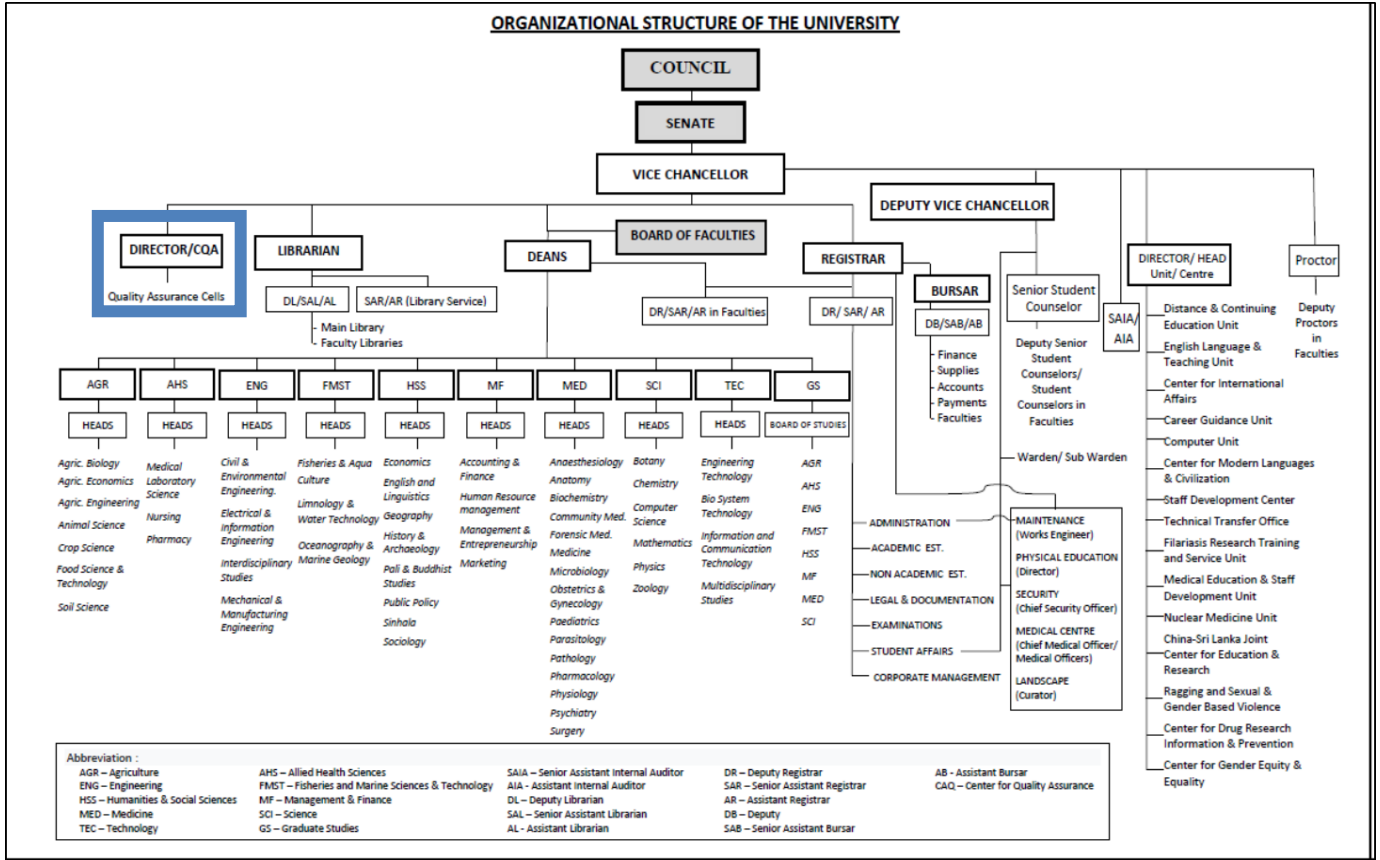
**Centre for Quality Assurance
University of Ruhuna**

July 2023

Contents

Organizational Structure of the University.....	1
Preface.....	2
Centre for Quality Assurance - Roles and Responsibilities.....	3
SoP 1 - Conduct of Senate Standing Committee Meeting on Quality Assurance	4
SoP 2 - Conduct of Workshops	5
SoP 3 - Establishing a New Department for a Faculty	6
SoP 4 - Introducing a New Degree Programme	7
SoP 5 - Introducing a New Diploma/ Certificate Course	8
SoP 6 - Revising the Curriculum of a Degree Programme / Course.....	9
SoP 8 - Conduct of Annual Employability Survey of Graduates	11
SoP 9 – Coordinate Programme Review of Faculties of the University.....	12
SoP 10 - Conduct Institutional Review	13
SoP 11 - Submission Quarterly Progress Reports to Quality Assurance Council of UGC....	14
SoP 12 - Handling Petty Cash Imprest	15
SoP 13 - Handling Daily Mail	16
SoP 14 - Ordering Goods.....	17
SoP 15 - Handling Inventory Register.....	18
SoP 16 - Monthly Leave Report	19
SoP 17 - Reserving vehicles for needs of the branch.....	20
Annexures.....	21
Annex 01	22
Annex 02	23
Annex 03	24

Organizational Structure of the University



Preface

This Standard Operational Procedures of Centre for Quality Assurance will help the readers and stake holders to identify the services offered by the division and the steps of each activity handled by the division.

Hence, they can easily know what steps have to follow in each process and this is helpful to improve the awareness and will provide a proper guidance to the users to follow the correct procedures.

Centre for Quality Assurance - Roles and Responsibilities



Quality Assurance is among the highest priorities of University of Ruhuna. The Senate Standing Committee on Quality Assurance; the governing body of the Centre for Quality Assurance (CQA) is chaired by the Vice Chancellor.

The CQA is entrusted to uphold and continue improvements of the quality standards of academic programmes offered by University of Ruhuna and allied services of the University, review and monitor quality parameters as prescribed by the University, preparing the University for external review conducted by the Quality Assurance Council, University Grants Commission and implementation of their recommendations, involve in preparing the Strategic Plan of the University, particularly in the areas related to quality assurance, submitting recommendations to uplift the status of the University based on stakeholder feedbacks, public surveys statistics and other information.

SoP 1 - Conduct of Senate Standing Committee Meeting on Quality Assurance

Responsible officers : Vice Chancellor Director / CQA Assistant Registrar	
Time Frame : Meetings are conducted once a month with minimum of ten meetings per year	
Purpose: Make recommendations to Senate on matters related to Quality Assurance in the University and discuss matters regarding improvement of quality standards of the University	
Procedure : Step 1: Prepare agenda and collect the documents to be discussed in the meeting (one week prior to the meeting) Step 2: Prepare the minutes of the last meeting (at least one week prior to the meeting) Step 3: Inform the date , time and venue of the meeting via an email (1 weeks prior to the meeting). Sending a reminder about the meeting and Circulate the last meeting minute and agenda with items among members (3days prior to the meeting) Step 4: Prepare the attendance sheet and arrange refreshments for the meeting if meetings are physical Step 5: Conduct the meeting Step 6: Reimbursement of bills related to refreshments	
Linking References:	UGC Circular No 09/2019 https://www.eugc.ac.lk/qac/downloads/circulars/Circular09_2019.pdf

SoP 2 - Conduct of Workshops

Responsible officers : Director / CQA Assistant Registrar Management Assistant	
Time Frame : As per the requirement	
Purpose : Improve quality standards of the University	
Procedure : Step 1: Identify and Communicate with resource person/s Step 2: Obtain approval from SSCQA to conduct workshop/s and for the budget Step 3: Arrange venue (Alternate venue also should be identified in case of unforeseeable issue) , refreshments and certificates Step 4: Circulate flyer and prepare attendance list and inform relevant parties Step 5: Obtain a cash advance Step 6: Conduct the workshop Step 7: Make payments Step 8: Settle the advance payments after settling the bills Step 9: Analyze feedback forms and present the report of the workshop to SSCQA (within a period of two SSCQA meetings)	
Linking References:	NA

SoP 3 - Establishing a New Department for a Faculty

Responsible officers: Vice Chancellor Dean of the relevant Faculty Director / CQA SSCQA Assistant Registrar Management Assistant	
Time Frame : NA	
Purpose : Establishing a new department in a Faculty for expanding study areas	
Procedure : Step 1: Obtain recommendation from SSCQA following IQAC recommendation and the Faculty Board approval for the proposal on establishing a new department Step 2 : Submit the proposal for the Senate approval Step 3 : Submit the proposal for the Council approval Step 4 : Submit the proposal to QAC of UGC Step 5 : With the comments of QAC make necessary corrections. Submit final proposal to UGC (2 hard copies with a soft copy in a CD) Step 6 : Evaluate the progress at SSCQA meetings	
Linking References:	UGC Circular No 01/2017 https://www.ugc.ac.lk/attachments/1784_Est.%20Circular%2001_2017.pdf https://ugc.ac.lk/index.php?option=com_phocadownload&view=category&id=51&lang=en (for establishing a Faculty)

SoP 4 - Introducing a New Degree Programme

<p>Responsible officers : Vice Chancellor Dean of the relevant Faculty Director / CQA SSCQA Assistant Registrar Management Assistant</p>	
<p>Time Frame : NA</p>	
<p>Purpose : Expanding University education by introducing new degree programmes according to the needs of the country</p>	
<p>Procedure :</p> <p>Step 1: Submit brief proposal / concept paper to Obtain SSCQA recommendation following IQAC recommendation and the Faculty Board approval</p> <p>Step 2 : Submit the brief proposal /concept paper for the approval of the Senate upon the recommendation of the Senate Standing Committee on Quality Assurance</p> <p>Step 3 : Faculty needs to resubmit the completed application for introducing a new degree programme according to the format given by the UGC after obtaining approval for the brief proposal from the Senate</p> <p>Step 4: Nominating two external reviewers with one additional reviewer to review the new degree programme at SSCQA meeting and obtaining the approval of the Senate for these appointments.</p> <p>Step 5 : Send the proposal for external reviewers</p> <p>Step 6 : Make honorarium payments to the reviewers and issue appreciation letters after receiving comments</p> <p>Step 7 : Forward reviewer comments to the Faculty and get the revised proposal</p> <p>Step 8 :Table revised Faculty Board approved proposal at the SSCQA and forward to the Senate for the approval</p> <p>Step 9 : Submit for the Council approval</p> <p>Step 10 : Submitted to QAC of UGC</p> <p>Step 11 : Make necessary corrections according to the comments of QAC and submit the revised proposal to UGC (2 hard copies with a soft copy in a CD)</p> <p>Step 12 : Evaluate the progress of introducing new degree programme in SSCQA meeting</p>	
<p>Linking References :</p>	<p>Application for introducing a new degree programme: https://www.eugc.ac.lk/qac/downloads/approvals/1-i-application-for-new-UG-degree-program.docx UGC circular on introducing a new degree programme For Internal Under Graduate See Annex 01 For Post Graduate See Annex 02</p>

SoP 5 - Introducing a New Diploma/ Certificate Course

Responsible officers : Dean of the relevant Faculty Head of the relevant Department Director /DCEU Director / CQA Assistant Registrar / CQA	
Time Frame : NA	
Purpose : Expand the academic programmes for external students	
Procedure : Step 1 : Submit the proposal with the Faculty Board approval document to SSCQA by Director /DCEU Step 2 : SSCQA recommends to appoint internal or external reviewers and obtain the approval from the Senate for appointing them Step 3 : Send the curriculum of the course for the appointed reviewers (Need to Make honorarium payments to external reviewers and issue appreciation letters) Step 4 : Send the comments received from reviewers to the Faculty Step 5 : Obtain the revised proposal from the Faculty and table at SSCQA meeting for obtaining recommendation Step 6 : Submit the proposal recommended at SSCQA to DCEU for further approval	
Linking References :	External Undergraduate, Certificate and Diploma: See Annex 03

SoP 6 - Revising the Curriculum of a Degree Programme / Course

<p>Responsible officers : Dean of the relevant Faculty Director / CQA Assistant Registrar / CQA</p>	
<p>Time Frame : Once in every five years</p>	
<p>Purpose : To facilitate the revision of each curriculum at least in every five year period</p>	
<p>Procedure :</p> <p>Step 1 : Submit the revised curriculum which was recommended by IQAC and approved by the Faculty Board to the SSCQA</p> <p>Step 2 : Identify whether a major or a minor revision according to UGC/QAC criteria</p> <p>Step 3 : SSCQA recommends independent external or internal reviewers to review the revised curriculum and obtain Senate approval for the appointed reviewers</p> <p>Step 4 : Send the revised curriculum to the reviewers and obtaining their comments (Make Honorarium payments to the external reviewers)</p> <p>Step 5 : Send the comments obtained from reviewers to the Faculty in order to improve accordingly</p> <p>Step 6 : Obtain Faculty Board approval for the final revised version of the curriculum and submit to SSCQA for recommendation</p> <p>Step 7 : After SSCQA recommendation, submit revised curriculum for the Senate approval</p> <p>Step 8 : After the Senate approval, submit the revised curriculum for the Council approval</p> <p>Step 9 : After Council approval inform the faculty to implement the revised curriculum from the next intake if it is a minor revision</p> <p>Step 10 : For a major revision submit to the QAC, UGC</p> <p>Step 11 : Resubmit the improved proposal according to the UGC comments</p> <p>Step 12 : Implement the revised curriculum to the next intake after obtaining the approval of UGC</p>	
<p>Linking References :</p>	<p>Application for the minor curriculum revision: https://adm.ruh.ac.lk/cqa/index.php/publications-2/</p> <p>Application for the major curriculum revision: UG:https://www.eugc.ac.lk/qac/downloads/approvals/4-i-application-for-revised-UG-degree-program.docx PG:https://www.eugc.ac.lk/qac/downloads/approvals/5-i-application-for-revised-PG-degree-program.docx</p> <p>For Undergraduate see Annex 01 For Postgraduate see Annex 02 For External undergraduate, Certificate and Diploma see Annex 03</p>

SoP 7 - Providing Details Required for Preparing Student Handbooks

Responsible officers : Dean of the relevant Faculty Assistant Registrar of Senior Assistant Registrar of the relevant Faculty Director / CQA Assistant Registrar / CQA	
Time Frame : at the beginning of each year	
Purpose : Updating student handbooks for every intake of batch of students	
Procedure : Step 1 : Update information of ‘Introduction’ chapter of student handbook Step 2 : Inform librarian to send updated information to be included in ‘Library’ chapter Step 3 : Send updated ‘Introduction’ and ‘Library’ chapters to Deans of all Faculties via an e-mail Step 4 : Obtain a soft copy and a hard copy of updated student handbook to Centre for Quality Assurance Step 5 : Check whether the hand books have been prepared according to the ‘Senate approved guideline for preparation of student hand books’(Archiving and storing the received handbooks is important)	
Linking References :	Senate approved guideline for preparation of student hand books: https://adm.ruh.ac.lk/cqa/index.php/publications-2/

SoP 8 - Conduct of Annual Employability Survey of Graduates

<p>Responsible officer : Dean FGS Committee appointed to conduct employability survey Director / CQA, D/DCEU Assistant Registrar / CQA, Statistical Officer, System analyst</p>	
<p>Time Frame : Annually before the convocation</p>	
<p>Purpose : To explore employability of graduates pass out from the University of Ruhuna and obtain feedback from graduates to improve the degree programmes, take measures to improve the employability and degree programmes according to the information received through the Tracer study</p>	
<p>Procedure :</p> <p>Step 1 : Summon a meeting with the committee appointed to conduct annual employability survey</p> <p>Step 2 : Discuss about revisions changes to be done in the survey questionnaire</p> <p>Step 3 : Circulate the revised questionnaire among the Deans of the Faculties to get comments to improve it</p> <p>Step 4 : Finalize the questionnaire after incorporation of the comments and obtain SSCQA recommendation</p> <p>Step 5 : Communicate with IT team and convert the questionnaire to a digital form</p> <p>Step 6 : Pre testing the questionnaire on issues occurring during online submission</p> <p>Step 7 : Invite graduates to fill the questionnaire via online and inform them the password and deadline to fill the questionnaire (Done by the Examinations Branch)</p> <p>Step 8 : Before issuing the cloaks for convocation, check whether graduates have submitted the questionnaire.(Arrange some computers for the graduates who has not filled the questionnaire)</p> <p>Step 9 : Analyze data and prepare the report on graduate employability (Done by D/CQA)</p> <p>Step 10 : Present the results of Tracer study to SSCQA meeting .</p> <p>Step 11 : Submit the report to the Senate, all the faculties and other relevant officials and UGC</p> <p>Step 12 : Archive the report in CQA repository</p>	
<p>Linking References:</p>	<p>NA</p>

SoP 9 – Coordinate Programme Review of Faculties of the University

Responsible officers : Dean of the Faculty Chairperson / IQAC of the Faculty Director / CQA Assistant Registrar / CQA	
Time Frame : NA	
Purpose : Assist Faculties perform optimally at the PR and use the process for quality improvement, I suppose.	
Procedure : Step 1 : After expressing of the consent by the Faculty to UGC to conduct Programme Review, SSCQA recommends an internal Review Panel to review the SER Step 2 : The names of the suggested Internal Review Panel is submitted for Senate approval. Step 3 : After receiving the Senate approval for the internal review panel, send appointment letters and SER Step 4 : Submit SER to the UGC by the Faculty after improving according to the reviewers comments Step 5 : Facilitate uploading of evidence to data management system Step 6 : Provide necessary guidance and support to site visit Step 7 : After receiving of the report provide necessary guide to develop action plan in response to the review report Step 8 : Faculty Board approved action plan will be recommended to the Senate by SSCQA Step 9 : Discuss the progress of implementing action plans in SSCQA meeting	
Linking References :	Format of the action plan : https://adm.ruh.ac.lk/cqa/index.php/publications-2/

SoP 10 - Conduct Institutional Review

<p>Responsible officers : Vice Chancellor Director / CQA Assistant Registrar / CQA SER Writing committee</p>	
<p>Time Frame : Institutional Review (IR) is conducted once in five years</p>	
<p>Purpose : Reviewing the University to enhance the quality by identifying the sections to be improved</p>	
<p>Procedure :</p> <p>Step 1 : Appointing a committee under the approval of senate to prepare the self-evaluation report (SER) for Institutional review</p> <p>Step 2 : Issue appointment letters for the committee members</p> <p>Step 3 : Conduct meetings according to the ToR of SER writing committee</p> <p>Step 4 : Arrange training workshops with the Staff Development Center</p> <p>Step 5 : Collect the chapters prepared by the committees and prepare the SER</p> <p>Step 6 : Obtain recommendation form SSCQA and approval from the Senate for SER and Send the SER to UGC by the due date</p> <p>Step 7 : Collect and upload evidence to data management system by individual Criterion committees</p> <p>Step 8 : Conducting awareness sessions on IR for the students and the staff</p> <p>Step 9 : Provide facilities needed for the review team visiting the University for institutional Review</p> <p>Step 10 : Organize stake holder meetings related to institutional review</p> <p>Step 11 : After receiving the reviewers report of the IR, submit the action plan prepared to address the recommendations</p> <p>Step 12 : Obtain recommendation from SSCQA and approval from the Senate and the Council for the action plan before submitting it to the UGC</p> <p>Step 13 : Report the progress of implementing recommendations of IR to the Senate</p>	
<p>Linking References</p>	<p>Manual for Institutional Review of Sri Lankan Universities and Higher Education Institutes : https://www.eugc.ac.lk/qac/downloads/IR-Manual-Printed-Version-7th-May.pdf</p> <p>Format of action plan : https://adm.ruh.ac.lk/cqa/index.php/publications-2/</p>

SoP 11 - Submission Quarterly Progress Reports to Quality Assurance Council of UGC

Responsible officers : Director / CQA Assistant Registrar/ CQA	
Time Frame : At the end of each quarter of the year	
Purpose : Informing the quarterly progress of Centre for Quality Assurance to the Quality Assurance Council	
Procedure : Step 1 : Prepare quarter progress report according to the format provided by Quality Assurance Council Step 2 : Obtain SSCQA recommendation to the report Step 3 : Submit the Quarterly Progress Report to the Quality Assurance Council of UGC by post and soft copy via an e-mail. Step 4 : Archiving the report at CQA repository	
Linking References:	The format provided by QAC to report the quarterly progress: https://www.eugc.ac.lk/qac/downloads/IQAU-Progress-Report-Template.docx

SoP 12 - Handling Petty Cash Imprest

Responsible officers : Assistant Registrar / CQA Management Assistant	
Time Frame : NA	
Purpose : Fulfilling emergency requirements of Centre for Quality Assurance using petty cash	
Procedure : Step 1 : Obtain petty cash at the beginning of the year Step 2 : Expend petty cash for needs of Centre for Quality Assurance using petty cash vouchers Step 3 : Hold some cash balance and claim the bills from finance branch by forwarding a voucher with the approval of Assistant Registrar Step 4 : At the end of the year paying the petty cash balance to the Shroff and settling the petty cash imprest with the bills of expenses by submitting a voucher.	
Linking References:	Public Finance circular No.03/2015 – Amendment of FR 371 under Financial Regulation 1992

SoP 13 - Handling Daily Mail

<p>Responsible officers : Assistant Registrar / CQA Management Assistant Works Aide</p>	
<p>Time Frame : The process has to be completed within 2 days, if urgent in the same date</p>	
<p>Purpose : Receiving internal and external letters submitted daily to the Centre for Quality Assurance and taking actions accordingly</p>	
<p>Procedure : Step 1 : Receiving the letters from inside and outside of the University daily Step 2 : Place the date stamp Step 3 : Keep records (in digital form and hard copies) Step 4 : Direct letters to the Director, Assistant Registrar as relevant Step 5 : Prepare the reply letter by Assistant Registrar/ provide necessary data/ assign duties to Management Assistant Step 6 : Management Assistant handover the reply letter to Assistant Registrar Step 7 : Signed letters Internal: distribute to relevant faculties External : handover to General Administration branch Step 8 : Keep a copy of the letter in relevant file Step 9 : AR/CQA check the letter register weekly to monitor the progress</p>	
<p>Linking References :</p>	<p>NA</p>

SoP 14 - Ordering Goods

Responsible officers : Assistant Registrar / CQA Management Assistant	
Time Frame : NA	
Purpose : Acquire goods and equipment needed for the Centre	
Procedure : Step 1 : Identify and list the required goods and equipment Step 2 : Include them in the next year procurement list when requested by Supply Branch Step 3 : Prepare the requisition forms with specifications for the items to be purchased Step 4 : Direct the form to Assistant Registrar for approval Step 5 : Forward for the approval of the Director Step 6 : Send the forms to the Supply branch for purchasing. Step 7 : Check for the progress regularly	
Linking References :	NA

SoP 15 - Handling Inventory Register

<p>Responsible officers : Assistant Registrar / CQA Management Assistant</p>	
<p>Time Frame : NA</p>	
<p>Purpose : Keep records of receiving goods and equipment in the inventory register</p>	
<p>Procedure :</p> <p>Step 1 : Take the letter which includes details of goods received from the stores</p> <p>Step 2 : Write the stores book and send it to the stores with the signature of Assistant Registrar of CQA and Assistant Bursar of Supply Branch</p> <p>Step 3 : Bring the received goods to the Centre</p> <p>Step 4 : Check the goods which brought from stores</p> <p>Step 5 : Keep records on inventory register</p> <p>Step 6 : Submit the G.R.N. document and inventory certificate to the Supply Branch with the signature of Assistant Registrar</p>	
<p>Linking References :</p>	<ol style="list-style-type: none"> 1. 2017/6/28 Assets Management Circular No 01/2017 – Recording of All non-financial assets of the government in order to oversee the assets & cost management 2. 2002/11/28 Treasury Circular No.IAI/2002/02 – Maintenance of Fixed assets register of Computers, accessories and software 3. 2010/02/24 UGC Finance Circular Letter No.1/2010 – Quick disposal of disposable items accumulated in government institutions 4. 2013/04/10 UGC Establishment Circular No.04/2013 -Common guidelines to be followed by universities and higher educational institutes with regard to annual verification of assets 5. 2016/01/01 Management Audit Circular No.01/2016 - Maintaining a Database for vehicles owned by Government Ministries, Departments, Corporations, Boards, all other Government Institutions and Projects 6. 2014/10/17 Public Finance Circular No.02/2014 – Annual Stock Verification 7. 2018/12/31 Asset Management Circular No.04/2018 – Non financial asset management – Introducing financial limit for reporting and assessment of assets 8. 2012/12/31 – Sri Lanka Public Sector Accounting Standard No.07 – Property Plant & Equipment

SoP 16 - Monthly Leave Report

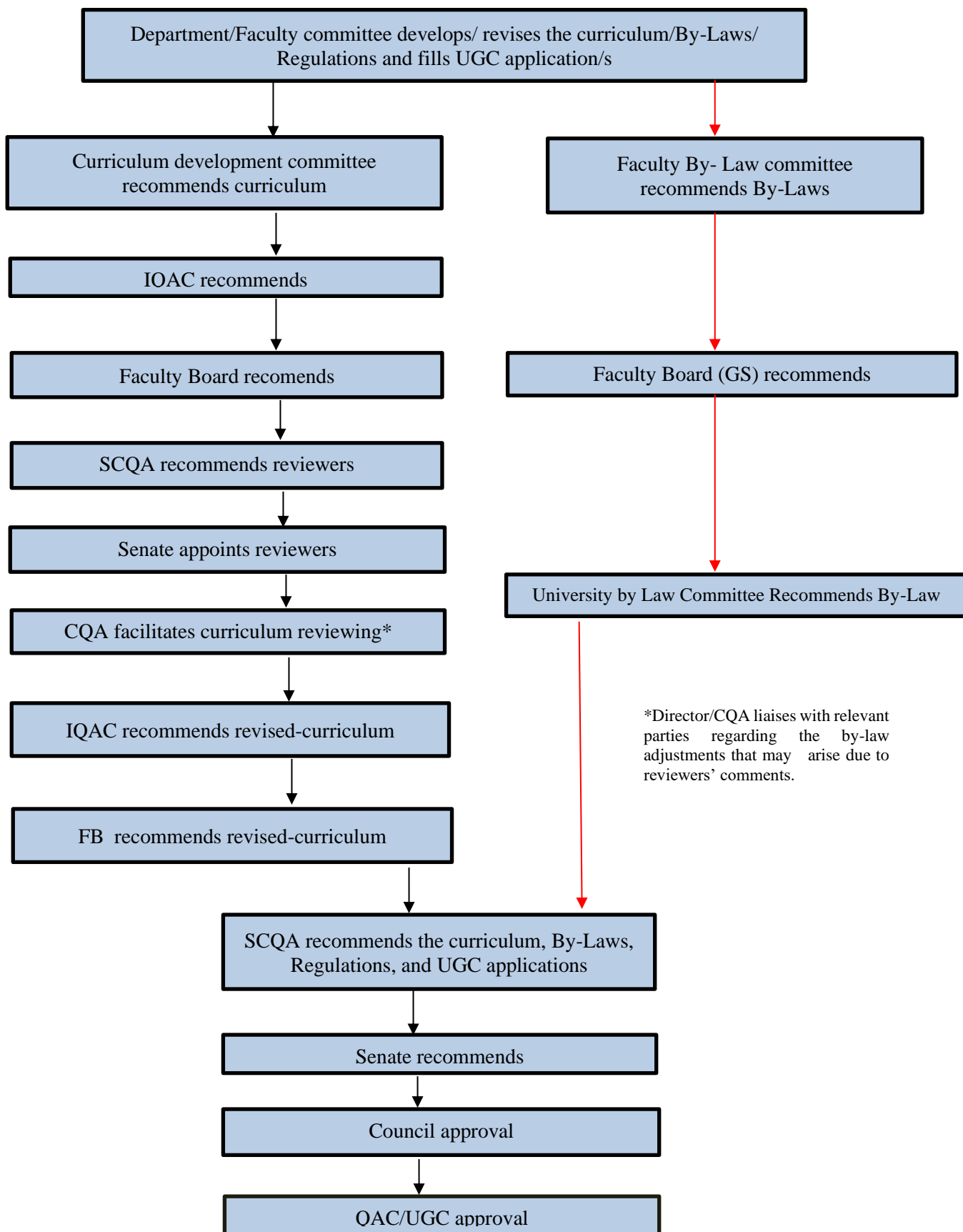
Responsible officers : Assistant Registrar / CQA Management Assistant	
Time Frame : NA	
Purpose : Maintaining leave records of Centre for Quality Assurance	
Procedure : Step 1 : Prepare the report according to the leave register of the Centre Step 2 : Attach the leave application forms in the leave sheet file Step 3 : Direct the prepared leave report for the approval of Assistant Registrar Step 4 : Handover the approved leave report to the Non-Academic Branch and keep a copy to the file	
Linking References :	NA

SoP 17 - Reserving vehicles for needs of the branch

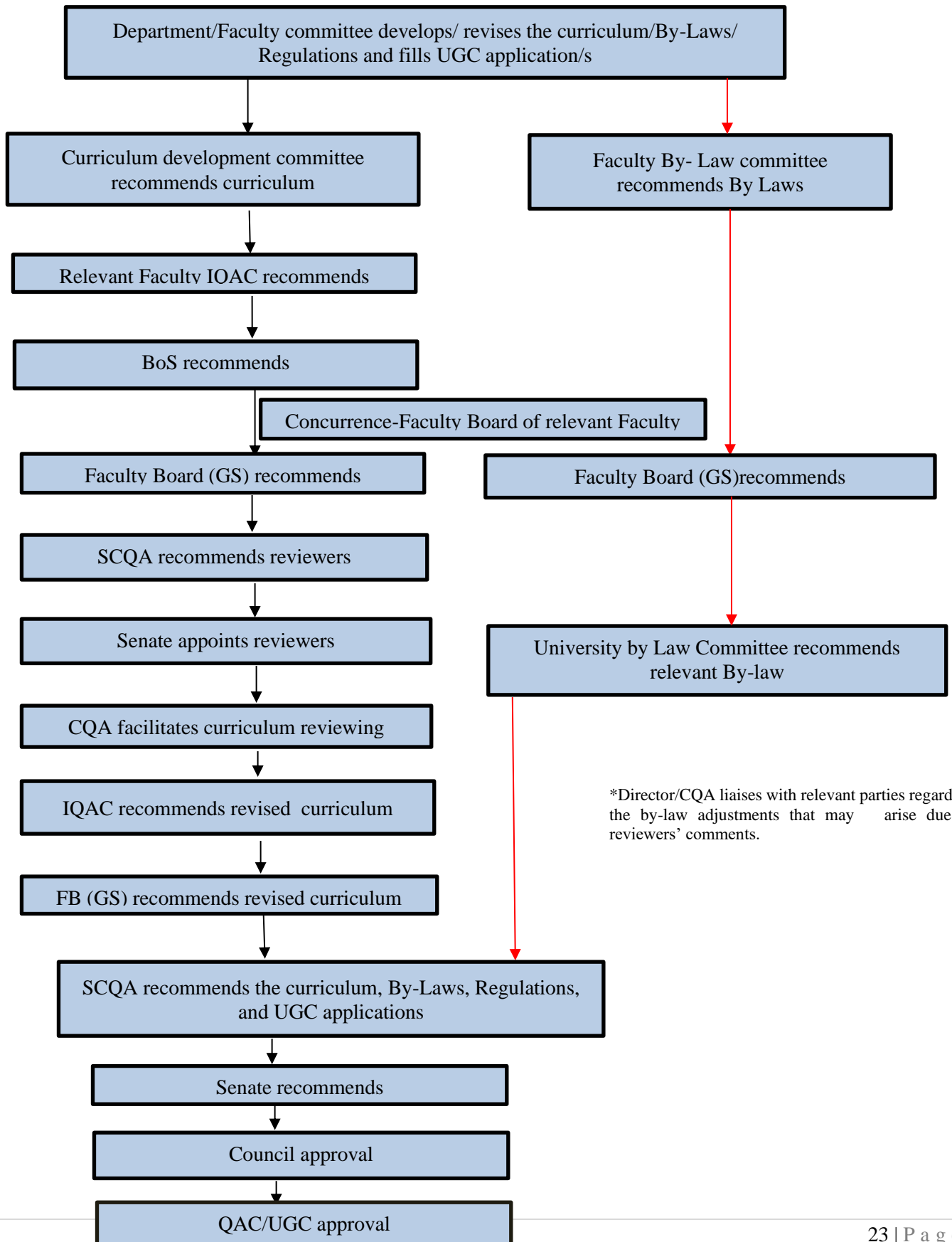
Responsible officers : Assistant Registrar / CQA Management Assistant	
Time Frame : Submit three days prior to the required date	
Purpose : Reserving vehicles for various needs of the branch	
Procedure : Step 1 : Fill the form for reserving a vehicle related to the requirement of the branch Step 2 : Get the approval of Assistant Registrar Step 3 : Forward the approved form to the General Administration Branch Step 4 : Get the information from relevant Management Assistant regarding the reserved vehicle	
Linking References:	Vehicle reservation form

Annexures

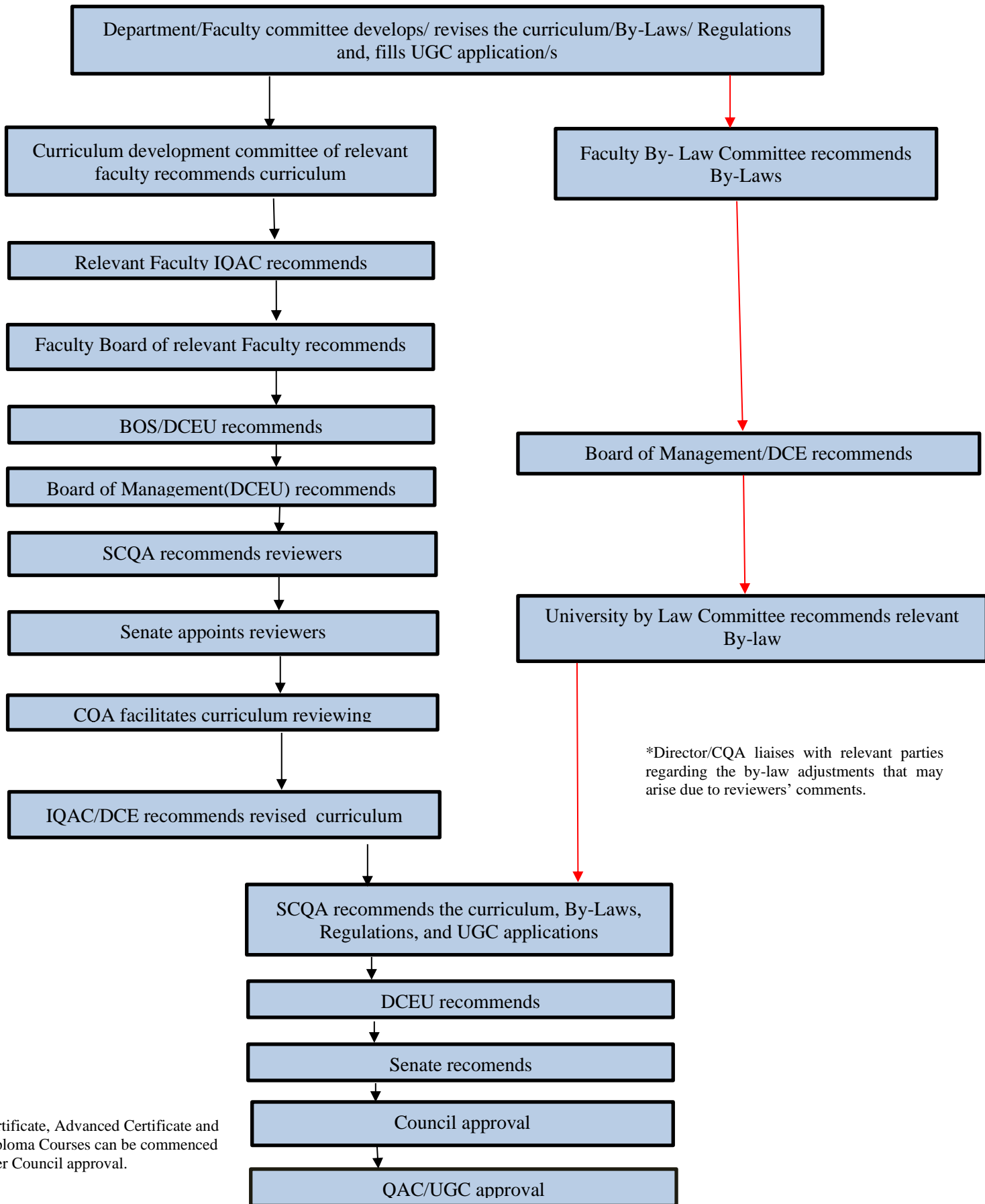
Introduction/revision of an Undergraduate Degree Programme



Introduction/revision of a Post Graduate degree programme



Introduction/revision of of programmes-Offered through DCEU



Certificate, Advanced Certificate and Diploma Courses can be commenced after Council approval.