



Operational Guidelines for the Centre for Quality Assurance of Business Management School

**Prepared by the Centre for Quality Assurance (CQA) of Business Management
School**

1. Introduction

This document outlines the key aspects of the internal quality assurance approach of the Business Management School (BMS) in compliance with the University Grants Commission (UGC) Circular No 04/2015. It includes the objectives of the Center for Quality Assurance (CQA), the composition, the responsibilities and the functions of the CQA.

2. Objectives of the CQA

The CQA shall seek to,

1. To practice globally recognized quality assurance international best practices
2. To create an internal quality assurance system that is aligned with the national requirements, guidelines and frameworks
3. To create a work culture that seeks to continuously improve its quality of work
4. To enhance awareness among the university staff and other stakeholders on the value of quality assurance
5. To prepare quality assurance related documentation and reports
6. To liaise with other universities and organisations to improve the quality of higher education in Sri Lanka

7. To 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 are

- a) Conduct all activities pertaining to Internal Quality Assurance of BMS on a daily basis
- b) Support BMS and programme offering entities (units, departments, faculties and institutes) with the preparation for external quality assurance, assessment and accreditation requirements.
- c) 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 Framework (SLQF) and Subject Benchmark Statements (SBS).
- d) Support the establishment and effective functioning of the BMS Faculty Quality Assurance Committee
- e) Promote and coordinate quality assurance activities within BMS by conducting workshops, seminars, development of manuals and other appropriate capacity building activities.
- f) Liaise with the Non State Sector Higher Education Division (NSHED) of the Ministry of Higher Education (MoE) and other external quality assurance agencies as well as relevant international agencies.

- g) 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 BMS are:

To be in line with the nationally recognized documents of Minimum Standards for DANSHEIs, with particular importance to the following:

1. Policy and procedures for higher education
2. Approval, monitoring and periodic review of programmes and awards
3. Teaching, Learning and Assessment of students
4. Quality assurance of teaching staff
5. Learning resources and student support
6. Information systems
7. Public information

5. Post of Head, Centre for Quality Assurance

The CQA shall be headed by the Head of the CQA and supervised and advised by the Board of Governors of BMS.

The responsibilities of the Head of the CQA should include the following:

1. Develop regulations for the CQA
2. Prepare operational guidelines for the CQA in accordance with the general guidelines developed by the NSHED of the MoE and customized for the DANSHEI's governance structure/ organogram and specific implementation arrangement.
3. Develop a 3-year strategic plan for the CQA and obtain approval from the Management Committee (MC) (composition given below) of BMS and the NSHED.

4. Develop the annual work plan for the CQA and obtain approval from the Management Committee (MC) of BMS.
5. Develop an annual budget for QA Activities at BMS.
6. Ensure that the CQA is established on the BMS website.
7. Report regularly on QA activities and progress to the MC and the NSHED
8. Circulate notices of QA activities to the DANSHEI community.
9. Conduct BMS and entity level awareness programs on QA.
10. Initiate and support preparation of SER of Institutional Reviews.
11. Motivate and support study programmes to prepare SERs for programme reviews.
12. Provide necessary training and workshops for self-assessment report (SER) preparation.
13. Motivate and support academic staff to showcase best practices in QA.
14. Develop relationship and liaise with international agencies and BMS on QA activities.
15. Support Academic staff in the process of preparing proposals for the conduct of new degree programs and, ensure that applications submitted to the NSHED approval in this regard are compliant with the Sri Lanka Qualification Framework.
16. Report on BMS's QA activities to the NSHED
17. Submit an annual report of the CQA to the NSHED.
18. Convene and facilitate all meetings of the CQA and EQACs.
19. Assist manual preparation on QA aspects in Entities
20. Make available to all staff and external stake holders the results of external and internal reviews including students' surveys.

6. Composition of the CQA

The CQA should have a Management Committee (MC) for taking decisions of governance of the CQA. The members of the CQA MC are as follows:

1. Vice President of BMS shall be the chairperson of the Committee
2. CQA Head may chair in the absence of the Vice President
3. Dean of the Faculty of Management and Technology
4. Dean of the Faculty of Life and Medical Sciences
5. Academic Registrar
6. Director Finance or a representative
7. Secretary of the CQA
8. QA Coordinator of the School of Management
9. QA Coordinator of the School of Science

7. Reporting Procedure of the CQA

The CQA will report the progress of its activities to the MC monthly. Further, the FQACs of the Faculties of Study will present the progress of their activities monthly to the Dean of the Faculty, who will subsequently report to the CQA. The administration, finance and academic support divisions will present the progress of their activities to the divisional heads, who will subsequently report to the CQA.

A monthly report should include the Institute name, period of monthly report, and Quality assurance activities in the format expected by the NSHED.

8. Role of the Faculty Quality Assurance Committee (FQACs)

The FQAC of the 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)

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

As Administrative, Finance and Academic Support Divisions of BMS 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.

1. Develop the guidelines for the conduct of functions of the respective divisions.
2. Develop the relevant operating manuals required in carrying out the respective functions.
3. Oversee the implementation of these functions in the respective divisions in line with Guidelines and procedures.
4. 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.

10. Conclusion

Quality Assurance (QA) is a continuous process. Everyone at BMS 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 at BMS as a whole leading to a quality culture.