

**Operating Guidance for Internal Quality Assurance of
National Institute of Social Development**

**Prepared by
Centre for Quality Assurance (CQA)
National Institute of Social Development
04.11.2024**

01. Introduction

Internal Quality Assurance (IQA) is the process through which measures are established within a Degree Awarding Non-State Higher Education Institutions (DANSHEIs) to ensure that the education provision and the standard of awards made in the name of the academic programs are maintained and improved to fulfil the expectations of its stakeholders. For this purpose, every Degree Awarding Non-State Higher Education Institutions (DANSHEIs) which have been recognized by the section 24 A of the Universities Act No16 of 1978 needs to establish a Centre for Quality Assurance (CQA) at the institutional level as per the UGC Circular No. 04/2015 to enable universities and other higher educational institutions in Sri Lanka to setup own internal quality assurance system at a high-level functionality. National Institute of Social Development has established internal Quality Assurance Center for Quality Assurance as per the guideline given in the circular for Quality Assurance (CQA) to oversee its QA activities.

02. Objectives of The Center for Quality Assurance

- a. Institutionalize a culture of quality assurance in accordance with national guidelines and international practices
- b. Ensure that the Institutional procedures are aligned with UGC guidelines and national requirements
- c. Develop and maintain favorable public perception of the institute through improved quality of education based on consistent practice of quality assurance procedures

03. Functions Of CQA

In order to achieve these objectives, the major functions of the CQA should include:

- a. Conduct of all activities pertaining to Internal Quality Assurance of the institute on a daily basis
- b. Support the Institute and programs offering entities (departments, faculties, schools), with in the institute in preparation for external quality assurance, assessment and accreditation requirements
- c. Offer guidance and assistance to programs offering entities in defining program objectives and outcomes, graduate profiles, and course curricula which are in accordance with national reference points such as the Sri Lanka Qualifications Framework (SLQF) and Subject Benchmark Statements (SBS)

- d. Support establishment and effective functioning of entity (i.e. Faculty, colleges, Schools, Departments) QA Cells
- e. Promote and coordinate all quality assurance related activities within the institute, through conduct of workshops, seminars, development of manuals, and other appropriate capacity building activities
- f. Liaise with Non state Higher Education Division Ministry of Education 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

04. The aims of the Center for Quality Assurance

1. Develop and sustain a strong internal quality assurance framework that aligns with national and international standards to ensure the consistency and excellence of academic quality and operational efficiency.
2. Ensure continuous improvement in academic programs through rigorous approval, monitoring, and review processes that address stakeholder expectations and uphold educational standards.
3. Strengthen teaching quality, assessment standards, and student support services, fostering a conducive learning environment that prioritizes student success and well-being.
04. support NISD's dedication to maintaining high educational standards, transparency, and accountability, reinforcing its reputation as a leader in social work and social development education.

05. Post of Head Center for Quality Assurance

a. Position within the Institute

The post of Director, CQA should ideally be a full-time position. Since this may not be achievable in the near future, the Director should obtain a reduction in the academic workload by 50%. As the Director needs the support of all the Deans and other senior academics/administrative staff, it is important to position the Director at an appropriate level. Hence, the position of the Director can be specified in the HEI Organogram at the level of the DVC or at least at the level of a Rector or a Dean.

The director CQA should be free of other major administrative responsibilities in order to implement QA processes effectively. Since academic auditing is a part of internal quality assurance, the person should not be a DVC, Dean or an administrative Head of Department, in order to maintain the transparency of the quality assurance process.

He/she should be appointed for a period of three years, with the concurrence of the UGC. He/she will be eligible for reappointment for not more than one more term of three years.

b. Responsibilities and Duties

Director CQA The responsibilities of the Director, CQA should include then following:

1. Develop regulations for the CQA and obtain approval from the Institute Council for the same
2. Prepare operational guidelines for the CQA in accordance with the general guidelines developed by QAC of the UGC, and customized for the institute 's governance structure / organogram and specific implementation arrangement.
3. Develop a 3-year Strategic Plan for the CQA, obtain approval from the Institute and Council and concurrence of the QAC of the UGC, before implementation.
4. Develop the annual work plan for the CQA and obtain approval from the Institute Council at the commencement of each calendar year.
5. Develop the annual budget for the QA activities in the university along with the university's annual budget estimates submitted to the Treasury, and obtain Finance Committee and Council approval
6. Ensure that the CQA is established on the Institute website and details are updated regularly
7. Report regularly on QA activities and progress to the institute Council
8. Circulate notices of QA activities in the institute to the university community and other universities
9. Conduct University and Faculty level awareness programs on QA
10. Initiate and support preparation of SER for Institutional Reviews
11. Motivate and support study programs to prepare SERs for Program Reviews
12. Provide necessary training and workshop for Self-Assessment Report (SER) preparation
13. Motivate and support academic staff to showcase best practices in QA

14. Develop relationships and liaise with international agencies and universities on QA activities Responsibilities and duties of CQA Director

15. Support academic staff in the process of preparing proposals for the conduct of new degree programs, and ensure that applications submitted to the UGC for approval in this regard are compliant with the Sri Lanka Qualification Framework

16. Report on institute QA activities at the UGC Standing Committee on QA

17. Submit an annual report of the CQA to the QAC of the UGC

18. Convene and facilitate all meetings of CQA and FQACs

19. Assist manual preparation on QA aspects in Faculties

20. Make available to all staff and external stakeholders the results of external and internal reviews, including student surveys

C. Logistics Support for the Head CQA

The Head /CQA should be remunerated as advertised if he/she is a full-time officer. If the position is held on part time basis by an officer who is already recruited at the institute, an honorarium payment and a telecommunication allowance should be made as decided by the board of Governors

He/she should be provided with transport facilities when required to attend to QA activities at the institute.

The Institute authorities should provide suitable permanent office space for the CQA, together with internet and telephone facilities with a dedicated line.

The institute should provide suitable whenever necessary for the smooth functioning of the CQA

06. Composition of the CQA

CQA is led by the head and supervised by the board of governors of the institute.

The CQA should have a Management Committee (MC) for taking decisions of governance of the CQA. The MC is chaired by the Head of the CQA. The MC comprises representatives from all Faculties of Study, and divisions of administration, Finance and academic support.

Accordingly, the members of the CQA MC are as follows:

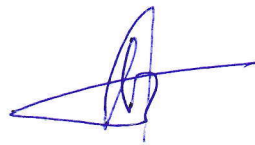
- (a) Director General (Chair of the Committee)
- (b) Directors / Heads of Divisions and Units
- (c) Director, CQA
- (e) QA Cell Coordinators of Divisions or Units, as recommended by the respective boards or committees
- (f) Registrar (or nominee)
- (g) Accountant (or nominee)
- (h) Librarian (or nominee)
- (i) Director of CDC
- (j) Any other member recommended by the Academic affairs Board (If any)

07 Reporting Procedure of the CQA

The CQA will report the progress of its activities to the MC monthly Further the EQACS of the faculties of the Study will present their progress of their activities monthly to the respective faculty Boards, which will be subsequently reported to the CQA to report to the MC. The administration, Finance and academic support divisions will present the progress of their activities monthly at the academic and administrative officers meeting which will be subsequently reported to the CQA.

Monthly Report should include Institute Name, period of monthly report and quality assurance activities in the format expected by the NSHED

Quality assurance (QA) is a continuous process. Every one in the Institute 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 engage in. The establishment of the stipulated internal processes would contribute to enhance the quality of the institute leading to a quality culture.



Manjula Wijesekara
Director
Center for Quality Assurance
National Institute of Social Development
Liyanagemulla, Seeduwa.