

## **ACADEMIC QUALITY POLICY AND PRACTICE, LYCEUM CAMPUS**

### **1. Introduction**

The Lyceum Campus's approach to quality is in compliance with the provisions of the Lyceum Campus Ordinance 2022. It is informed by internal and external standards and requirements, for example from the UGC's Quality Assurance Council, Ministry of Education (SCAQA), Sri Lanka Medical Council, Sri Lanka Qualifications Framework (SLQF 2015) and UGC Review Manuals 2015;2019 .It also takes its lead from national and International best practices.(Higher Education Institution Review Manuals ;UGC 2015; 2019; 2023).

The Lyceum Campus acknowledges that it is ultimately responsible for the academic standards of awards made in its name and for the quality of its students' learning experiences.

This policy has been formulated aiming to fulfill our Mission as defined in our Strategic Plan (2023-2027) “ *To contribute to the wider world through the pursuit of education , research, knowledge transfer and service at the highest levels of excellence*”

The Campus has adopted the idea of quality as “ fitness for purpose”, a concept that emphasizes the need to conform to generally recognized standards for higher degree institutions.

### **2. Purpose**

Purpose of the policy is to :

- a. formally articulate the Lyceum Campus's commitment and the role of Quality Assurance at the campus ;
- b. to explain the campus's Quality Assurance Framework and quality assurance methodology;
- c. to foster a culture of quality throughout the Campus;
- d. To guide the ongoing development and implementation and monitoring of sustainable quality assurance processes , procedures, and practices in the Campus;

- e. To act as a yard-stick for evaluating and reviewing the campus-wide operations, programmes, and services for continuous improvement and customer-centric provision;and
- f. Provides guidance for meeting and exceeding the national legislative and statutory requirements and benchmarks that will put the Campus at a competitive level nationally and internationally.

### **3. Objectives of the Policy**

An effective institutional quality policy assesses quality against the institution's mission and strategic objectives. The Lyceum Campus has adopted the idea of quality as “fitness for purpose”, a concept that emphasizes the need to conform to generally recognized standards for higher degree institutions.

To achieve this the Policy has the following objectives:

- a) To demonstrate to the Campus staff students and governing bodies and the stakeholders that quality procedures are in place for the purpose of establishing, ascertaining, maintaining, and improving the quality of education, training and research and related services, that it provides ;
- b) To maintain public confidence , especially that of stakeholders , in the quality and standards achieved by the students and staff;
- c) To confirm that quality procedures are effective in enabling the units of the Campus to achieve the level of quality and the objectives which the campus aspires under its vision and strategic plan;
- d) To foster and sustain a quality culture supported by ongoing learning and innovation in all units of the Campus , and by providing feedback to all staff and students on ways and opportunities for continuous improvement;
- e) To facilitate quality enhancement based on recommendations, arising from reviews and other initiatives ,and by highlighting effective practices to be shared among internal audience;

- f) To publish reports on quality reviews in order to provide to external stakeholders and interests and to wider public on the quality of education and training , research and related services, that it provides; and
- g) To be prepared for periodic external institutional/programme reviews of the Campus quality assurance procedures.

#### **4. Scope**

The policy applies to all functional units and to all employees of the Lyceum Campus

#### **5. Policy Statement**

The Quality Assurance System in higher education in Sri Lanka holds strong quality assurance expectations of self-accrediting higher education institutions. Key reference Points include:

- a. Sri Lanka Qualifications Framework ( SLQF)
- b. Quality Assurance Council ( QAC) of the University Grants Commission ( UGC)
- c. Subject Benchmarks Statements ( SBS) of the respective discipline/subjects( UGC)
- d. Standards and guidelines prescribed by the Professional Bodies where relevant e.g. , Sri Lanka Medical Council ( SLMC)
- e. Manuals for Reviews of Sri Lankan Universities and Higher Education Institutions ( UGC 2015, 2019,2022)
- f. Codes of Practice

**This policy is committed to :**

- a. Establishment of a *Quality Assurance Framework* so as to realise its Mission, Goals, and Strategic Priorities, and to meet obligations as a self-accrediting Higher Education Institution;
- b. involve the adoption of systematic management procedures to monitor performance and to ensure achievement and improvement of the quality of systems , processes and outputs;

- c. give internal and external stakeholders confidence in the management of operations , management,governance and outcomes; to ensure that the campus meets both the expectations and performance measures in the higher education sector ,and national and international quality assurance standards;
- d. develop the Quality Assurance at the Campus and support through policies, principles,attitudes,actions,and procedures that assure quality through a continuous improvement philosophy;
- e. More specifically the Quality Policy aims to provide a framework for an efficient and functional quality assurance system with enforceable rules and procedures focusing on:
  - Establishing and development of a *Central Quality Monitoring and Enhancing Directorate* (QMED) to govern and oversee the implementation and effectiveness of the *Quality Assurance Framework of the Lyceum Campus*;
  - Establishing and development of a quality culture in both academic and support services domains;
  - Empowerment of staff in the development, implementation,and execution of quality assurance systems , processes, procedures, and mechanisms based on the annual appraisal meetings with the individuals and line managers;
  - Monitoring of quality assurance actions within functional units of the campus ( Faculties/Departments/Divisions/Support services. ). Each functional unit consistently reviewing all its existing policies, procedures, practices, and regulations to ensure that they are in line with the *Regulatory Framework of the Lyceum Campus*.

## 6. PRINCIPLES

The Quality Policy is underpinned by statutory quality related requirements and by Lyceum Campus's commitment to fostering a culture of quality and applying international best practices throughout the Campus.

The policy is based on the following principles:

### ***Fostering a quality culture***

A quality culture to be sustained by the whole Campus the following basic principles have to be largely shared and accepted :Development of a ‘ quality culture’ to underpin a successful quality system that requires :

- placing students at the centre;
- transparent and active commitment to quality at all levels;
- willingness to engage in critical self-evaluation;
- a firm internal regulatory framework with clear and consistent procedures;
- explicit and clearly assigned responsibilities for quality assurance;
- a drive to obtain feedback from a variety of internal and external stakeholders;
- a clear commitment to identify and disseminate good practices ;
- prompt , appropriate and sensitive managerial action to redress problems ,supported by adequate information; and
- inspirational leadership at all levels.

### ***Quality commitment***

The campus community actively endorses and demonstrate support for the quality policy.

### ***Quality responsibility***

Quality is accepted as the responsibility of all staff and is upheld across the campus, whilst the purpose and direction are set by the campus leadership.All staff understand how their individual activities affect the srtrategic goals of the campus. staff are trained,supported and resourced appropriately in order to deliver services and products consistent with the institutional requirements.

### ***Quality data and information***

Processes are in place to ensure the consistent collection and analysis of data and information to enhance evidence-based decision making

### ***Responsiveness and resolution***

Campus is committed to responding in a timely manner to the views of all stakeholders , and to the prompt resolution of issues. The Campus is committed to responding to student feedback and sets benchmarks against which to measure this feedback.

### ***Continuous enhancement***

Staff are expected to engage in critical, honest, and timely self-review with reflection and implementation of lessons learnt. Planned external and internal reviews promote consistent evolution of practices and procedures to ensure their ongoing suitability and adequacy. Sharing of good practice, and responsiveness to the ideas of others , are central features of enhancement. Continuous enhancement of quality also depends on professional development of staff.

### ***Effective internal communication***

All members of the staff have the organizational freedom to identify, document, and communicate any issues related to the processes of the quality assurance system and their effectiveness to the QMED through the heads of depts/staff intranet/suggestion box.

### ***Customer focus and Accountability***

All the campus operations are based on the established customer requirements and stakeholder involvement. Initiatives are determined and nurtured for continued relevant delivery, quality research output and improved institutional performance. Campus is accountable to its stakeholders for the quality and standards of its academic provision and awards.

### ***Policy review***

Policy is reviewed periodically through policy review exercises for continuous quality improvement and to ensure that they are in line with the campus strategy and mission.

## **7. Implementation of the policy**

- The Council provides governance oversight of the importance of the policy through the campus level organ , **Quality Monitoring and Enhancement Directorate (QMED)** . It is responsible for the overall management of quality assurance activities at the Campus. The QMED functions as the President's secretariat on quality assurance issues.

- **QMED** provides the technical support for the comprehensive implementation of the policy, including the management of audits and all compliance processes. It is also responsible for capacity building to implement the Policy.

The responsibility and authority of QMED also includes:

- Ensuring the processes needed for a quality assurance system are established, implemented and maintained;
- Ensuring that quality assurance reviews are held as scheduled, and monitoring of actions arising from the review meetings are carried out;
- Developing the annual quality audit schedule and ensuring that the schedule is endorsed and approved;
- Championing continual improvement arising from quality assurance reviews, stakeholder feedback and quality audits;
- Monitoring and improving stakeholder satisfaction through quality meetings and stakeholder feedback;
- Reporting to Academic Syndicate (senate) and Council on the performance of the quality assurance system and any need for improvement;

**Academic Syndicate** facilitates and monitors the development of a culture of continuous improvement for enhanced academic excellence;

**Committees of Academic Syndicate** --Academic Quality and Standards Committee of the Academic Syndicate is responsible for the Campus -wide implementation management and quality assurance of the policy

**Boards of Departments and Faculties**---ensure implementation of the policy within their areas of responsibility

**All staff**—quality is taken to be everyone's responsibility in the campus, hence the intent and application of the policy is to be embedded in the daily work of all staff.

## **8. Quality Policy responsibility, review and dissemination**

- The Director QMED shall ensure that the quality policy is a true and accurate representation of the applicable policies and procedures and that it is kept up-to-date at all times
- The policy shall be made available in a non-editable format on the Lyceum Campus portal. All employees who are involved in the Quality Policy and related activities shall have a thorough understanding of the Policy. Lyceum Campus's quality assurance and quality enhancement processes shall be circulated in accordance with this Policy
- All requests for revisions shall be addressed to the Director QMED. This Policy shall be reviewed every two years and amendments, if required, shall be made after formal approval by the relevant authorization body ( Council/Academic Syndicate) and superseded versions of the policy shall be retained for future reference.
- Compliance with this policy is mandatory and any exceptions shall be reported to the relevant authorization body ( Council/Academic Syndicate).

### **2.9 For the Policy to Accomplish:**

Following basic principles need to be observed by the Campus Community for the Quality Policy to be successful:

1. Compliance with current legislation to be guaranteed;
2. Academic programmes aligned with the campus's internal capabilities and strategy and enable to respond to society's needs and expectations;
3. Set objectives linked to quality management and use this policy as a basis for defining them;
4. Ensure that all members of the Campus staff are aware of, understand, and apply the quality policy;
5. Make the quality policy accessible to stakeholders and put in place the necessary accountability mechanisms;



6. Promote a culture of continuous improvement in all areas of the campus, seeking sustained improvement in the performance of internal quality Campus's actual needs.assurance system, and the satisfaction of all stakeholders through the participation of individuals and teams and the review and refinement of the proceses, that have been implemented;
7. Foster creativity and innovation to develop ways of learning that helps to train officials and citizens, who are able to respond to the new global change;

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