

# EXTERNAL PROGRAM REVIEW

Bachelor of Arts General (External) Degree

2021

Self-Evaluation Report



Distance and Continuing Education Unit  
University of Ruhuna  
Sri Lanka

**Self-Evaluation Report**  
**on**  
**Bachelor of Arts (External) General Degree**

**Distance and Continuing Education Unit (DCEU)**  
**University of Ruhuna**  
**Sri Lanka**

**December 2021**

## Abbreviations and Acronyms

AB	Assistant Bursar
BA	Bachelor of Arts
BCom	Bachelor of Commerce
BOS	Boards of Studies
CQA	Center for Quality Assurance
DCEU	Distance and Continuing Education Unit
EC	Extension Courses
EDP	External Degree Programme
EEU	External Examination Unit
ELAA	Evaluation, Learner Assessment and Awards
FAQ	Frequently Asked Questions
FB	Faculty Board
FHSS	Faculty of Humanities & Social Sciences
FMF	Faculty of Management & Finance
FOA	Faculty of Agriculture
GIS	Geographic Information System
GM	Governance and Management
HRM	Human Resource Management
ICT	Information and Communication Technology
IQAC	Internal Quality Assurance Cell
IT	Information Technology
LMS	Learning Management System
LSP	Learner Support and Progression
MC	Management Committee
MIS	Management Information System
MOOC	Massive Open Online Course
MOU	Memorandum of Understanding
ODL	Open Distance Learning
PDO	Programme Design and Organization
QA	Quality Assurance

QAA	Quality Assurance and Accreditation
QAAC	Quality Assurance and Accreditation Council
QAC	Quality Assurance Council
SAA	Senior Assistant Accountant
SAB	Senior Assistant Bursar
SAIA	Senior Assistant Internal Auditor
SAR	Senior Assistant Registrar
SAS	Senior Assistant Secretary
SDC	Staff Development Center
SER	Self-Evaluation Report
SLQF	Sri Lanka Qualification Framework
SOP	Standard Operational Procedures
STMQM	Scientific Tea Manufacturing and Quality Management
UGC	University Grant Commission
UOR	University of Ruhuna

### 3 Compliance with Criteria and Standards

#### 3.1 Criterion 1- Governance and Management

Standards	University's adherence to the Standards	Evidence	Annex Number
<b>1.1</b>			
1.1	The Distance and Continuing Education Unit (DCEU) of the University of Ruhuna has set its policies in alignment with the national guideline given in the EDP manual and other UGC circulars on EDPs and EC. The Board of Studies (BOS) and the Management Committee (MC) have been established and the programmes are being conducted under the regulating and monitoring of BOS, MC, Senate and Council. The quality assurance has been implemented through the establishment of the Internal Quality Assurance Cell (IQAC) and through QAC	UGC Handbook on EDPs and ECs (Manual for Quality Assurance of External Degree & Extension Courses)	GM 1.1.1
		Code of Conduct	GM 1.1.2
		UGC circular 932	GM 1.1.3
		Establishment of BOSs for EDP and EC programmes	GM 1.1.4
		Incorporation of EDP & EC in the cooperate Plan of the university (2014-2018, 2019 – 2023)	GM 1.1.5
		Establishment of MC for Distance and Continuing Education Unit (DCEU)	GM 1.1.6
		Establishment of IQAC of DCEU	GM 1.1.7
		QAC minutes showing that Compliance with the policies of QAC of the University	GM 1.1.8
		Senate minutes showing compliance with university policies	GM 1.1.9
		Council decisions indicating compliance	GM 1.1.10

1.2			
1.2	The DCEU vision and mission are in alignment with the mission and vision of the University of Ruhuna. Accordingly, its goals and objectives are in alignment with the strategic plan of the university, and its polices and plans pertaining to academic, examinations, administration, and finance. Activities are regularly communicated to all relevant parties through the Management Committee and the Senate.	Vision and mission statements of the University	GM 1.2.1
		Vision and mission statements of Distance and Continuing Education Unit (DCEU)	GM 1.2.2
		Goals & objectives of the institute pertaining to the external education	GM 1.2.3
		Minute of the Management Committee pertaining to some policies	GM 1.2.4
		Minute/decisions of the Finance Committee pertaining to some rules for the DCEU	GM 1.2.5
		Senate Minutes pertaining to some policies/decisions of EDP and EC	GM 1.2.6
		Strategic/Corporate plan of the University of Ruhuna	GM 1.2.7
1.3			
1.3	The organizational structure of the DCEU pertaining to the handling of the EDPs and ECs has been developed in accordance with the UGC guidelines. All the administrative and academic matters are discussed at the MC of DCEU and the minutes are properly maintained and communicated to all relevant	UGC guidelines on management structure of DCEU	GM 1.3.1
		Organizational Chart and Organogram for the management of the DCEU	GM 1.3.2
		Management Committee Composition and meeting attendance	GM 1.3.3
		Minutes of the DCEU Management Committee meeting	GM 1.3.4
		Minutes and attendance of the Board of Studies for all the programmes	GM 1.3.5
		Minutes of the relevant Faculty Boards	GM 1.3.6
		Notices for students in the DCEU websites	GM 1.3.7

	parties. BOSs have been established for all respective academic programmes and all faculty and academic matters related to examinations are discussed and transferred to the relevant faculty boards, and the senate as and when it is appropriate.	Annual Meeting Schedule of the DCEU	GM 1.3.8
		Senate minutes / senate memos pertaining to some activities of the DCEU	GM 1.3.9
		Decisions / Minutes of the Faculty Board pertaining academic and examinations of EDP/ECs of DCEU	GM 1.3.10
1.4			
1.4	Director - DCEU coordinates the development of policies and takes steps to implement and monitor the processes through the relevant BOSs and coordinators of the programmes. The DCEU has established an IQAC to develop policies and implement the mechanism for quality enhancement. The relevant information is transferred to the departments/ faculties through the BOSs and the respective faculty boards. All matters are discussed	Operational Procedure of the DCEU related to conducting courses with the Faculties/Departments	GM 1.4.1
		UGC 932 circular	GM 1.4.2
		Various communication channels used by the DCEU to communicate with relevant stakeholders	GM 1.4.3
		Official Communication Channels prepared by DCEU	GM 1.4.4
		EDP & EC Coordinator appointments	GM 1.4.5
		Minutes of the MC meetings	GM 1.4.6
		Senate minutes for DCEU polices	GM 1.4.7
		Establishment of an IQAC for the DCEU	GM 1.4.8
		Minutes of IQAC of DCEU	GM 1.4.9
		IQAC matters in MC meetings	GM 1.4.10

	at the MC and the recommendations are communicated to the relevant parties.	Transferring of IQAC decisions to Board of Studies and the Faculty Boards	GM 1.4.11
<b>1.5</b>			
1.5.	The by-laws of all programmes and other relevant rules and regulations of the EDP and the ECs have been prepared, and approved by the relevant authorities and the students are made aware of them through the website and the handbook. The academic calendar and the orientation programme of each EDP and EC are informed to the students in time. The students are supported through a grievances committee.	By-law of BA degree programme	GM 1.5.1
		By-Law of ECs	GM 1.5.2
		Web information of By-Law, programme descriptions (BA programme and ECs)	GM 1.5.3
		Examination guidelines/ regulations	GM 1.5.4
		Handbook for BA external students	GM 1.5.5
		Academic calendars of External Degree	GM 1.5.6
		Board of Study minute on academic activities	GM 1.5.7
		MC minutes on student's requests	GM 1.5.8
		Students request to the grievances committee	GM 1.5.9
		Board of Studies minutes about discussing student's grievances	GM 1.5.10
		Faculty Boards minutes/ decisions about student's grievances	GM 1.5.11
		Solution provided to students on grievances	GM 1.5.12
		Orientation programmes of the BA and ECs	GM 1.5.13
		Student services records	GM 1.5.14
		DCEU Webpage for various courses	GM 1.5.15
		Academic calendar of Extension courses	GM 1.5.16



1.6			
1.6	<p>The University of Ruhuna has established policies and criteria for selecting resource persons from the state as well as non-state sectors and the DCEU adheres to these guidelines.</p> <p>The DCEU collaborates with the internal academic bodies to expand and enhance the learning opportunities of the learners.</p> <p>The University of Ruhuna has signed MoUs with other organizations where the responsibilities and accountability conditions pertaining to academic activities are clearly defined.</p>	Selection criteria for visiting lectures	GM 1.6.1
		Institutional Policy documents for collaborating with other institutes	GM 1.6.2
		Partnerships with other organizations (state & non-state institutions)	GM 1.6.3
		Partnership with Academic Departments / Faculties of the University	GM 1.6.4
		MoUs for EC (Diploma in Biodiversity Management & STMQM)	GM 1.6.5
		Appointment letters for academics from external /non-state sectors for EDP & ECs	GM 1.6.6
		Duties/ responsibilities assigned for the coordinators	GM 1.6.7
		TORs of such appointments including clearly defined responsibilities and accountability	GM 1.6.8
1.7			
1.7	<p>The institute has established mechanisms to monitor effectiveness and efficiency of collaborative academic activities and services through the respective bodies. The external board</p>	Partnership with Academic Departments / faculties of the University	GM 1.7.1
		Board of Studies minutes for discussing academic activities	GM 1.7.2
		Minutes of Management Committees respect to evaluating effectiveness of the programmes	GM 1.7.3
		Faculty Board minutes on monitoring the programmes	GM 1.7.4

	members from state and non-state sectors contribute to monitor and evaluate the efficiency and effectiveness of the above activities and services. The DCEU has recently established an Internal Quality Assurance Cell to conduct regular monitoring.	Minutes of IQAC of DCEU on monitoring programmes	GM 1.7.5
		Annual report of DCEU	GM 1.7.6
		Partnerships with external organizations (state & non-state institutions)	GM 1.7.7
		Minutes of CQA of the university pertaining to evaluation of EDP/ EC regular monitoring and evaluating instrument established by DCEU	GM 1.7.8
		Such monitoring and evaluating reports submitted by CQA Action taken / Progress reports	GM 1.7.9
1.8			
1.8	The staff and the learners in all programmes are provided with handbooks/guides that include all relevant information on the study programmes and other services.  All important information is regularly uploaded to the DCEU web. The students have been provided with LMS accounts enabling access to all necessary information. In addition, the DCEU use the social media and flyers to circulate information. The staff communicates all the	Student handbook	GM 1.8.1
		Guide Books /Prospectus	GM 1.8.2
		DCEU Website & other Web pages	GM 1.8.3
		Path for information flow	GM 1.8.4
		LMS of DCEU for the students	GM 1.8.5
		Communications to the staff of the faculties about outsourced centers	GM 1.8.6
		Notices to the students on outsourced centers	GM 1.8.7
		Information on outreach centers (Galle & Hambantota)	GM 1.8.8
		Social media information	GM 1.8.9
		Information on outsource centers	GM 1.8.10
Faculty Board minutes	GM 1.8.11		

	information through the Web, LMS, email and BOS and faculty board meetings.	BOS minutes	GM 1.8.12
		MIS for students	GM 1.8.13
		Students' feedback/request/letters to students on various information	GM 1.8.14
1.9			
1.9	The DCEU has an established procedure for recruitment of qualified and competent academic and academic support staff to meet the objective of the programmes. The external visiting staff is recruited calling open application. The administrative staff, academic support staff and staff on contract-basis are recruited calling open applications. All the appointments are approved by the Senate & Council of the University of Ruhuna.	Staff recruitment process for teaching staff of external degree and extension courses	GM 1.9.1
		Academic Qualification of teaching staff of BA programmes	GM 1.9.2
		Academic Qualification of teaching staff of EC	GM 1.9.3
		Appointment procedure and qualifications of administrative staff, Director of DCEU	GM 1.9.4
		Other supporting staff of DCEU	GM 1.9.5
		Appointment letters	GM 1.9.6
		Advertisement for calling applications for visiting staff and administrative staff	GM 1.9.7
		Selection process for recruiting academic supporting staff	GM 1.9.8
		Minutes of the BOS on appointment of visiting staff	GM 1.9.9
		Minute of MC pertaining to recruitment of staff	GM 1.9.10
		Minutes of the Senate and Council pertaining to recruitment of staff	GM 1.9.11
		Cadre of the DCEU and Staff of DCEU	GM 1.9.12
		Examination panels recommended at the BOS	GM 1.9.13

		Examination panels approved at the MC	GM 1.9.14
		Examination Panels approved at the Senate	GM 1.9.15
1.10			
1.10	The institute has well-defined mechanism to identify and address the need of all categories of the staff. The trainings are conducted through the SDC and the QAC to meet the relevant needs. In addition, training programmes are conducted for the DCEU staff for supporting distant learners in various aspects of their studies.	HR policy plan of the faculties	GM 1.10.1
		SDC training details for academic staff	GM 1.10.2
		Training schedules for academic and non-academic staff and Attendance records on the same	GM 1.10.3
		Other training programme for staff in the faculty for enhancing skills of learners (LMS, online teaching/ assessments etc.)	GM 1.10.4
		DCEU development fund documents for allocating funds for training	GM 1.10.5
		CQA training schedule for staff	GM 1.10.6
1.11			
1.11	The DCEU has a well-established performance management and appraisal mechanism for all categories of staff members. In addition to the annual performance evaluation reports good practices are appreciated at the BOS and the MC. In order to promote accountability and effectiveness, a well-documented duty list has been circulated among the staff	Annual performance evaluation reports	GM 1.11.1
		Board of studies minutes	GM 1.11.2
		Management committee minutes	GM 1.11.3
		Policy documents of IQAC of DCEU	GM 1.11.4
		Increment forms of DCEU staff	GM 1.11.5
		Duty list of the staff involved in EDP & EC activities	GM 1.11.6
		Evidence for staff appraisal system	GM 1.11.7
		Evidence for staff appraisal on contribution to academic developments	GM 1.11.8

	and their performance is monitored by the relevant bodies.		
1.12			
1.12	To ensure the operation of a transparent financial management system, the DCEU complies with the relevant circulars and participates in continuous auditing activities. Further, the budgets are prepared at the activity and institutional levels. In addition, all financial matters are discussed at the MC and FC of the University of Ruhuna Council.	DCEU procedure for handling financial matters	GM 1.12.1
		Management Committee minutes/ decision on programme budgets/ proposed budgets for all the DCEU programmes	GM 1.12.2
		Finance Committee decisions on programme budgets	GM 1.12.3
		Finance Committee decisions/ memos on financial matters / payments etc.	GM 1.12.4
		Annual reports of DCEU	GM 1.12.5
		Actual Programme budgets to show effective utilization of funds	GM 1.12.6
		Actual budget statements	GM 1.12.7
		Financial Circulars (UGC and Council internal circulars etc.)	GM 1.12.8
		Council approval on financial matters of DCEU	GM 1.12.9
		Evidence for auditing DCEU activities	GM 1.12.10
1.13			
1.13	The DCEU has allocated a sufficient amount of funds from its annual budget to establish an effective distance learning mechanism, to update its infrastructure facilities (lecture halls, multimedia, photocopy etc.)	DCEU Development fund - details	GM 1.13.1
		Allocations from the programme budgets for DCEU development	GM 1.13.2
		Procurement documents for purchasing computers and other learning / teaching supports	GM 1.13.3
		Maintenance reports of machines	GM 1.13.4
		Details for payments for lecture halls & examinations centers	GM 1.13.5

	and to enhance its IT-oriented modern teaching (audiovisual) facilities. Further, supportive learning materials are developed utilizing the DCEU funds.	Details on payments for module writings	GM 1.13.6
		Upgrade plan of DCEU for effective teaching & teaching	GM 1.13.7
		Payment recommendations/ guidelines for academic activities / seminars	GM 1.13.8
		Payment guidelines for examinations work (Marking schemes/ Moderations/ First markings/ second markings and seminars/ lectures (BA programme and ECs)	GM 1.13.9
		Audio-Visual room establishment details	GM 1.13.10
		Payment details for examination (BA programme and ECs)	GM 1.13.11
1.14			
1.14	Students are well-informed of the services and the facilities of the DCEU via a multiplicity of media sources such as handbook, website, LMS, email, and WhatsApp and the in-house orientation programmes.	Handbook/prospectus	GM 1.14.1
		Hand books for Programme/courses	GM 1.14.2
		Information brochures	GM 1.14.3
		website	GM 1.14.4
		Advertisements	GM 1.14.5
		LMS	GM 1.14.6
		DCEU day	GM 1.14.7
		Inauguration Sessions of the programmes	GM 1.14.8
		Other social media uses	GM 1.14.9

1.15			
1.15	Proper admission and selection processes are established by the DCEU in accordance with the UGC guidelines and the SLQF standards. Further, the DCEU has offered courses, which match the market needs and social requirements. The selection criteria are monitored by the BOS, MC, CQA and Senate and well-written by-laws are available for each respective programme.	SLQF document	GM 1.15.1
		CQA minute of monitoring and approving selection criteria	GM 1.15.2
		identification of market needs of the programme	
		Senate minutes on approving selection criteria	GM 1.15.3
		By-law of programmes (EDP & EC)	GM 1.15.4
		Selection criteria for programmes	GM 1.15.5
		Advertisement for selection of students	GM 1.15.6
		Senate minutes for selecting students	GM 1.15.7
		932 Circular- UGC	GM 1.15.8
		01/2021 Circular- UGC	GM 1.15.9
		Aptitude test for selecting students	GM 1.15.10
FHSS/ MC/ Senate/Council decision on student admission number	GM 1.15.11		
1.16			
1.16	The DCEU maintains an up-to-date and comprehensive database on learners of the EDPs & the ECs, allocating a separate personal file for each individual student, and uses the MIS and LMS to manage it, accordingly.	Management Information System (MIS) records of DCEU	GM 1.16.1
		LMS records of EDP	GM 1.16.2
		Board of Study, Management Committee, Finance Committee minutes	GM 1.16.3
		Senate Minutes related to the student matters	GM 1.16.4
		Student registration records of the DCEU	GM 1.16.5
		Personal files of the learners of DCEU	GM 1.16.6

		Students' recruitments records of DCEU	GM 1.16.7
		DCEU has a Programmer Cum System Analyst to maintain web base records	GM 1.16.8
		DCEU staff allocation records to maintain learner's records	GM 1.16.9
1.17			
1.17	The DCEU has effective channels of communication and coordination between management, faculty, staff, current and past learners, using different media and mechanisms to ensure a timely information flow across them all.	DCEU Organogram	GM 1.17.1
		Coordinators for EDPs and ECs	GM 1.17.2
		BOS and MC, Faculty Boards minutes related to the communications to the learners	GM 1.17.3
		Copy of letters for communications to the students about the BOS decisions.	GM 1.17.4
		Sample format of feedback of the convocation day Analysis report	GM 1.17.5
		Sample of seminars feedback form	GM 1.17.6
		Student's request facilities through DCEU web online	GM 1.17.7
		Different social media channels / E.g., WhatsApp	GM 1.17.8
		Duty lists for Coordinators of EDPs ECs	GM 1.17.9
		Official Communication Channels for BOS/ FB and Coordinators	GM 1.17.10
		SOP of DCEU	GM 1.17.11
		Students' grievances requests and committee report/s	GM 1.17.12
		Google forms for students	GM 1.17.13
		SMS service for students	GM 1.17.14



		Staff meetings of DCEU	GM 1.17.15
1.18			
1.18	The University of Ruhuna has transparent mechanism to monitor and evaluate the effectiveness of communication strategies for improvement through student feedbacks, Board of studies, Faculty Boards, and Management Committee and Senate meetings.	Students feedback forms / Analysis reports and action taken based on that	GM 1.18.1
		Management committee records on attending students' requests	GM 1.18.2
		Board of studies minutes on attending students' requests	GM 1.18.3
		Faculty Boards records on students' request	GM 1.18.4
		LMS records on regular conducting lectures / seminars	GM 1.18.5
		Progress reports from coordinators	GM 1.18.6
		Results Google form survey	GM 1.18.7
		Documentary evidences for communicating with students / staff	GM 1.18.8
		SMS service to students	GM 1.18.9
		Email to the students	GM 1.18.10
		IQAC minutes	GM 1.18.11
1.19			
1. 19	The DCEU has developed transparent, fair, effective and expeditious grievance redress mechanism for learners in coordination with different bodies of the University of Ruhuna such as the Grievance Committee, Board	Students requests on their grievances	GM 1.19.1
		Guide books students	GM 1.19.2
		Web portal for applying students' grievances	GM 1.19.3
		Senate approval for students' grievances	GM 1.19.4
		Management Committee decisions on students' Grievances / requests	GM 1.19.5

	of Studies, Faculty Board, Management Committee and Senate.	Board of Studies minutes on addressing students Grievances	GM 1.19.6
		Handling of student medical reports	GM 1.19.7
		Repeat examinations in BA degree and the results notifications	GM 1.19.8
		Repeat examinations for Diploma in Marketing Management course and English programme	GM 1.19.9
1.20			
1.20	The DCEU has implemented various formal and informal mechanisms and instruments, using the websites of the DCEU and MIS, LMS and other formal bodies and committees for regular monitoring and feedback processes to obtain data from current and past learners and the staff, for particularly analyzing the feedback information and adhering to them to improve the policies.	Tracer Studies records	GM 1.20.1
		Web notices to all students (past and current)	GM 1.20.2
		Student emails sent on requests	GM 1.20.3
		Management Committee minutes on student supports on examinations/ accommodations etc.	GM 1.20.4
		Management Committee minutes on examination matters	GM 1.20.5
		Moderators reports on examinations	GM 1.20.6
		Establishment of centers in different locations for improvement of the learner participations based on student requests	GM 1.20.7
		LMS facilities	GM 1.20.8
		Revision of BA programme on feedback (documents)	
		Revised curriculum of BA programme	GM 1.20.9
		Feedback seminar for BA first examinations on student request	GM 1.20.10
		Repeat Examinations for English	GM 1.20.11
Feedback sessions for Diploma in Marketing management and repeat examination on students requests and related BOS, FB, MC	GM 1.20.12		

		and Senate documents	
		By-Law revision documents / records	GM 1.20.13
1.21			
1.21	External consultants contribute to enhance the quality of the programme by providing relevant recommendations at the Board of Studies, Management boards, and IQAC. All the programme contents are extensively reviewed by external experts. Tracer studies are conducted at the graduation for the enhancement of the programmes.	Participation of External members / experts in BOS and MC of DCEU	GM 1.21.1
		Restructuring of curriculum incorporating IT, English and Internship	GM 1.21.2
		QAC minutes on quality improvements of EDP and ECs	GM 1.21.3
		Feasibility studies records	GM 1.21.4
		Board of Studies minutes on improvements of the quality	GM 1.21.5
		Minutes of IQAC on quality improvements	GM 1.21.6
		External reviewers report on programmes of EDP and ECs	GM 1.21.7
		Curriculum development based on 01/2021	GM 1.21.8
		Tracer study documents and communication of those to relevant authorities (senate/ UGC etc.)	GM 1.21.9
1.22			
1.22	The institution has established a QA policy implemented through the CQA and IQAC. These are publicly available through the	CQA By-Law manual of the university	GM 1.22.1
		CQA strategic plans (2015-2021)	GM 1.22.2
		CQA minutes on quality enhancements	GM 1.22.3
		IQAC minutes	GM 1.22.4
		University Cooperate plans (2014-2018 & 2018-2023)	GM 1.22.5

	CQA website and institution corporate plan.	Action plan of DCEU (2015-2020)	GM 1.22.6
		932 circular	GM 1.22.7
1.23			
1.23	The internal mechanism for monitoring and implementing policies in the EDP and EC are operative through the IQAC, CQA, BOS, MC, etc.  All the relevant information about the changes of policy processes is communicated to the relevant stakeholders (staff, students, faculty board, etc.) through multiple sources (i.e., emails, meetings, letters, website messages, social media, etc.)	Communication channel to communicate with BOS/ FB and coordinators	GM 1.23.1
		QA policies/ decisions (IQAC, Boards Studies, MC)	GM 1.23.2
		Organogram & SOP of DCEU	GM 1.23.3
		Meeting schedule of DCEU	GM 1.23.4
		IQAC decisions on operations of EDPs	GM 1.23.5
		Management Committee minutes	GM 1.23.6
		IQAC minutes	GM 1.23.7
		BOS & FB minutes of FHSS on monitoring	GM 1.23.8
		Cooperate plan( 2014-2018, 2019-2023)	GM 1.23.9
		Action plan( 2019-2021)	GM 1.23.10
		Annual Reports of DCEU ( 2015-2021)	GM 1.23.11
		All communication had done to the relevant stakeholders (staff, students, faculty board, etc.) through multiple sources (i.e., emails, meetings, letters, website messages, social media, etc.)	GM 1.23. 12
1.24			
1.24	Policies and procedures have been established by the institute for the	Board of Studies minutes	GM 1.24.1
		Management Committee minutes	GM 1.24.2

	continuous improvement of the programmes through the Senate, Management Board, CQA and IQAC. A self-assessment method has been developed and implemented.	CQA By-law	GM 1.24.3
		IQAC minutes	GM 1.24.4
		QAC minutes	GM 1.24.5
		Evidences for Programme approving sequence through CQA	GM 1.24.6
		Senate minutes	GM 1.24.7
		Corporate plan ( 2014-2018, 2019-2023)	GM 1.24.8
		Action Plan ( 2019-2021)	GM 1.24.9
1.25			
1.25	The institution has complied with the policies stated by the UGC and the QAAC and undergone a frequent external review process. The institute has incorporated recommendations from the external reviewers where appropriate.	Examination Manual of university	GM 1.25.1
		By-Law of CQA	GM 1.25.2
		IQAC policies of the institutes	GM 1.25.3
		Corporate plan	GM 1.25.4
		Examination Manual of university	GM 1.25.5
		QAC (QAA) approval of new BA curriculum	GM 1.25.6
		UGC approval for BA External Degree curriculum (new)	GM 1.25.7

**Summary:** Distance and Continuing Education Unit of the University is involved in conducting BA external Degree and other Extension courses of various disciplines to satisfy the current needs. DCEU complies with the directives stated in the national policy frameworks such as UGC manual for EDP and ECs and, the guidelines given by University Grant Commission, Council, Senate, Management Committee of DCEU. Board of Studies have been established to all respective academic programmes and linked with the respective faculties. The academic matters and examinations and respective appointments at the Boards of Studies, and transferred to the relevant Faculty Boards, and the Senate as necessary. The IQAC of DCEU has been established in 2020 and all activities are monitored as well as guided by CQA/IQAC where necessary.

### 3.2 Criterion 2 – Programme Design and Organization

Standards	University's adherence to the standards	Evidence Suggested	Annex Number
2.1			
2.1	The programme is consistent with the university's vision and mission that are stated in the university's strategic/corporate plan. The composition of the relevant bodies ensures the constant participation of all relevant stakeholders at all essential levels of planning and implementation. Furthermore, the programme is restructured according to the <i>Codes of Practices on External Degrees</i> (2010). New syllabi (2021) were developed with the participation of stakeholders in consistency with the <i>Sri Lanka Qualifications Framework</i> (2015) and Commission Circular 01/2021. The other programmes by the DCEU offered address the social and market needs.	Strategic/Corporate Plan	PDO 2.1.1
		Institution mission and goals	PDO 2.1.2
		Minutes of the FB on curriculum / programme approval – old curriculum	PDO 2.1.3
		Minutes of the BOS -H&SS on curriculum discussion/ recommendation	PDO 2.1.4
		Minutes of the MC on curriculum	PDO 2.1.5
		Senate Minutes on old curriculum of BA	PDO 2.1.6
		DCEU vision and mission (Website and Handbook)	PDO 2.1.7
		SER Report-DCEU (2015) for HETC	PDO 2.1.8
		Institutional Review-UoR (2020)	PDO 2.1.9
		UGC approval for BA- old curriculum in 2013	PDO 2.1.10
		Old Syllabi of BA of the existing programme	PDO 2.1.11
		Revised Old curriculum of BA ( 2015-2019) but not implemented	PDO 2.1.12
		Minutes of the Curriculum Development Committee on old curriculum	PDO 2.1.13
		Development procedure, Approval details and Curriculum of BA new programme- implemented from 2021	PDO 2.1.14

		Curriculum of Extension Courses (Diploma & Certificates) by 2021. Example; English Extension programmes, Diploma in Psychological Counselling, Certificate & Diploma in Bio-Diversity and Ecosystem Management, Diploma & Certificate of Tea manufacturing and Quality Management and Diploma Human Resource Management	PDO 2.1.15
<b>2.2</b>			
2.2	An established institutional structure ensures adherence to the national policies, guidelines, and protocols of higher education. These include the Curriculum Development Committee, Faculty Quality Assurance Cell, Board of Study, Faculty Board, Senate, and the Council. All information is included in the student handbook, which is given to students in the event of registration.	Minutes of the Faculty Board on curriculum development on old curriculum	PDO 2.2.1
		Minutes of the Board of Study-FHSS	PDO 2.2.2
		Minutes of the Board of Management	PDO 2.2.3
		Senate Minutes on curriculum approval of BA and other ECs	PDO 2.2.4
		SER Report-DCEU (2015)	PDO 2.2.5
		Institutional Review-UoR (2020)	PDO 2.2.6
		Old Syllabi of BA	PDO 2.2.7
		Curriculum development process of DCEU/ Faculties	PDO 2.2.8
		Minutes of the Curriculum Development Committee on curriculum development of old curriculum	PDO 2.2.9
		QA By-laws	PDO 2.2.10
		Notices and announcements (media- print and electronic, websites)	PDO 2.2.11
		Student Handbook and description of the syllabi given to students (old )	PDO 2.2.12

		Issuing of student handbooks and syllabi description registered students under ECs	PDO 2.2.13
2.3			
2.3	All new programmes were designed with the participation of stakeholders. Each module was developed with support from external experts and the two reviewers appointed for the whole programme. In designing new syllabi, the service of the outside subject experts was obtained when needed.	Minutes of the Curriculum Development Committee – FHSS	PDO 2.3.1
		Faculty Board minutes on old curriculum	PDO 2.3.2
		ECs offered by the Faculty of Agriculture	PDO 2.3.3
		ECs offered by the Faculty of Management	PDO 2.3.4
		ECs offered by FHSS	PDO 2.3.5
		Discussion on curriculum and feedback reports in MC	PDO 2.3.6
		Minutes of Department meetings on curriculum development of EDP and ECs	PDO 2.3.7
2.4			
2.4	All decisions pertaining to the curriculum are based on the programme-level learning outcomes and aligned with the teaching, learning, and assessment components to ensure that all graduates possess all the attributes stipulated in the graduate profile. Old BA curriculum had no graduate profile or PLOs	By-Law of old BA programme	PDO 2.4.1
		Proofs of workshops conducted (workshop materials) – Syllabi designing	PDO 2.4.2
		Online teaching-learning materials developed	PDO 2.4.3
		Format of the handouts	PDO 2.4.4
		Minutes of the Curriculum Development Committee	PDO 2.4.5
		Minutes of the FB on curriculum approval	PDO 2.4.6
		Minutes of the Senate on curriculum approval	PDO 2.4.7
		Faculty CA Cell minutes on old curriculum	PDO 2.4.8



		Graduate profile of new programme	PDO 2.4.9
		Review reports on curriculum revision	PDO 2.4.10
2.5			
2.5	The programme objectives of old curriculum are defined in the programme document and aligned to subject benchmark statements (where applicable) and focused on the development of knowledge, attitudes, values and skills and their application in work environments.	Old curriculum of BA programme with programme objectives	PDO 2.5.1
		Handbook	PDO 2.5.2
		Course arrangement of BA old programme	PDO 2.5.3
		Seminar/ lecture Scheduled for students	PDO 2.5.4
		Online teaching-learning materials developed	PDO 2.5.5
		Format of the handouts	PDO 2.5.6
		Teaching material – onsite classes for BA programme	PDO 2.5.7
		Programme of ECs to show programme objectives and skill developments	PDO 2.5.8
		Cooperate plan to show the alignment of programme objectives	PDO 2.5.9
2.6			
2.6	The old programme was designed before the SLQF. However, it is adaptably set at the SLQF level 5 with syllabi and the period.  The new programme is designed in full alignment with the SLQF and SBS but not implemented due to UGC	Old syllabi and evidences to show the duration is three years	PDO 2.6.1
		Revised BA old curriculum (but not implemented)	PDO 2.6.2
		Minutes of CCD, BOS, FB, MC and senate old curriculum	PDO 2.6.3
		Programme of ECs to show that alignment of SLQF levels	PDO 2.6.4
		Minutes of IQAC of the faculty on curriculum revision	PDO 2.6.5
		SBS documents	PDO 2.6.6
		Minutes of the CQA on curriculum development of BA	PDO 2.6.7

	circular and new programme has been implemented since 2021	SER Report – DCEU in 2015 ( HETC)	PDO 2.6.8
2.7			
2.7	The old programme has some balance among theoretical, practical and experimental knowledge and skills, as far as the material in the syllabus is considered. It has sufficient disciplinary content, and theoretical depth equal to the SLQF level 5 and is compatible with the SBSs.	Old syllabi of BA programme	PDO 2.7.1
		Handbook of old and new programmes	PDO 2.7.2
		Format of handouts in the old degree programme	PDO 2.7.3
		Handouts and learning material for students	PDO 2.7.4
		Seminar / lectures Schedules (online and onsite)	PDO 2.7.5
		Workshop materials for syllabi designing	PDO 2.7.6
		Minutes Curriculum Development Committee	PDO 2.7.7
		Minutes of the Faculty Quality assurance Cell	PDO 2.7.8
		Minutes of the CQA	PDO 2.7.9
		Review Reports on BA old curriculum revision	PDO 2.7.10
2.8			
2.8	The programme planning and the budgeting take into account the potential generated income, learning infrastructure, human resources and related matters that affect the feasibility and sustainability of the programme(s).	Proposed budgets and annual budgets of BA programme (2015-2020)	PDO 2.8.1
		Annual Finance Reports	PDO 2.8.2
		Staff payments details for academic activities	PDO 2.8.3
		Procurement details for faculties and DCEU in the budgets	PDO 2.8.4
		MC minutes on programme budgets	PDO 2.8.5
		Financial Circulars and FC decision on payments and finance activities	PDO 2.8.6

		Payments for MC, BOS, members from programme budgets	PDO 2.8.7
		Human Resource Profile	PDO 2.8.8
		List of Lectures for seminars	PDO 2.8.9
		Payments for examinations using programme budget allocation	PDO 2.8.10
		Improving IT, Multimedia, Photocopy, printing facilities through generated incomes	PDO 2.8.11
2.9			
2.9	University has mechanisms and procedures to appoint programme coordinator to undertake co-ordination of the design, development and delivery of the EDP and ECS and the regular monitoring and evaluation of the programme/course through BOS, IQAC and student’s feedback evaluation.	Appointment of Coordinators from the faculty for old BA programme and ECS	PDO 2.9.1
		Appointment letters and list of duties of the coordinators of old programme	PDO 2.9.2
		Minutes of the BOS for monitoring of the programme conducted	PDO 2.9.3
		Student feedback data and analysis	PDO 2.9.4
		Weekly feedback and monthly feedback on conducting lectures/seminars (LMS and ZOOM details)	PDO 2.9.5
		Minutes of IQAC – DCEU of programmes monitoring	PDO 2.9.6
		MC minutes of progress monitoring of EDP and ECs	PDO 2.9.7
		Lecture time tables of old programme	PDO 2.9.8
		Lecturer log books on conducting lectures	PDO 2.9.9
		Coordinators certification for conducting academic activities	PDO 2.9.10
		LMS data on uploading lecture material	PDO 2.9.11

2.10			
2.10	The DCEU provides an accurate academic calendar prepared at the beginning of every academic year that gives details such as dates for enrollments, commencements and completions of the programmes, contact sessions, assignments, examinations, release of results, awards, etc. and meticulously follows it. Students are informed through DCEU web, MIS and LMS.	Academic schedule for old programme	PDO 2.10.1
		Planned programme for inauguration, orientation etc.	PDO 2.10.2
		Announcements on the Web on academic schedules/calendars	PDO 2.10.3
		Paper advertisements – date of commencements, enrollments	PDO 2.10.4
		Examination time tables for BA programme	PDO 2.10.5
		Academic calendar for ECs	PDO 2.10.6
		Examination time scheduling for ECs	PDO 2.10.7
2.11			
2.11	A tracer study of passed out students is done annually. The analysis of the tracer study data is sent to the relevant faculty boards for identifying trends and taking necessary actions. Performance of the programmes are reviewed regularly in the BOS and MC and IQAC. The recommendation are given by QAC ( IQAU) when necessary.	QA By-laws	PDO 2.11.1
		Minutes of the BOS on monitoring of programmes	PDO 2.11.2
		Minutes of the Faculty Board of FHSS on monitoring performance	PDO 2.11.3
		Minutes of the Curriculum Development Committee	PDO 2.11.4
		Minutes of the Faculty IQAC	PDO 2.11.5
		Minutes of the Senate	PDO 2.11.6
		Minutes of the CQA	PDO 2.11.7
		Minutes of IQAC-DCEU	PDO 2.11.8
		Tracer study data	PDO 2.11.9

2.12			
2.12	The programme is structured, allowing the students to proceed from introductory to advanced levels. The old system has no course units and it is given as subjects.	Old Syllabi of BA programme	PDO 2.12.1
		Courses arrangement of old programme	PDO 2.12.2
2.13			
2.13	The institution enforces external participation at key stages of the approval and review of programmes for ensuring the maintenance of the standards and quality.	External members in the FB participate in the discussion of Curriculum -Minutes of FB	PDO 2.13.1
		External members in the MC give input in some discussions – minutes of MC	PDO 2.13.2
		External members participate in curriculum discussion in Board of studies – minute of BOS	PDO 2.13.3
		External review reports on curriculum development	PDO 2.13.4
		Minutes of the Faculty IQAC	PDO 2.13.5
		Minutes of the CQA on external review reports	PDO 2.13.6
		Minutes of the Senate on external review reports/review appointing	PDO 2.13.7

**Summary:** The programme is aligned with the university's vision and mission, and the goals that are stated in the university's strategic/corporate plan. The composition of the relevant bodies ensures the constant participation of all relevant. Curricular have been developed with the participation of Curriculum Development Board of the faculty and the composition of the relevant bodies ensures the constant participation of

all relevant stakeholders at all essential levels of planning and implementation. As Old curriculum has many weakness and the pass rate/ employability rates were very low the programme is restructured according- to the new circular and implemented from 2021. Curriculum has been evaluated by external reviewers and their comments were considered.

### 3.3 Criterion 3 – Course Design and Development

Standards	University's adherence to the standards	Evidence Suggested	Annex Number
3.1			
3.1	Courses in the different subjects of Bachelor of Arts (General) degree programmes offered by the DCEU have been designed with course-specific objectives in alignment with the overall programme objectives. Subsequently, the degree programme has been revised to update the contents and thereby to meet the current requirements of the word of work.	Programme Handbooks	CDD 3.1.1
		Internal/external review reports on curriculum	CDD 3.1.2
		Course syllabi of old programme to show programme objectives	CDD 3.1.3
		C1 forms for each course	CDD 3.1.4
		Curriculum matrix	CDD 3.1.5
		Recent Curriculum revision for new system in 2021	CDD 3.1.6
3.2			
3.2	By adopting a collective approach, the curriculum was designed and developed by the academic staff of each respective discipline/department with feedback / input from students and external stakeholders, required in designing, developing, and approving courses.	QA By-law	CDD 3.2.1
		Course development process	CDD 3.2.2
		Minutes of Curriculum development committee	CDD 3.2.3
		By-Law Committee reports	CDD 3.2.4
		Stakeholder Feedback reports	CDD 3.2.5
		Student feedback	CDD 3.2.6
		Minutes of BOS	CDD 3.2.7

		Minutes of IQAC of Faculty	CDD 3.2.8
		Minutes of CQA	CDD 3.2.9
3.3			
3.3	The CDC adopted standardized formats and templates for the designing instruction and developing course curricula, and feedback forms and C1 forms to make them effective and efficient.	Senate approved curriculum design policy (by-law)	CDD 3.3.1
		Course development template approved by the IQAU	CDD 3.3.2
		Programme handbooks	CDD 3.3.3
		Curricular of study programmes ( DEP and ECs)	CDD 3.3.4
		Feedback form of course evaluation	CDD 3.3.5
		C1 forms for course unit	CDD 3.3.6
3.4			
3.4	Student-centered learning-teaching and assessment methods were adopted in course designing of the Old programme	Evidence of LMS usage of students	CDD 3.4.1
		Curriculum documents of old BA programme	CDD 3.4.2
		Teaching Materials of BA programme	CDD 3.4.3
		Supplementary reading of BA ( old)	CDD 3.4.4
		Feedback from course evaluation BA programme	CDD 3.4.5
		Evidence on student centered activities of ECs Diploma in Scientific tea manufacturing and quality Management Diploma and Certificates in English Diploma in Human Resource Management Diploma in Psychological Counselling	CDD 3.4.6



3.5			
	The programme has been designed with different learning strategies for the development of self-directed learning, collaborative learning, creative and critical thinking, lifelong learning, interpersonal communication and teamwork are integrated in the course contents	Evidence of LMS for supplementary reading – BA programme (old)	CDD 3.5.1
		Curriculum documents of old programmes	CDD 3.5.2
		Evidence on student-centred activities of ECs Diploma in Scientific tea manufacturing and quality Management Diploma and Certificates in English Diploma in Human Resource Management Diploma in Psychological Counselling	CDD 3.5.3
3.6			
3.6	Course modules/units consisted of clearly stipulated and prescribed assessment methods aligned with effective teaching and learning strategies	Curriculum old of syllabus of BA	CDD 3.6.1
		Assessment methods of old BA programme	CDD 3.6.2
		Questions papers of old BA programme	CDD 3.6.3
		Mark sheets of old programme of BA	CDD 3.6.4
		Student Handbook of old BA programme	CDD 3.6.5
		Teaching / learning and assessment methods of ECs	CDD 3.6.6
3.7			
3.7	Learner support strategies were incorporated when designing course modules/units, thereby to create a conducive learning atmosphere. LMS	Programme Handbook of BA (old)	CDD 3.7.1
		Ccurriculum of BA old programme	CDD 3.7.2
		Sample course materials (handouts) and supplementary readings for BA old programme	CDD 3.7.3

	facilities have been provided to all learners in DCEU. Supplementary reading is provided	Audio / ZOOM Recordings of BA (old) programme	CDD 3.7.4
		LMS material of BA old curriculum	CDD 3.7.5
3.8			
3.8	All the academic staff members strictly follow copyright procedures as have been stipulated in the university policy on copyright	Sample Course Modules of old curriculum of BA	CDD 3.8.1
		Copyright guidelines	CDD 3.8.2
		Sample handouts and Audios	CDD 3.8.3
		University Policy on copyright	CDD 3.8.4
		Adherence by academic staff	CDD 3.8.5
3.9			
3.9	Before producing teaching and learning materials for the students, the approval of the heads of the relevant departments is sought	Approved course materials / teaching material by the HoDs (old BA curriculum)	CDD 3.9.1
		Approved Handouts from HoD (Old curriculum of BA)	CDD 3.9.2
3.10			
3.10	Several appropriate measures have been employed to provide the students with professionally designed instructional materials.	Programme Handbook	CDD 3.10.1
		LMS evidence	CDD 3.10.2
		Handout preparation and distribution procedure (with sample handouts)	CDD 3.10.3
		Academic Timetable	CDD 3.10.4
		Timetables of Student feedback seminars	CDD 3.10.5

		Web- notices of academic instructions of BA and other ECs	CDD 3.10.6
3.11			
3.11	At the introduction of the degree programme, an evaluation mechanism was established to get feedback at the end of the programme. However, during the later stages of the curricular revisions, strategies were adopted to evaluate the through put and output of the programme delivery.	Relevant sections of the LMS	CDD 3.11.1
		Student feedback reports	CDD 3.11.2
		IQAC recommendation of teaching / learning material	CDD 3.11.3
		Students feedback summary and measures taken	CDD 3.11.4
		IQAC – DCEU approval of course material/ handouts / supplementary readings	CDD 3.11.5
3.12			
3.12	Mechanisms for adoption and adaptation of strategies are established to encourage linkages with national and international institutions in the processes followed in the design, development, and delivery of courses.	Eexternal input for curriculum development and delivery BA programme)	CDD 3.12.1
		External linkages for development and delivery of ECs	CDD 3.12.2
		Report from NOHEAD-support to develop the curricular of the Economics courses	CDD 3.12.3
3.13			
3.13	The University maintains a policy at the library level and has already established an OER, intending to encourage the adoption/adaptation of such resources.	Library policy/plan of on/off-campus use of educational resources	CDD 3.13.1
		Reference sources given by the academic staff	CDD 3.13.2
		Policy for online teaching/ learning / material (OER)	CDD 3.13.3
		Documents/Samples to show that adoption/adaptation	CDD 3.13.4

3.14			
3.14	The institution provides training and continuous training to all staff engaged in the design and delivery of programmes/ courses through SDC.	Reports of a training workshop conducted for staff by FHSS	CDD 3.14.1
		Modules of Staff Development Activities at the Faculty level	CDD 3.14.2
		SDC reports on staff training of FHSS	CDD 3.14.3
		Attendance list of participants on SCD training	CDD 3.14.4
		feedback from trained staff	CDD 3.14.5
		DCEU development fund allocation for staff training	CDD 3.14.6
3.15			
3.15	Appropriate teaching-learning strategies are incorporated into the courses to provide the students with opportunities to enhance their creativity, critical thinking, independent and lifelong learning, interpersonal communication and teamwork skills, especially at the late stages of curriculum development.	Evidence from LMS	CDD 3.15.1
		Curriculum documents of old programmes	CDD 3.15.2
		Programme Handbook	CDD 3.15.3
		GP of the degree programme.	CDD 3.15.4
		Programme structures of ECs	CDD 3.15.5
3.16			
3.16	Life-long learning possibility has been gradually incorporated into the course modules in the development of policies and procedures for the recognition of prior learning in the exemption of learners from certain specific prerequisites, and the	Old BA by-law with admission criteria	CDD 3.16.1
		NVQ qualification recognition	CDD 3.16.2
		Admission criteria for ECs, showing the access to life -long learning	CDD 3.16.3
		Programme description / SLQF levels of ECs for lifelong	CDD 3.16.4

	evaluation of their performance and award of credit points.	learning	
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**Summary:** Bachelor of Arts (General) degree programme has been designed with specific objectives. Two significant revisions to the existing curriculum were done in 2015-2019 and 2021 by complying with SLQF guidelines, recommendations of the curriculum development committee, and quality assurance and accreditation requirements. It is important to note here that the programme designed at all phases has been given the approval and recommendation of the relevant authorities such as CDC, Faculty IQAC, Faculty Board, and the Senate. The revision made during 2015-2019 was not implemented as new version of 2021 revision has to be implemented according to 01/2021 circular – for new batch.

### 3.4 Criterion 4 - Infrastructure and Learning Resources

Standards	University's adherence to the standards	Evidence Suggested	Annex Number
<b>4.1</b>			
4.1	Institution has adequate human resources for effective and efficient administration of the EDPs and Online learning facilities, multimedia and some ICT facilities	Organization structure of DCEU	ILR 4.1.1
		DCEU Web, LMS	ILR 4.1.2
		UGC staff cadre; staff profile (AR, AB, Director, non-academics, system analysts, Audio visual technician)	ILR 4.1.3
		Equipment (ICT) and Infrastructure Inventory of DCEU	ILR 4.1.4
		Facilities for examinations work handling at DCEU	ILR 4.1.5
		Facilities for conducting Seminars	ILR 4.1.6
		Facilities from the Faculties (used data)	ILR 4.1.7
		IT facilities from the faculty of HSS	ILR 4.1.8
		Supports from Academic Establishment branch of the University	ILR 4.1.9
		Support from CQA of the university	ILR 4.1.10
		Duty list for staff of DCEU	ILR 4.1.11
		DCEU- examination unit (Include photographs of those ICT equipment, facilities, etc.,	Physical verification

4.2			
4.2	The institution provides appropriate ICT facilities to the teaching staff and DCEU staff for the successful conducting, administration of the programmes and examinations and ODL process	ICT facilities for staff (list from Computer Unit)	ILR 4.2.1
		Teaching panel and their ICT facilities provided by the institution	ILR 4.2.2
		Audio visual recording room	ILR 4.2.3
		Multimedia, LMS accounts and links for staff (From Computer Unit)	ILR 4.2.4
		Internet facilities for staff	ILR 4.2.5
		Printing room with; printers Supported by audio visual technician	ILR 4.2.6
		List of facilities with academics e.g., laptops, pen drives, PCs, pointers	ILR 4.2.7
		Internet, Wi-Fi facility for DCEU staff	ILR 4.2.8
		Refer budget allocation for ICT facilities of staff	ILR 4.2.9
		Intercom with direct line facilities (DCEU and academic staff)	ILR 4.2.10
		ZOOM account for the academic staff involved in EDP and ECs via ODL modes	ILR 4.2.11
		ZOOM records on academic delivery	ILR 4.2.12
		LMS accounts for academic staff	ILR 4.2.13
		LMS evidences for ODL process (Lecture material uploaded and LMS used summary in old BA and ECs)	ILR 4.2.14

4.3			
4.3	<p>Learning resources such as library, computer laboratories, and ICT facilities i.e., LMS; SL Telecom and Mobitel services, and bulk SMS services necessary for effective production and delivery of the EDPs are made accessible for learners.</p> <p>Moreover, a museum is established at the Dept. of History &amp; Archeology under the FHSS to facilitate the learners in their studies.</p>	Bulk SMS service from Mobitel; WhatsApp groups	ILR 4.3.1
		Library facilities with digital library facilities	ILR 4.3.2
		Student Hand Book for such facilities	ILR 4.3.3
		LMS uploaded Handouts and videos/audio recordings	ILR 4.3.4
		LMS usage reports by staff and leaners	ILR 4.3.5
		Laboratory facilities for students: Maps, GIS; Models/ Demonstrations (Dept. of Geography)	ILR 4.3.6
		Museum at Dept. of History & Archeology for learners supports	ILR 4.3.7
		ZOOM records on used in teaching / learning	ILR 4.3.8
4.4			
4.4	<p>As per the UGC circulars and the internal financial and administrative regulations, the institution ensures that accountable mechanisms and adequate financial resources are in place for the purposes of procurement, repair, and continuous maintenance and upkeep of infrastructure and learning resources for helping the distance learners.</p>	Internal/ UGC circular on finance handling of EDP and ECs	ILR 4.4.1
		MC recommendation/ approval for finance matters of DCEU	ILR 4.4.2
		Assigning separate SAB/ AB and staff for DCEU financial matters for learner supports	ILR 4.4.3
		Finance committee approval/ memos for finance handling of DCEU	ILR 4.4.4
		Council approval for finance matters of DCEU	ILR 4.4.5
		Budget (programme) allocation for learners supports under DCEU (programme budgets of BA and ECs)	ILR 4.4.6
		Appointed committees for TECs, Tender Boards	ILR 4.4.7
		Fund allocation for handouts/ learning material	ILR 4.4.8



		Fund allocation for Purchase for the computers and other necessities	ILR 4.4.9
		Fund Allocation for Purchase of Copiers Stationeries, Telephone Bills	ILR 4.4.10
		Financial reports/annual reports	ILR 4.4.11
		Internal and external auditing process, and audit reports and responses.	ILR 4.4.12
4.5			
4.5	The institution follows approved selection criteria to ensure recruitment of a sufficient number of adequately qualified and competent staff for the effective implementation of the EDPs.	Comm. Circular 11/2017 and 932: Schemes of recruitment of the posts of SAS/SAR, SAA/SAB/SAIA, Deputy Secretary/Deputy Registrar and Deputy Accountant/Deputy Bursar/Deputy Management assistants	ILR 4.5.1
		Recruitment criteria for the Director/ DCEU	ILR 4.5.2
		Selection process of visiting staff/ academic staff for the BA programme	ILR 4.5.3
		Qualification of Teaching staff of BA programme with their name list	ILR 4.5.4
		Appointing Selection committees for post of Coordinators / MA - (MC minutes and approval)	ILR 4.5.5
		Selection board compositions for the appointments for DCEU-approval from Vice Chancellor	ILR 4.5.6
		Council approval for appointments	ILR 4.5.7
		Appointment of Coordinators for the BA Programme and their qualifications	ILR 4.5.8

		Appointment of course unit coordinators for BA programme	ILR 4.5.9
		Appointment of Examiners for the BA programme (Through BOS, FB and Senate)	ILR 4.5.10
		Appointment of Examiners for BA programme (examiners list and approval from BOS, FB and Senate)	ILR 4.5.11
4.6			
4.6	<p>The institution/ DCEU follows prescribed policies and procedures for the recruiting the visiting / contract staff and defining their roles and responsibilities.</p> <p>The institution periodically assesses the performance of the staff involved in the academic activities and the administrative tasks and, where appropriate, takes remedial actions to ensure better performance.</p>	Recruitment procedure for visiting staff for the distance programme	ILR 4.6.1
		Calling applications for recruitments of staff /appointing visiting staff	ILR 4.6.2
		Calling application for contract base staff of DCEU	ILR 4.6.3
		Selection procedure of contract-base staff	ILR 4.6.4
		Lists of appointments of visiting staff of BA programme	ILR 4.6.5
		Approving procedures of teaching staff (FB, BOS, Senate)	ILR 4.6.6
		Appointment letters of visiting staff	ILR 4.6.7
		Ethical consideration of visiting staff	ILR 4.6.8
		Job descriptions of the each and every job	ILR 4.6.9
		Extension letters of contract basis staff	ILR 4.6.10
		Performance monitoring procedure of contract-base staff – logbook / sign book	ILR 4.6.11
		Recruitment procedure for teaching staff for ECs	ILR 4.6.12
		List of staff for each ECs with their work assignment	ILR 4.6.13

		Annual increment recommendation form for DCEU staff	ILR 4.6.14
		Monthly pay recommendation forms for DCEU staff	ILR 4.6.15
		Monthly pay recommendation form for temporary and contract-based workers	ILR 4.6.16
		Performance indicators for different jobs	ILR 4.6.17
		Disciplinary procedure	ILR 4.6.18
		Work norms/duty lists	ILR 4.6.19
4.7			
4.7	The institution has an effective policy for human resource development through the programmes conducted by the Staff Development Centre (SDC) and other forms of training and developments executed inside and outside the institution.  Through these procedures the institution ensures a satisfactory obtainment of service from the academic and tutorial staff in a conducive working environment. Suitable mechanisms are also in practice for impact assessment of the trainings conducted.	SDC policy and Plans	ILR 4.7.1
		Budgets allocations for training related various programmes/ activities/ workshops.	ILR 4.7.2
		Training plans / schedule of academic staff training through SDC	ILR 4.7.3
		Identification of the areas that are necessary for trainings through self-evaluation reports of the faculty and introduction/ revision of new degree programmes	ILR 4.7.4
			ILR 4.7.5
		Impact of the training undertaken. Data will be collected from faculty board/department minutes/self-evaluation reports of the faculty	ILR 4.7.6
		Staff participation for such training opportunities /attendance sheets	ILR 4.7.7
		Granting access to online teaching and learning resources	ILR 4.7.8
Journal publications at the faculty/department of FHSS	ILR 4.7.9		

		International/National research conferences organized and/participated by faculty members of FHSS	ILR 4.7.10
		Peer assessment policy	ILR 4.7.11
4.8			
4.8	The institution has initiated an effective performance management and appraisal systems for the staff and thus, it facilitates the identifying of staff training needs and where appropriate takes suitable action in order to improve staff performance of staff.	Institutional procedure for staff training	ILR 4.8.1
		Training workshops details for staff of different categories and different areas	ILR 4.8.2
		TOR of Committees appointed by SDC/ University on the same	ILR 4.8.3
		Minutes of meetings on appreciation of the service of Coordinators/ staff	ILR 4.8.4
		Appraisal letters	ILR 4.8.5
4.9			
4.9	The institution has taken steps to maintain an adequate staff-learner ratio to ensure a healthy learning environment conducive to activate an effective teaching-learning process for distance learners.	UGC accepted staff: learner ratio	ILR 4.9.1
		Academic staff list of each year for BA programme	ILR 4.9.2
		Non – academic/supportive staff list of each year	ILR 4.9.3
		Students/ learners lists of each year & staff: learners ratio last three years in BA programme	ILR 4.9.4
		Students feedback on teaching/ learning	ILR 4.9.5
		Teaching staff in ECs under DCEU	ILR 4.9.6
		Students number of each ECs conducted under DCEU	ILR 4.9.7

4.10			
4.10	The institution has taken measures to monitor frequently and evaluate periodically i.e., annually the quality, adequacy and accessibility of infrastructure facilities including those of outreach centres / collaborating external institutions.	Minutes of the Management Committee	ILR 4.10.1
		Minutes of meetings of BOS to DCEU (respective faculties) about teaching/ learning/ examination facilities	ILR 4.10.2
		Analysis reports on students' feedback regarding internal/external learning centres and their infrastructure facilities provided.	ILR 4.10.3
		Evidence of corrective measures taken	ILR 4.10.4
		Analysis of examination results with particular attention to failure rates.	ILR 4.10.5
		Remedial actions taken to reduce failure rates ( feedback seminars conducted)	ILR 4.10.6
		Students' accessibility to teaching-learning resources online	ILR 4.10.7

**Summary:** Distance and Continuing Education unit has qualified human resources for effective and efficient administration of External Degree programmes and extension courses, and some ICT facilities. The institution has policies and procedures for recruiting and defining the roles and responsibilities of visiting /contract staff, assessing their performance periodically, and taking remedial actions.

### 3.5 Criterion 5 – Learner Support and Progression

Standards	University's adherence to the standards	Evidence Suggested	Annex Number
<b>5.1</b>			
5.1	The DCEU maintains up-to date records of all presently enrolled students, including admission, academic, financial, and examination records manually and digitally in a complete and accurate database of learners so that informed decisions can be made concerning appropriate learner aid.	Up-to-date students' personal files	LSP 5.1.1
		Enrollment records and Management Information System (MIS) records	LSP 5.1.2
		Attendance lists of students in ODL process	LSP 5.1.3
		Examination admission records of BA old curriculum	LSP 5.1.4
		Examination record books	LSP 5.1.5
		Examination result books/ results sheets	LSP 5.1.6
		Students' applications records for old BA programme	LSP 5.1.7
		Registration detail documents and payment slips	LSP 5.1.8
		Feedback session reports and attendance reports	LSP 5.1.9
		BOS, MC meeting minutes of the programme	LSP 5.1.10
		Course development plans	LSP 5.1.11
		Financial records of students	LSP 5.1.12
		Communication to students on payments process/ payment to be completed etc.	LSP 5.1.13
		Students enrollments data for ECs of the DCEU (2015-2020)	LSP 5.1.14
		Students payment detail of ECs of DCEU	LSP 5.1.15

		MIS data of students in ECs	LSP 5.1.16
<b>5.2</b>			
5.2	DCEU maintains clear and updated channels of communication to establish a constant rapport and to communicate timely and accurate information among current learners, tutors, staff and policy making bodies through the website of the DCEU and meetings. Due to the pandemic situation, the academic materials and other necessary details are delivered to learners via LMS and ZOOM.	DCEU Website for efficient communication for learners of all courses	LSP 5.2.1
		BOS meeting records	LSP 5.2.2
		MC meeting records	LSP 5.2.3
		Letters sent to students Important notices by post, email or WhatsApp message, SMS	LSP 5.2.4
		Official Commutation Channels developed by DCEU for BOS, FB	LSP 5.2.5
		Emails/short message service (SMS)/ WhatsApp messages	LSP 5.2.6
		Records of learning management system (LMS)	LSP 5.2.7
		Records of MIS, LMS and ZOOM	LSP 5.2.8
		Student guide book	LSP 5.2.9
		Results notifications to students via Web	LSP 5.2.10
		Grievances applying facility on web & reports of grievance committee meetings	LSP 5.2.11
		Minutes of FB meetings	LSP 5.2.12
		Academic schedules communicated to teachers / tutors	LSP 5.2.13
		Examination schedules communicated to examiners	LSP 5.2.14
		Tutor and student consultation -feedback reports and Feedback reports on communications	LSP 5.2.15

		Notices for students in ECs on lectures time tables, examinations, results etc. (Web, LMS, SMS etc.)	LSP 5.2.16
5.3			
5.3	The DCEU provides orientation programmes for new learners after the completion of the admission process (In previous sessions, orientation sessions were provided physically but due to the Covid-19 pandemic situation, the inaugural and orientation programmes were conducted via zoom platform for some programmes of BA and ECs)	Brief on inaugural sessions of old	LSP 5.3.1
		Orientation programme for BA students	LSP 5.3.2
		Web -notices on inauguration programme	LSP 5.3.3
		Student guidebooks /handbooks	LSP 5.3.4
		Students Feedback on orientation programmes/ subjects awareness sessions	LSP 5.3.5
		Inauguration sessions and orientation sessions conducted for ECs students	LSP 5.3.6
		Web-notices on awareness session on ECs programmes	LSP 5.3.7
5.4			
5.4	The DCEU produces, develops, and distributes learner-centered instructional materials, as well as ensuring that the courses are delivered at scheduled time with high standards.	Curriculums and syllabuses of the programme (Old)	LSP 5.4.1
		Audio-visual materials (Recordings of lectures-DCEU- LMS, ZOOM)	LSP 5.4.2
		Lecture materials- handouts	LSP 5.4.3
		Operational schedules - timetables, exam time tables, admission sheets and attendance sheets	LSP 5.4.4
		Records on Feedback Seminars - Feedback forum schedules, announcements, attendance sheets of students, some photographs of the seminars	LSP 5.4.5



		Letters related to review and develop curricular and syllabuses of each course ( Old programme)	LSP 5.4.6
		HOD recommendation of learning material / Handouts	LSP 5.4.7
		IQAC guidelines and approval for learning material	LSP 5.4.8
5.5			
5.5	The DCEU provides necessary and constant guidance to students of the degree programme along with the up-to-date support structures and instructional processes to empower them to acquire skills for introspection and to enhance their critical thinking. Further, independent learning, interactive learning, collaborative learning and development of learning communities are encouraged.	Lecture Recordings (ZOOM) & Handouts (DCEU- LMS)	LSP 5.5.1
		Questions papers of BA	LSP 5.5.2
		Group activities BA old curriculum	LSP 5.5.3
		C1 forms of BA (Old)	LSP 5.5.4
		Supplementary reading material for learners	LSP 5.5.5
		Reports of student evaluation sheets and marking schemes	LSP 5.5.6
		Skill developments in ECs programmes under DCEU	LSP 5.5.7
5.6			
5.6.	The DCEU has created and maintained a proper channel for students to have the accessibility to connect with tutors via a range of media, including ICT and	Information package - DCEU Website on guidance to students in BA and other programmes	LSP 5.6.1
		Regional Feedback Seminar Sessions	LSP 5.6.2
		Attendance sheets and brochures of regional feedback sessions	LSP 5.6.3

	outreach centers. The feedback seminars are conducted regionally where the tutors have reached the students to conduct sessions as the students who are living far away from the University premises do not have regular visits to the University. Aforementioned, sessions are incorporated to inform the students and guide them properly.	Records on interaction with learners and tutors (Q & A Sessions are conducted after lectures, LMS notices, e-mails, letters, WhatsApp messages)	LSP 5.6.4
		LMS access to students	LSP 5.6.5
		LMS usage records	LSP 5.6.6
5.7			
5.7	The DCEU maintains a proper mechanism to assist the students through a combination of a variety of learning materials incorporating self-learning study materials, audio visual aids, on-line learning (LMS), and face-to-face contact sessions. Moreover, the outreach centers (blended learning) are operated to guide and communicate with students and a variety of learning methodologies are used to educate the students.	Student guide book/handbook	LSP 5.7.1
		Records of LMS usage	LSP 5.7.2
		Lecture material uploaded to LMS	LSP 5.7.3
		ZOOM lectures/ seminars records (audio/ video)	LSP 5.7.4
		Supplementary reading given to students	LSP 5.7.5
		Handouts given to students	LSP 5.7.6
		Records on feedback seminars conducted in Wellamadama and other regional centers Time tables, attendance sheets, minutes	LSP 5.7.7
		Documents related to library facilities	LSP 5.7.8
		Minutes of Management Committee on teaching/ learning activities	LSP 5.7.9

5.8			
5. 8	The DCEU provides continuous academic support to its learners. Also, additional information packages and materials are necessarily provided and tutor –student face-to-face Q & A sessions are conducted for the progress of the students.	Feedback seminars records	LSP 5.8.1
		Information package - Student handbook, information booklet, brochures	LSP 5.8.2
		Handbook for guidance on learning material	LSP 5.8.3
		Records on sessions face-to-face support (Q &A sessions after the feedback seminars)	LSP 5.8.4
		Feedback from tutors / learners	LSP 5.8.5
		Brainstorming session for repeat students (BA first examinations)	LSP 5.8.6
		Student feedback on Brainstorming sessions	LSP 5.8.7
5.9			
5.9	The DCEU has incorporated Tracer study questionnaires to obtain data from the students of the old syllabus and the implementation of the new syllabus has carried on accordingly. Usually, this tracer study reports are received at the Convocation.	Students feedback on teaching	LSP 5.9.1
		Students feedback on other facilities	LSP 5.9.2
		Evaluation reports at graduation (Tracer Study) reports	LSP 5.9.3
		Improvement done based on feedback (New curriculum & teaching learning procedure changes etc.)	LSP 5.9.4

5.10			
5.10	The DCEU has conducted a Tracer study to collect data and has analyzed feedback data for improvement purposes.	Analyzed data on Tracer studies	LSP 5.10.1
		Documents on incorporation of feedback data	LSP 5.10.2
		Amended programmes/courses (new curriculum)	LSP 5.10.3
		Minutes of BOS, MC for improvement the quality based on feedback / tracer studies analysis	LSP 5.10.4
5.11			
5.11	The DCEU maintains a support system for students and maintains student pass rates by increasing the number of feedback sessions (feedback session contained 24 hours per subject per year) The DCEU facilitates students with information regarding the grace period and number of attempts in an examination for each course. Further, the DCEU assists students with issues and requests through the grievance committee and the management committee. The DCEU also maintains the records of graduation rates, the dropout rate of the students.	Records on grace period and number of attempts in examination	LSP 5.11.1
		Minutes of grievance committee and MC	LSP 5.11.2
		Records on student medical reports	LSP 5.11.3
		Records on feedback seminars (2015-2021)	LSP 5.11.4
		Records of by-laws (D2, Repeat and continue the course)	LSP 5.11.5
		Records of Examinations during the pandemic situation – time tables, student admissions, repeat examination papers	LSP 5.11.6
		Repeat examinations data	LSP 5.11.7
		Brainstorming seminars before repeat examinations	LSP 5.11.8
		Examination completion data over 10 academic years	LSP 5.11.9
		Retention rates & dropouts over 10 academic years	LSP 5.11.10

5.12			
5.12	The DCEU ensures that retention, progression, course completion, and graduation rates are continuously assessed and documented in relation to the targets of the DCEU and the university in order to improve teaching learning processes and resource management.	Records of degree completion data	LSP 5.12.1
		Convocation book	LSP 5.12.2
		Graduates' lists	LSP 5.12.3
		Repeat examination	LSP 5.12.4
		Minutes of BOS, FB, MC meetings show the monitoring on a continuous basis in relation to institutional/national targets DCEU	LSP 5.12.5

**Summary:** The DCEU maintains up-to date records of all presently enrolled students, including admission, academic, financial, and examination records manually and digitally in a complete and accurate database of learners. Essential information regarding the degree programme has been made available to students on multiple channels, such as the university website, student records, MIS, LMS, student handbook, etc. The DCEU has provided assistance to students throughout all phases, facilitating self-directed learning via platforms including Zoom and LMS, and constantly assessing student performance in order to make sound decisions regarding content and delivery. Finally, it is important to note that student grievances and disciplinary matters are dealt with by the DCEU adhering to the by-laws of the University of Ruhuna.

### 3.6 Criterion 6 – Evaluation, Learner Assessment and Awards

Standards	University’s adherence to the standards	Evidence Suggested	Annex Number
6.1			
6.1	Assessment methods have been incorporated during course development stage and stated in the student handbook, course development plans, instructional package, By-laws of programmes and examinations etc.	Curriculum of BA programme (old)	ELAA 6.1.1
		By-laws of BA programme (Old)	ELAA 6.1.2
		Assessment methods of Old curriculum	ELAA 6.1.3
		Student handbook	ELAA 6.1.4
6.2			
6.2	Manual of examination procedure, examination By-laws, rules and regulations have been prepared. The security, confidentiality and integrity of assessment systems and processes related to setting, marking and record keeping are ensured.	Manual of Examination and By laws	ELAA 6.2.1
		Rules and regulations on examinations	ELAA 6.2.2
		Examiners appointment at BOS, FB and Senate	ELAA 6.2.3
		Examiners appointment documents	ELAA 6.2.4
		Lecturers’ declaration form for examinations	ELAA 6.2.5
		Minutes of BOS of FHSS on examination matters	ELAA 6.2.6
		DCEU communication related examination with the staff	ELAA 6.2.7
		Photo evidence for confidential room	ELAA 6.2.8
		Examination records details (confidential)	ELAA 6.2.9

6.3			
6.3	DCEU along with FHSS ensures that the amount of timing of assessment, and weightage of different taken into account the level of study	By-laws, rules and regulations	ELAA 6.3.1
		Assessments/ examination time tables/ schedules	ELAA 6.3.2
		Questions papers of different levels	ELAA 6.3.3
		Examinations / assessment methods in ECs	ELAA 6.3.4
6.4			
6.4	DCEU communicates the students about examinations/ assessment through Handbook, rules and regulations of programmes, course schedules, Academic time table and Web notices	Student handbook	ELAA 6.4.1
		By- laws of BA (Old)	ELAA 6.4.2
		Rules and regulation connected to Programmes	ELAA 6.4.3
		Course schedules	ELAA 6.4.4
		Examination Schedules	ELAA 6.4.5
		DCEU website interactions with students	ELAA 6.4.6
		Student MIS	ELAA 6.4.7
		Online registration for the examinations	ELAA 6.4.8
		Notification of results of BA	ELAA 6.4.9
6.5			
6.5	DCEU takes steps to release the examinations results / assessment results as early as possible and communicate to students through web and letters.	Academic calendar	ELAA 6.5.1
		Results Boards notifications	ELAA 6.5.2
		Results releasing notification to students in the web	ELAA 6.5.3
		Communications document with students about results/	ELAA 6.5.4

	However, marking get delayed due to the academic staff involvement in internal programme	results sheets	
		Results releasing data with respect to examination conducted in old curriculum	ELAA 6.5.5
		FAQs Page and Dedication Phone line	ELAA 6.5.6
		Examination communication to ECs students	ELAA 6.5.7
6.6			
6.6	DCEU takes steps to document the results and confidentiality is maintained. Results are released as early as possible and communicated to students timely	Result board meetings	ELAA 6.6.1
		Published result sheets	ELAA 6.6.2
		DCEU Web information (link)	ELAA 6.6.3
		Relevant Senate memos	ELAA 6.6.4
		Confidential Marks Books	ELAA 6.6.5
		Results releasing data and examination data of BA	ELAA 6.6.6
		Examination and results releasing data of ECs	ELAA 6.6.7
6.7			
6.7	Institution ensures transparency, fairness and consistency in the assessment system	Examination manual	ELAA 6.7.1
		Appointing second examiners (Exam schedules)	ELAA 6.7.2
		Moderation of question papers (moderators reports)	ELAA 6.7.3
		Sample Marking Schemes	ELAA 6.7.4
		Examiner’s declaration form	ELAA 6.7.5
		By-Laws	ELAA 6.7.6
		Guidelines of marking schemes	ELAA 6.7.7



		Results of past 10 academic years for each subject	ELAA 6.7.8
		Verification circular and relevant evidence	ELAA 6.7.9
		Verification boards and results for past 10 academic years	ELAA 6.7.10
		Examination procedure of Extension courses	ELAA 6.7.11
6.8			
6.8	DCEU has set rules and regulations, manual of examination procedure, examination By-laws, examiners profile. Internal moderation and second marking process is conducted	Appointing of external/ second examiners (list and appointment letters)	ELAA 6.8.1
		Examination manual/ guidelines	ELAA 6.8.2
		Appointing moderators (Exam schedules and letters)	ELAA 6.8.3
		Moderation of question papers- moderators letters and moderators reports	ELAA 6.8.4
		Second marking reports for all subjects	ELAA 6.8.5
		Board of Study minutes /Faculty Board /Senate approval of second examiners/ moderators	ELAA 6.8.6
		Appointment of examiners for ECs conducted under DCEU	ELAA 6.8.7
6.9			
6.9	Detailed and standardized marking schemes be provided to all examiners and examiners be orientated on the	Examiner’s guidelines for preparation of Marking schemes	ELAA 6.9.1
		Sample Marking schemes for all subjects	ELAA 6.9.2
		Sample Answers scripts with relevant marking schemes for all subjects	ELAA 6.9.3
		Examination manual/By-law of old BA programme	ELAA 6.9.4

	marking schemes to ensure consistency in marking	Results sheets past 10 academic years	ELAA 6.9.5
		Relevant Minutes of BOS on marking	ELAA 6.9.6
		Marking schemes of ECs under DCEU	ELAA 6.9.7
6.10			
6.10	DCEU has a mechanism for evaluation of programmes, courses and awards for reviewing the effectiveness of the teaching learning processes and the overall performance of learners	Programme/course objectives of old curriculum	ELAA 6.10.1
		Board of study minutes on conducting/monitoring seminars/lectures and assessment	ELAA 6.10.2
		Management Committee minutes on conducting/monitoring seminars/ lectures and assessment	ELAA 6.10.3
		IQAC guidelines monitoring of courses/teaching learning procedure	ELAA 6.10.4
		Internal evaluation on student performance of each subject	ELAA 6.10.5
6.11			
6.11	University has disciplinary procedure for handling malpractices and violation of code of conduct and ethical standards relating to copying, plagiarism and reproduction of open source materials	Examination manual	ELAA 6.11.1
		IP policy	ELAA 6.11.2
		Examination offence mechanism	ELAA 6.11.3
		Disciplinary actions taken- reports	ELAA 6.11.4
		Senate and Council decisions on the same	ELAA 6.11.5

6.12			
6.12	University adheres to the disciplinary procedure and initiates timely and justifiable disciplinary action wherever applicable	Examination manual	ELAA 6.12.1
		By-law	ELAA 6.12.2
		Examination offence board minutes	ELAA 6.12.3
		Senate memos on examination offences	ELAA 6.12.4
		Disciplinary actions	ELAA 6.12.5
		Council decisions on disciplinary cases	ELAA 6.12.6
6.13			
6.13	Grievance redressal committee documents, meetings held and proceedings, evidence of any incidents addressed	Verification circular	ELAA 6.13.1
		Grievances committee minutes & students request to grievances committee	ELAA 6.13.2
		Evidence of any incidents addressed	ELAA 6.13.3
		BOS minutes on students appeal on examinations/results	ELAA 6.13.4
		Senate memos on examinations/results of students	ELAA 6.13.5
		Student appeals and requests (Medical reports, request for extensions etc.)	ELAA 6.13.6
6.14			
6.14	DCEU follows the standard procedures in assessments	BA assessment procedure (old)	ELAA 6.14.1
		Curriculum committee minutes	ELAA 6.14.2
		Examination By-Law of BA programme ( old)	ELAA 6.14.3

		Assessment procedure of other universities in distance learning	ELAA 6.14.4
		Assessment procedures for ECs under DCEU	ELAA 6.14.5

**Summary:** Assessment procedures and processes are in place through Bylaws, Regulations and Rules and in handbooks. The confidentiality and integrity of assessment systems and processes related to setting, marking and record keeping are ensured; Criteria, regulations and procedures are communicated to all students and staff and applied consistently. Students are given the chance for verification of marks obtained.