

University of Peradeniya

Policy Name:	Policy on Quality Assurance UoP-P-010
Date of Approval:	04.04.2021 (approved at the 503 rd Council)
Supersedes:	Not relevant
Approving Authority:	The Council of the University of Peradeniya
Administrative Responsibility:	Vice-Chancellor, Senate, Deans of Faculties, Directors of PGIs, Director, Quality Assurance, Registrar, Bursar, Directors of Centers and Units, Librarian, Heads of Departments, Heads of Faculty Units and Divisions, Coordinators of Faculty Quality Assurance Cells, and, other Administrative and Executive Officers
Monitoring Responsibility:	Management Committee on Quality Assurance, Senate, The Council of the University of Peradeniya

Overview:

The University of Peradeniya is a diverse community of students, scholars and staff committed to performing at the highest standards. The University's aim is to provide a stimulating and innovative environment for teaching & learning, research & development, and community engagement & development.

Quality Assurance in Higher Education is a holistic approach, which covers all the aspects and processes that come within the scope of a higher education institution, with the aim of serving students and other stakeholders at the level of quality and standards expected of such an institution. The quality in higher education is conceptualized as being purposeful, exceptional, transformative, and accountable. Quality Assurance refers to the policies and mechanisms implemented in an institution to ensure that its purposes are fulfilled and standards met. It is necessary to ensure that quality is maintained and enhanced in all the functions of the University. In order to achieve this goal, the University employs a comprehensive internal governance mechanism while complying with Quality Assurance related policies and frameworks external to the institution. The Quality Assurance procedures of the University provide a framework that enables the University to achieve excellence through the regular scrutiny of its processes and outputs.

- **Overall Policy Statement:** *The University of Peradeniya, being the premier and leading state university in the country and a space defined by diversity, is committed to being*

purposeful, exceptional, transformative, and accountable in achieving its Vision to the highest satisfaction of all its stakeholders.

This policy shall be reviewed and confirmed every five years to maintain its relevance and validity.

Scope and Application:

- Purpose of the Policy: This policy provides an overall reference point for the University's Quality Framework. It specifies the University's approach to Quality Assurance and outlines its scope, principles, and key aspects. It further directs and guides the by-laws enacted under the Universities Act No16 of 1978 (as amended) and the rules and regulations and guidelines implemented under such by-laws in order to execute an effective Quality Assurance System in the University.

- Scope:
 - The Policy on Quality Assurance applies to the University in its entirety. The scope of this policy includes all the spaces and entities that are under the purview of the University and the entire university community (the members of the academic staff, administrative staff, and non-academic staff [permanent and contract]; students; partner institutions; and other relevant stakeholders located within or outside the University).
 - The Policy on Quality Assurance applies to all the activities of the University, including teaching, research, outreach and service activities, general administration, the management of essential, support and welfare services to its community, and any other activity that supports or has an impact, directly or indirectly, on the core functions of the University.
 - The Policy on Quality Assurance embodies the University's commitment to maintaining a quality-culture in its community with the aim of achieving its goals in an effective manner.
 - This Policy on Quality Assurance serves as an overarching policy and a reference point for individual policies developed and implemented with the specific goal of ensuring quality in specific functions of the University.

Key Policy Principles

1. The entire university community pledges to uphold the core values expressed in its Vision in all contexts.
2. All the provisions of the Quality Assurance Framework of the University of Peradeniya shall express full compliance with the national policy frameworks and the Acts, Ordinances, Bills, and national regulations/guidelines relevant to higher education and general and financial administration.
3. The University shall be committed to the continuous enhancement of the quality of its conduct and activities as expressed in the form of carefully and systematically articulated strategic plans and action plans that target national and international socioeconomic development and the well-being of society and the natural environment.
4. The processes, products, and services of the University shall embody the highest level of quality, conform to the national benchmarks, and comply with the standards defined by the accrediting and/or regulatory bodies.
5. The processes and services of the University shall be Outcome-Based.
6. The University shall ensure the optimal, objective, ethical, and transparent use of resources in producing and delivering products and services aimed at the socioeconomic well-being of society, and it shall be accountable to its stakeholders in this regard.
7. The University's Quality Assurance processes shall be intrinsic to the work of all the members of the staff who undertake or support teaching, research, administrative and outreach activities and who are involved in providing general and maintenance services.
8. The University shall evaluate its processes, outputs, and achievements against appropriate national and international benchmarks on a regular basis.
9. In the event a need to revise the University's procedures is identified, the University shall use the outcomes/recommendations of rigorous reviews undertaken internally and/or externally as guides in determining the nature of the required revisions.
10. The University shall devise, implement, and enhance its Quality Assurance processes in an evidence-based manner, where the results of systematic analyses of processes, outputs, services, and outcomes (performance indicators) provide the basis for decision-making. These performance indicators shall include administrative, student support, instructional, and student performance related indicators.



11. The University shall foster internal and external collaborations and the sharing of the best practices among its various entities and encourage an ethos of critical self-evaluation.
12. The University shall establish and maintain a robust management structure steered from the top level of the university administration in order to implement effective internal Quality Assurance measures and maximally benefit from available external Quality Assurance measures.
13. The University shall enact necessary by-laws and regulations and establish necessary processes, relevant guidelines, and codes-of-practice for the effective functioning of its Quality Assurance system. The effective functioning of the University Quality Assurance processes shall include systematic planning to achieve identified goals, the implementation of the plans, the monitoring of the implementation and the outcomes, and the constant improvement of the processes on the basis of the observations.

Definitions:

- **Quality:** The fitness for purpose of a product or service according to a set of required standards, with minimum cost to society. (*The Manuals for Institutional and Program Reviews, University Grants Commission 2015*)
- **Quality Assurance:**
 - The persistent pursuit of goodness coupled tightly with a simultaneous relentless avoidance of badness and enhancing the fitness for purpose. (Adapted from *De Feo, J.A. (2017). Juran's Quality Handbook. New York: McGraw Hill*)
 - The policies and procedures by which the universities can guarantee with confidence and certainty that standard of its awards and quality of its education provision and knowledge generation are being maintained. It also refers to the process of maintaining standards reliably and consistently by applying criteria of success in a course, programme or institution. (*The Manuals for Institutional and Program Reviews, University Grants Commission 2015*)
- **Internal Quality Assurance:** Internal system of monitoring to ensure that policies and mechanisms are in place and to make sure that it is meeting its own objectives and pre-determined standards. (*The Manuals for Institutional and Program Reviews, University Grants Commission 2015*)

Related policies if any:

- All policies developed and adopted by the University of Peradeniya

Related Acts, Rules, Regulations, Key Circulars (if any available):

- *National Policy Framework on Higher Education and Technical and Vocational Education (<http://nec.gov.lk/wp-content/uploads/2014/04/national-policy-on-higher-education-2009.pdf>)*
- *Sri Lanka Qualification Framework (https://www.ugc.ac.lk/attachments/1156_SLOF.pdf)*
- *A Bill on Quality Assurance and Accreditation in Higher Education (https://www.pdn.ac.lk/centers/iqau/upload/26-2019_E.pdf)*
- *UGC Circular 09/2019: Further Strengthening of Internal Quality Assurance Systems in Universities and Higher Educational Institutions*