Standard Operating Procedures

for

Faculty Internal Quality Assurance Cell

Internal Quality Assurance Cell

Faculty of Management and Finance

University of Ruhuna

August 2024

Contents

Preface

The Standard Operational Procedures of Internal Quality Assurance Cell (IQAC) have been created to guide the academic and administrative staff of the Faculty of Management and Finance regarding the services offered by the IQAC. This document aims to help readers understand the scope of the IQAC and the steps involved in key processes and raises awareness of following the correct procedures. It will ensure that the IQAC of the Faculty of Management and Finance operate efficiently and effectively to promote a culture of continuous quality improvement across all departments and units within the faculty.

SoP 1: Conducting Internal Quality Assurance Cell Meetings

SoP No.	Administrative Responsibility	Time Frame
1	Chair/IQAC Secretary/IQAC IQAC members	Once a month with a minimum of ten meetings per year

Description	
Purpose	To make recommendations to the Faculty Board on matters related to quality assurance and to discuss issues related to enhancing the quality standards of the departments and units/divisions of the Faculty
Procedure	**Step 1:** Prepare the agenda and collect the documents to be discussed in the meeting (one week before the meeting) **Step 2:** Prepare the minutes of the previous meeting (at least one week before the meeting) **Step 3:** Inform the date, time and venue of the meeting via an email (one week prior to the meeting). **Step 4:** Send a reminder about the meeting and circulate the previous meeting minutes and the agenda with items among members (three days before the meeting) **Step 5:** Prepare the attendance sheet and arrange refreshments for the meeting if meetings are conducted physically **Step 6:** Conduct the meeting **Step 7:** Reimbursement of bills related to refreshments **Step 8:** Maintain the records of meetings and documents in designated folders **Step 9:** Send a copy of signed meeting minutes to CQA for SSCQA approvals
Supportive information	Quality Assurance By-Laws of UoR: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2023/10/Quality-Assuarance-Bylaw-University-of-Ruhuna-amended16.03.2023.pdf

SoP 2: Conducting Workshops

SoP No.	Administrative Responsibility	Time Frame
2	Chair/IQAC Members/IQAC	As per the time frame of the IQAC Action Plan
Description		
Purpose	To improve knowledge and capabilities on quality assurance and enhance quality standards of the faculty	
Procedure	**Step 1:** Identify and communicate with the resource person/s **Step 2:** Obtain approval from the Faculty Board and CQA to conduct workshop/s and for the budget **Step 3:** Arrange venue (an alternate venue also should be identified in case of unforeseeable issues), refreshments and certificates **Step 4:** Circulate flyer, prepare attendance list and inform relevant parties **Step 5:** Obtain a cash advance **Step 6:** Conduct the workshop **Step 7:** Make payments and settle the bills **Step 9:** Analyse feedback forms and present a report of the workshop to the Faculty Board **Step 10:** Present a summary of workshops to CQA	
Supportive information	N/A	

SoP 3: Introducing a New Department in the Faculty

SoP No.	Administrative Responsibility	Time Frame
3	Dean/Faculty Head of the relevant department Proposal development team Chair/IQAC Members/IQAC Assistant Registrar/Faculty	As per the requirement
Description		
Purpose	To establish a new department within the Faculty to expand the study areas	
Procedure	**Step 1:** Receive the proposal for department establishment from the proposal development team **Step 2:** Review the proposal to ensure compliance with CQA and UGC guidelines in an IQAC meeting. **Step 3:** Send comments to the proposal development team and receive the revised proposal (if necessary) **Step 4:** Recommended the proposal with the decision letter for Faculty Board approval **Step 5:** Coordinate with CQA and the Faculty to address the comments (if necessary) **Step 6:** Monitor the approval status and update the proposal team and the Faculty Board about the status of the proposal.	
Supportive information	UGC Circular No 01/2017: https://www.ugc.ac.lk/attachments/1784_Est.%20Circular%2001_2017.pdf	

SoP 4: Introducing a New Degree Programme

SoP No.	Administrative Responsibility	Time Frame
4	Proposal Development Team Curriculum Development Committee Dean/Faculty Chair/IQAC Members/IQAC Assistant Registrar	As per the requirement
Description		
Purpose	To expand university education by introducing new degree programmes according to the needs of the country and global demands	
Procedure	**Step 1:** Receive the recommended curriculum of the proposal from the curriculum development committee **Step 2:** Review the proposal and the curriculum (in the application for introducing a new degree programme in the format (provided by the UGC) to ensure that they have been systematically formulated and are in line with the relevant policies and regulatory frameworks in an IQAC meeting **Step 3:** Send comments to the proposal development team (if required) **Step 4:** Recommend the proposal and curriculum with the decision letter for the Faculty Board's recommendation **Step 5:** Liaise with CQA and the proposal team for reviewer comments and clarifications **Step 6:** Provide updates to the proposal team and the Faculty Board regarding the status of the application informed at the SSCQA	
Supportive information	UoR Curriculum Development and Revision Policy: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2023/12/Curriculum-Development-and-Revision-Policy-UoR.pdf	

SoP 5: Introducing a New Diploma/Certificate Course

SoP No.	Administrative Responsibility	Time Frame
5	Proposal development team Dean/Faculty Chair/IQAC Members/IQAC Assistant Registrar/Faculty	As per the requirement

Description	
Purpose	To expand the academic programmes for external students
Procedure	**Step 1:** Receive the proposal for a new diploma/certificate course from the proposal development team **Step 2:** Review the proposal in an IQAC meeting to ensure compliance with CQA and UGC guidelines **Step 3:** Send comments to the proposal development team (if required) **Step 4:** Receive the finalised proposal for IQAC recommendation **Step 5:** Send the recommended proposal with the decision letter for the Faculty Board's recommendation **Step 6:** Coordinate with CQA and the proposal team for reviewer comments and clarifications **Step 7:** Recommend the revised proposal with the decision letter for the recommendation of the Faculty Board **Step 8:** Monitor the approval process at SSCQA and provide updates to the proposal team and the Faculty Board regarding the status of the application
Supportive information	UoR Curriculum Development and Revision Policy: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2023/12/Curriculum-Development-and-Revision-Policy-UoR.pdf Senate approved guidelines of UoR

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

SoP No.	Administrative Responsibility	Time Frame
6	Dean/Faculty Chair/Curriculum Development Committee Head/s of the relevant Department Chair/IQAC Members/IQAC Assistant Registrar/Faculty	Once in every five years

Description	
Purpose	To facilitate the revision of curricula of the degree programmes of the Faculty at least every five years
Procedure	**Step 1:** Receive the recommended curriculum from the curriculum development committee **Step 2:** Review the curriculum to ensure compliance with the CQA/UoR and UGC guidelines in an IQAC meeting **Step 3:** Send comments to the relevant department to improve the curriculum (if required) **Step 4:** Receive the revised curriculum from the relevant department **Step 5:** Recommend the curriculum for the recommendation of the Faculty Board **Step 6:** Coordinate with the CQA and the relevant department for reviewer comments and clarifications **Step 7:** Recommend the revised curriculum (if external reviewers are involved based on the level of corrections: minor/major) with the decision letter for the recommendation of the Faculty Board **Step 8:** Monitor the approval process at SSCQA and provide updates to the relevant departments and the Faculty Board regarding the status of the approvals
Supportive information	UoR Curriculum Development and Revision Policy: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2023/12/Curriculum-Development-and-Revision-Policy-UoR.pdf

SoP 7: Facilitating Programme Reviews of the Faculty

SoP No.	Administrative Responsibility	Time Frame
7	Dean/Faculty Director/CQA Heads of the departments Chair/IQAC Members/IQAC Assistant Registrar/Faculty	As per the review cycles
Description		
Purpose	To assist the Faculty in performing optimally at programme reviews (PR) and apply the process for continuous quality improvement in future reviews	
Procedure	**Step 1:** Conducting awareness sessions and training on PR for the Faculty staff **Step 2:** Conduct meetings with SER writing and evidence-collection committees **Step 3:** Consult with the Review Chair, Director/CQA and the Faculty to finalise the date of the review visit, the review visit schedule, and logistics **Step 4:** Arrange secretarial assistance and facilitate meetings with different stakeholders and internal transportation **Step 5:** Forward progress reports of PR submitted by the respective departments to CQA for the recommendation of SSCQA **Step 6:** Monitor the progress of implementing action plans in the Faculty and report the progress at SSCQA meetings	
Supportive information	Manual for Review of Undergraduate Study Programmes of Sri Lankan Universities and Higher Education Institutions (Second Edition): https://adm.ruh.ac.lk/cqa/index.php/publications-2/	

SoP 8: Submitting Annual Action Plans to CQA

SoP No.	Administrative Responsibility	Time Frame
8	Chair/IQAC Members/IQAC	At the beginning of the year
Description		
Purpose	To organise the activities of IQAC of the Faculty with a time and resource plan for effective implementation	
Procedure	**Step 1:** Identify the areas of improvement to be included in the annual action plan and idea generation at IQAC meetings **Step 2:** Prepare an annual action plan in line with the action plan of CQA and the Corporate Strategic Objectives of UoR **Step 3:** Conduct an IQAC meeting to finalise the annual action plan **Step 4:** Submit the annual IQAC action plan for the Faculty Board's recommendation **Step 5:** Obtain the approval at the SSCQA **Step 6:** Implement the activities of the annual action plan promptly and report progress to the Faculty Board and CQA **Step 7:** Maintain records of the annual action plan and the activities with evidence at the IQAC office	
Supportive information	Quality Assurance By-Laws of UoR: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2023/10/Quality-Assuarance-Bylaw-University-of-Ruhuna-amended16.03.2023.pdf	

SoP 9: Facilitating Student Feedback Collection and Evaluation

SoP No.	Administrative Responsibility	Time Frame
9	Heads of the Department Chair/IQAC Members/IQAC Course coordinators	At the beginning of second half of a semester

Description	
Purpose	To facilitate student feedback on teaching and learning activities within the faculty and discuss the results to improve educational services of the faculty and overall learning experience for the students of the faculty.
Procedure	**Step 1:** Inform the system analyst to upload feedback forms in the second half of a semester in the academic calendar **Step 2:** Monitor the response rates and reminders to ensure sufficient participation rates with the department representatives at the IQAC meeting **Step 3:** Encourage course coordinators to analyse the feedback and **Step 4:** Review open-ended responses to identify common themes, suggestions, and areas for improvement. **Step 5:** Work with faculty to create action plans based on the student feedback. **Step 6:** Review the effectiveness of the feedback form and change the content periodically
Supportive information	UoR Policy on Student Feedback and Peer Evaluations on Teaching and Learning Activities: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2021/01/UOR-Policy-on-student-feed-back-and-peer-evaluation.pdf Quality Assurance By-Laws of UoR: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2023/10/Quality-Assuarance-Bylaw-University-of-Ruhuna-amended16.03.2023.pdf

SoP 10: Facilitating Peer Evaluation Process

SoP No.	Administrative Responsibility	Time Frame
10	Heads of the Department Chair/IQAC Members/IQAC Course coordinators	At least once a semester
Description		
Purpose	To facilitate peer evaluation on teaching and learning activities within the faculty and discuss the results to improve educational services of the faculty	
Procedure	**Step 1:** Communicate the purpose and process of peer evaluation to the faculty staff through department IQAC representatives **Step 2**: Ensure peer evaluators attend classes to observe teaching practices and student interactions **Step 3:** Monitor the implementation of peer evaluation with the departments and discuss the progress at the IQAC meeting **Step 4:** Encourage course coordinators to analyse the peer evaluations **Step 5:** Discuss successful improvements and share best practices across the faculty to inspire others and reinforce the value of peer evaluation. **Step 6:** Work with departments to create action plans based on the outcomes of peer evaluations. **Step 7:** Review the peer evaluation process and make revisions to enhance its effectiveness.	
Supportive information	UoR Policy on Student Feedback and Peer Evaluations on Teaching and Learning Activities: https://adm.ruh.ac.lk/cqa/wp-content/uploads/2021/01/UOR-Policy-on-student-feed-back-and-peer-evaluation.pdf	