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KINGDOM OF CAMBODIA

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TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

1. Background

PSB University of Cambodia has established partnerships with selected higher education institutes in Sri Lanka ("Franchised Institutes") to deliver its approved academic programs to Sri Lankan students. To ensure the academic integrity, quality, and standards of PSB University's qualifications, a **Quality Assurance (QA) Team** consisting of qualified Sri Lankan academics has been appointed to provide independent monitoring, guidance, and advisory support.

This Terms of Reference (TOR) outlines the **roles, responsibilities, and expectations** of the three parties involved:

1. PSB University (the franchising institution)
2. The Franchised Institutes (the delivering partners)
3. The Quality Assurance Team (the advisory and monitoring body)

2. Objectives of the TOR

- To ensure clarity in responsibilities for academic delivery and quality assurance.
- To maintain PSB University's academic standards and integrity across all franchised programs.
- To establish effective communication and accountability mechanisms between all parties.
- To promote continuous improvement in teaching, learning, and assessment practices.

3. Scope

This TOR applies to all franchised academic programs conducted by PSB University through affiliated institutes in Sri Lanka, including undergraduate, postgraduate, diploma, and professional study programs.

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4. Terms of Reference by Party

A. PSB University (Franchising Institution)

1. Roles and Responsibilities

I. **Program Approval and Validation**
   a. Approve franchised programs, curricula, and learning outcomes.
   b. Provide detailed curriculum frameworks, module descriptors, and assessment guidelines.

II. **Academic Governance**
   a. Maintain oversight of academic integrity, ensuring that programs delivered overseas align with university standards.
   b. Approve faculty qualifications, academic calendars, and examination schedules proposed by franchised institutes.

III. **Accreditation and Certification**
   a. Issue official student registrations and maintain central student records.
   b. Award degrees, diplomas, and certificates upon successful completion.

IV. **Monitoring and Review**
   a. Receive and review annual quality assurance reports from the QA Team and franchised institutes.
   b. Conduct periodic academic audits and reviews (on-site or virtual).

V. **Support and Capacity Building**
   a. Provide academic training workshops, examiner orientations, and quality enhancement seminars.
   b. Facilitate access to university digital learning platforms or e-libraries (if applicable).

2. Reporting and Communication

I. Designate a liaison officer to coordinate with Sri Lankan partners and the QA Team.
II. Provide timely feedback on reports, recommendations, and compliance matters.

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B. Franchised Institutes (Delivering Institutions in Sri Lanka)

1. Roles and Responsibilities

I.   **Program Delivery**
   a. Deliver PSB University programs according to approved curricula, assessment frameworks, and academic standards.
   b. Appoint qualified lecturers, tutors, and administrative staff with prior approval of PSB University.

II.   **Student Admission and Records**
   a. Conduct fair and transparent student recruitment and admission processes.
   b. Maintain updated records on student enrollment, attendance, and academic performance.

III.   **Assessment and Examination**
   a. Conduct internal assessments, examinations, and continuous evaluations in accordance with PSB University guidelines.
   b. Ensure the integrity and confidentiality of examination processes.
   c. Submit examination papers, answer scripts, and results for PSB moderation and verification.

IV.   **Responsibility for Results and Transcripts**
   A. Bear **primary responsibility** for the **accuracy, verification, and timely submission of assessment results** to PSB University.
   B. Ensure that all assessment records are authenticated by internal examiners and verified by the institute's academic head before submission.
   C. Retain copies of approved results and student performance reports for local reference and future verification.
   D. Facilitate student access to **official transcripts and certificates** issued by PSB University.
   E. Maintain a transparent communication process for students regarding result release dates, appeals, or corrections.
   F. Handle initial student inquiries or disputes on results and coordinate with PSB University for resolution through the QA Team.

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V. Quality Assurance

    a. Develop and implement internal quality assurance systems consistent with PSB standards.

    b. Prepare self-evaluation reports and improvement plans based on QA Team reviews.

VI. Facilities and Learning Resources

    a. Provide adequate teaching, learning, and IT infrastructure to support program delivery.

    b. Ensure students have access to relevant learning materials and resources.

VII. Student Support and Grievances

    a. Offer academic advising, mentoring, and counseling services.

    b. Establish a transparent mechanism for handling student grievances.

2. Accountability

- Bear full responsibility for the delivery, assessment, and local quality assurance of franchised programs.
- Ensure compliance with all PSB University policies and national higher education regulations.

3. Reporting

- Submit periodic progress and QA reports to PSB University and the QA Team.
- Report immediately any academic malpractice, staff changes, or significant operational issues.

C. Quality Assurance Team (Sri Lankan QA Advisory Panel)

1. Roles and Responsibilities

    a. **Advisory and Monitoring Function**

        a. Advise franchised institutes on maintaining PSB University academic standards.

        b. Review academic delivery, teaching quality, student assessments, and compliance with QA frameworks.

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    c. Conduct periodic institutional reviews, class observations, and interviews with staff and students.

  b. **Quality Reporting**

    a. Prepare independent **Quality Assurance Reports** for each franchised institute on a semester or annual basis.

    b. Provide recommendations for improvement and follow-up actions.

  c. **Capacity Building**

    a. Organize quality enhancement workshops and academic development sessions.

    b. Support franchised institutes in preparing for audits and accreditation reviews.

  d. **Liaison Role**

    a. Serve as an intermediary between PSB University and the franchised institutes on quality-related matters.

    b. Facilitate effective communication and ensure consistency of standards across all franchised partners.

2. Reporting Lines

- Submit QA reports directly to PSB University (copying franchised institutes).
- Provide an annual consolidated report on the status of all franchised operations in Sri Lanka.

3. Independence and Integrity

- Maintain impartiality and confidentiality in all quality assurance activities.
- Avoid conflicts of interest and ensure professional conduct at all times.

5. Meetings and Reporting Frequency

Activity	Responsible Party	Frequency
QA Review Visits	QA Team	Twice per year per institute
Annual Academic Review	PSB University & QA Team	Annually
Progress & QA Reports	Franchised Institutes	Quarterly
QA Consolidated Report	QA Team	Annually
Partnership Review Meeting	All parties	Annually (in-person or virtual)

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6. Dispute Resolution

Any disputes arising between the franchised institute and PSB University regarding academic or administrative matters shall be resolved through:

1. Mediation facilitated by the QA Team.
2. If unresolved, referral to PSB University's Academic Council for final determination.

7. Review and Revision of TOR

This TOR shall be reviewed every **two years** or as required to reflect changes in institutional policy, regulatory environments, or operational experience.

8. Effective Date

This Terms of Reference becomes effective upon approval by PSB University's Senate and endorsement by the franchised institute management.

TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Academic Staff (Lecturers / Visiting Lecturers)
PSB University – Sri Lanka Satellite Institutes

1. Position Title

Academic Staff (Lecturer / Visiting Lecturer)

2. Reporting Line

- Reports to: Head of Academic Department
- Works closely with: Programme Leader, Examination Officer, Quality Assurance Officer, LMS Administrator, and PSB University QAAT.

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3. Purpose of the Role

Academic Staff are responsible for delivering high-quality teaching, facilitating student learning, conducting assessments, and ensuring full compliance with PSB University's academic and quality assurance standards. The role contributes to curriculum delivery, student engagement, and continuous improvement of the academic environment.

4. Key Responsibilities

4.1 Teaching and Learning Delivery

1. Deliver lectures, tutorials, workshops, and practical sessions according to the approved curriculum and module specifications.
2. Upload all lecture presentations, lesson plans, and teaching materials to the LMS at least **five (05) days prior** to delivering each session, as mandated by PSBU.
3. Ensure presentations and materials follow PSBU templates, academic standards, and learning outcomes.
4. Maintain punctuality, professionalism, and regularity in all teaching sessions.
5.

4.2 Curriculum Alignment and Academic Preparation

1. Prepare lesson plans, teaching schedules, and module delivery plans aligned with PSBU curriculum guidelines.
2. Ensure teaching covers all learning outcomes, assessment criteria, and required content.
3. Incorporate innovative teaching practices, student engagement activities, and blended learning where appropriate.

4.3 Assessment and Evaluation Responsibilities

1. Prepare question papers, assignment briefs, rubrics, marking schemes, and model answers within PSBU timelines.
2. Conduct assessments in accordance with PSBU assessment policies, maintaining academic integrity.
3. Mark assignments, quizzes, and exams within the stipulated time frames and submit grades accurately.

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4. Support internal moderation processes by submitting required documents and responding to moderator comments.
5. Maintain confidentiality and security of all assessment materials.

4.4 Student Engagement and Support

1. Provide academic guidance, timely feedback, and support to students.
2. Maintain accurate student attendance records and report irregular attendance to the department.
3. Encourage student participation, critical thinking, and constructive classroom interaction.
4. Assist students in understanding module expectations, assessment requirements, and academic standards.

4.5 Quality Assurance and Compliance

1. Follow all PSBU Quality Assurance policies, SOPs, and academic regulations.
2. Maintain updated evidence of teaching activities, assessments, and academic contributions for QA purposes.
3. Participate in internal QA reviews, inspections, and audits when required.
4. Implement recommendations from QAAT, moderators, and the Head of Department.

4.6 Administrative and Professional Duties

1. Attend and actively contribute to departmental meetings, training sessions, and academic workshops.
2. Submit all documentation, reports, and student records by required deadlines.
3. Maintain regular communication with the Head of Department, Programme Leader, and QA Officer.
4. Use LMS and other digital systems effectively for teaching, communication, and assessment.

4.7 Ethical Conduct and Professional Standards

1. Uphold academic honesty, integrity, and professional ethics at all times.
2. Ensure fairness, transparency, and impartiality in grading and academic dealings.
3. Maintain confidentiality of student information and institutional documents.

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4. Demonstrate respectful conduct, professionalism, and accountability in all interactions.

5. Key Deliverables

1. Approved lecture materials uploaded on time
2. Complete and accurate assessment papers, marking schemes, and moderated documents
3. Timely submission of grades and assessment records
4. Updated module files and evidence for QA indicators
5. Attendance records and student performance reports
6. Continuous improvement and student feedback responses

6. Authority and Decision Rights

Academic Staff are authorized to:

1. Conduct classes, assessments, and academic activities assigned to them.
2. Recommend improvements to curriculum delivery and teaching methods.
3. Provide academic advice and guidance to students.
4. Suggest modifications to enhance teaching, learning, and assessment processes.

7. Required Qualifications and Competencies

1. Minimum qualification: Bachelor's degree in the relevant discipline (Master's degree preferred or required for certain levels).
2. Teaching experience in higher education is an advantage.
3. Strong subject knowledge, communication skills, and pedagogical competence.
4. Ability to use LMS platforms, digital tools, and academic systems.
5. Commitment to academic integrity, professionalism, and institutional quality standards.

8. Tenure and Review

- Appointment: Module-based, semester-based, or annual depending on institute policy.
- Performance review includes:
  - Teaching quality

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- o Student feedback
- o Compliance with QA standards
- o Timeliness of assessments and documentation
- o Engagement in departmental activities

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TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Head of the Academic Department
Quality Assurance Responsibilities
PSB University – Sri Lanka Satellite Institutes

1. Position Title

Head of the Academic Department (HoD)

2. Reporting Line

- Reports to: Head of the Institute
- Works closely with: Internal Quality Assurance Coordinator (IQAC), Programme Leaders, Lecturers, Examination Officer, LMS Administrator, and PSB University Quality Assurance Academic Team (QAAT).

3. Purpose of the Role

The Head of the Academic Department is responsible for managing and assuring the quality of academic delivery at departmental level. The role ensures that all programs, teaching, assessments, and academic support activities comply with PSB University Quality Assurance Standards and contribute to continuous improvement of the academic environment**4. Key Responsibilities**

4.1 Departmental Academic Leadership

1. Provide strong academic leadership ensuring that all departmental activities align with PSB University policies, QA standards, and strategic directions.
2. Promote an academic culture based on integrity, innovation, and student-centered learning.
3. Guide Programme Leaders and lecturers in maintaining high-quality academic delivery.

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4.2 Curriculum Delivery and Teaching Quality

4. Oversee the effective delivery of all modules offered within the department.
5. Ensure all lesson plans, lecture presentations, study materials, and LMS uploads are prepared and submitted according to PSBU timelines and QA requirements.
6. Monitor lecturer performance, teaching quality, punctuality, and adherence to curriculum guidelines.
7. Facilitate academic coordination meetings to address challenges related to curriculum implementation.

4.3 Lecturer Management and Development

8. Ensure that all lecturers meet PSBU qualification and approval requirements before assignment.
9. Provide academic guidance, mentorship, and regular feedback to teaching staff.
10. Recommend and coordinate departmental training, workshops, and capacity-building activities.

4.4 Assessment and Examination Quality Assurance

11. Ensure timely submission of question papers, model answers, assignment briefs, rubrics, and marking guides following PSBU standards.
12. Verify that assessments align with learning outcomes, SLQF levels, and PSBU QA frameworks.
13. Oversee internal marking, moderation, and grade submission processes within deadlines.
14. Ensure the accuracy, fairness, and integrity of assessment processes.

4.5 Student Academic Support

15. Ensure that students receive academic advising, guidance, and timely responses to academic concerns.
16. Monitor student attendance, performance, and progression trends and initiate interventions where required.
17. Ensure student orientation programs address academic expectations and departmental requirements.

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4.6 Quality Assurance Compliance and Reporting

18. Maintain complete and updated records of departmental academic activities in alignment with QA requirements.
19. Prepare departmental sections of the Monthly QA Compliance Report and Annual Self-Evaluation Report (SER).
20. Ensure availability of evidence for all departmental QA indicators, including teaching, assessments, moderation, student engagement, and lecturer qualifications.
21. Implement corrective actions recommended by QAAT and institutional audits.

4.7 Continuous Improvement and Innovation

22. Initiate improvements in teaching, curriculum delivery, and student learning based on feedback and performance data.
23. Promote digital learning, LMS utilization, and innovative pedagogical approaches.
24. Conduct periodic academic reviews to evaluate program delivery and suggest enhancements.

4.8 Collaboration and Communication

25. Work closely with Programme Leaders, IQAC, and Head of Institute to ensure smooth academic operations.
26. Participate in PSBU-led trainings, QA workshops, and staff meetings.
27. Communicate departmental achievements, issues, and recommendations to senior management.

5. Key Deliverables

- Departmental Monthly QA Compliance Reports
- Timely submission of all teaching and assessment-related documents
- Updated records of lecturer qualifications, approvals, and teaching allocations
- Evidence files for departmental QA indicators
- Departmental contributions to Annual Self-Evaluation Report (SER)
- Corrective Action Plans and follow-up reports

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6. Authority and Decision Rights

The Head of the Academic Department is authorized to:

1. Allocate modules and teaching responsibilities within the department in line with PSBU requirements.
2. Recommend lecturers for approval or replacement.
3. Enforce departmental compliance with all QA policies and submission deadlines.
4. Initiate academic interventions for improving teaching quality and student performance.

7. Required Qualifications and Competencies

- Degree or higher in a relevant field (Master Degree preferred).
- Minimum 3–5 years' academic and/or administrative experience in higher education.
- Strong knowledge of quality assurance systems, curriculum design, and assessment processes.
- Excellent communication, interpersonal, leadership, and documentation skills.
- Familiarity with LMS, online teaching tools, and evidence-based QA practices.

8. Tenure and Review

- Tenure: One year, renewable based on performance and compliance.
- Performance review conducted annually by Head of the Institute and PSBU QAAT.

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For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Academic Counsellor – PSB University Satellite Institutes (Sri Lanka)

1. Position Title

Academic Counsellor

2. Reporting To

Head of Academic Department / Academic Director
with functional coordination responsibility to the Quality Assurance Officer (QAO) and Programme Leaders

3. Purpose of the Role

The Academic Counsellor provides academic guidance, mentoring, and support to students to ensure successful learning outcomes, smooth progression, and adherence to PSB University standards. The role promotes student engagement, well-being, and academic integrity while helping students navigate academic challenges and institutional procedures.

4. Key Responsibilities

A. Student Guidance & Academic Advising

1. Provide individual and group academic counselling sessions for students regarding programme requirements, learning expectations, and study planning.
2. Advise students on course selection, academic progression, and strategies for improving performance.
3. Support students facing academic difficulties, learning challenges, or adjustment problems.
4. Guide students on university policies, code of conduct, attendance rules, and assessment regulations.

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B. Monitoring Academic Progress

1. Regularly review student attendance, performance records, and participation levels.
2. Identify at-risk students and develop personalized support plans.
3. Recommend academic interventions such as remedial classes, tutoring, or mentoring.
4. Maintain follow-up records on student progress and report findings to Programme Leaders and QAO.

C. Student Support & Engagement

1. Assist students with academic-related concerns, complaints, and special requests (extensions, concessions, withdrawals).
2. Coordinate academic orientation, motivation sessions, skill-building workshops, and study-support activities.
3. Promote student participation in learning activities, group work, research, and co-curricular initiatives.
4. Guide students on academic integrity, plagiarism prevention, and ethical conduct.

D. Communication Between Students & Academic Departments

1. Act as a liaison between students and academic staff, facilitating effective resolution of academic issues.
2. Communicate important academic notifications, deadlines, and university requirements to students.
3. Provide feedback to academic staff on common student challenges and areas for curriculum or teaching improvement.

E. Quality Assurance & Documentation

1. Maintain accurate documentation of counselling sessions, progress reports, and action plans.
2. Support QA audits by providing evidence of student support activities and counseling interventions.
3. Ensure student support mechanisms align with PSB University QA standards and programme review requirements.

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4. Contribute to annual reports related to student progression, retention, completion rates, and academic challenges.

F. Student Welfare & Referrals

1. Identify students needing additional support related to language barriers, learning disabilities, or personal challenges.
2. Refer students to appropriate internal or external services (language support, psychological help, mentoring, career guidance) when necessary.
3. Maintain confidentiality and follow ethical practices while handling student information.

5. Authority

The Academic Counsellor is authorized to:

1. Access student academic records for monitoring and advising
2. Recommend academic interventions and support strategies
3. Refer students to relevant academic, administrative, or support units
4. Advise Programme Leaders on students requiring special consideration
5. Implement PSB University academic integrity and student conduct guidelines

6. Required Competencies

1. Strong communication, mentoring, and interpersonal skills
2. Knowledge of higher education academic structures and student support practices
3. Ability to analyze student performance data and identify risk factors
4. Understanding of PSB University academic policies and QA guidelines
5. Competency in LMS usage, academic record systems, and documentation
6. High level of confidentiality, empathy, and professionalism

7. Expected Deliverables

1. Student counselling logs and follow-up reports
2. At-risk student identification list and intervention records
3. Semester academic progress summary reports
4. Evidence portfolio for QA audits (student support documentation)
5. Records of workshops, orientation, and learning-support activities

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8. Accountability

The Academic Counsellor is accountable for ensuring effective academic guidance, safeguarding student well-being, and supporting successful learning outcomes in compliance with PSB University academic and quality assurance frameworks.

TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Programme Leader – PSB University Satellite Institutes (Sri Lanka)

1. Position Title

Programme Leader (PL) – PSB University Academic Programmes

2. Reporting To

Head of the Academic Department / Academic Director
with functional linkage to the Quality Assurance Officer (QAO) and QA Academic Team (QAAT)

3. Purpose of the Role

The Programme Leader is responsible for the overall academic coordination, quality assurance, and continuous improvement of assigned academic programmes delivered at the satellite institute. The role ensures full compliance with PSB University academic standards, QA policies, and regulatory requirements while maintaining a high-quality learning and teaching environment.

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4. Key Responsibilities

A. Programme Planning & Coordination

1. Coordinate all academic and administrative activities related to the assigned programme(s).
2. Prepare semester/annual academic calendars, programme delivery schedules, and assessment timelines in line with PSB University guidelines.
3. Ensure availability of approved syllabi, lesson plans, course specifications, and learning materials for all modules.
4. Facilitate lecturer allocations, workload distribution, and timetable management with the Academic Department.

B. Teaching, Learning & Assessment Quality

1. Monitor module delivery to ensure alignment with PSB University curriculum, learning outcomes, and teaching standards.
2. Ensure lecturers upload lecture materials to the LMS according to PSB University requirements.
3. Oversee the development, moderation, and approval of assessments, examination papers, and marking schemes.
4. Verify timely marking, grade submission, internal moderation, and result compilation.
5. Ensure strict adherence to PSB University exam policies, assessment regulations, and academic integrity standards.

C. Student Support & Engagement

1. Serve as the first point of contact for programme-related student queries and complaints.
2. Organize student orientation, academic guidance sessions, and support mechanisms for academic progression.
3. Monitor student attendance, progression, retention, and overall academic performance.
4. Coordinate remedial classes, academic counselling, and special support activities when needed.

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D. Quality Assurance & Compliance

1. Ensure all programme delivery activities comply with PSB University QA standards and Sri Lankan regulatory guidelines.
2. Maintain programme files, course files, lecturer files, and QA documentation accurately and up to date.
3. Facilitate internal quality audits, institutional reviews, and programme evaluations conducted by QAAT.
4. Prepare annual Programme Review Reports covering performance, student outcomes, teaching quality, and improvement needs.
5. Implement corrective actions and continuous improvement initiatives arising from QA reviews.

E. Staff Coordination & Capacity Building

1. Coordinate with academic staff to ensure timely preparation of course outlines, assessments, and lesson plans.
2. Identify training needs of faculty delivering the programme and recommend staff development sessions.
3. Conduct meetings with lecturers to discuss programme progress, challenges, and improvements.

F. Reporting & Documentation

1. Submit periodic academic performance reports to the Head of Department and QAO.
2. Maintain accurate documentation related to assessments, evaluations, audit observations, and action plans.
3. Provide the QA Academic Team with evidence required for quality reviews and continuous monitoring.

5. Authority

The Programme Leader is authorized to:

1. Oversee academic operations of the assigned programme
2. Recommend lecturers for module delivery
3. Approve module-related academic documents (course outlines, schemes of work)

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4. Recommend corrective actions for programme-related academic issues
5. Support enforcement of academic policies and disciplinary procedures

6. Required Competencies

1. Strong understanding of PSB University academic standards and QA policies
2. Knowledge of curriculum management, pedagogy, and assessment principles
3. Excellent organizational, communication, and student management skills
4. Ability to lead academic teams and coordinate multidisciplinary tasks
5. Competence in LMS use, digital learning tools, and QA documentation management

7. Expected Deliverables

1. Annual academic calendar and programme delivery plan
2. Approved assessments and moderated exam papers
3. End-of-semester Programme Review Report
4. Updated programme files and QA documentation
5. Evidence portfolio for QA audits and institutional reviews.

8. Accountability

The Programme Leader is accountable for the effective delivery, academic integrity, and overall quality of the programme, ensuring full compliance with PSB University quality assurance requirements.

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TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Examination Coordinator – PSB University Satellite Institutes (Sri Lanka)

1. Position Title

Examination Coordinator (EC)

2. Reporting To

Head of Academic Department / Academic Director
with functional responsibility to the Quality Assurance Officer (QAO) and Compliance with
PSB University Examination Division

3. Purpose of the Role

The Examination Coordinator is responsible for managing, organizing, and ensuring the integrity of all examination-related activities for PSB University programmes. The role ensures compliance with the University's examination policies, quality assurance standards, security protocols, and regulatory requirements while maintaining transparency and fairness in assessment administration.

4. Key Responsibilities

A. Examination Planning & Scheduling

1. Prepare the semester/annual examination timetable in consultation with Programme Leaders and Academic Department.
2. Coordinate continuous assessments (CAs), mid-semester exams, final exams, and resit examinations.
3. Ensure timely communication of exam schedules, deadlines, and instructions to students and academic staff.
4. Manage hall allocations, seating arrangements, and invigilation schedules.

B. Assessment Paper Handling & Moderation

1. Coordinate the preparation, submission, moderation, and approval of question papers and marking schemes.

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2. Ensure all assessment instruments follow PSB University guidelines and maintain confidentiality at all times.
3. Maintain a secure question paper bank with proper version control and access restrictions.
4. Facilitate internal and external moderation processes according to QA standards.

C. Examination Administration

1. Oversee the conduct of examinations, ensuring strict adherence to exam rules, proctoring standards, and academic integrity guidelines.
2. Train and brief invigilators prior to every examination session.
3. Ensure examination venues are adequately prepared (attendance sheets, answer scripts, stationery, instructions).
4. Manage exam-day operations including distribution, collection, and secure transfer of exam materials.

D. Script Management & Marking Process

1. Ensure secure handling, logging, and storage of answer scripts before and after marking.
2. Coordinate marking timelines with academic staff and ensure timely submission of marks.
3. Facilitate internal moderation, second marking, and grade verification processes.
4. Maintain accurate tracking of marks and ensure completeness of assessment records.

E. Result Processing & Reporting

1. Compile marks, grade sheets, and required documentation for submission to PSB University.
2. Prepare Result Summary Reports, moderation records, and examination statistics as required by QAAT.
3. Ensure timely release of results to students following approval from PSB University.
4. Manage processes related to resist, appeals, re-marking, and special consideration cases.

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F. Quality Assurance, Compliance & Documentation

1. Ensure examinations comply with PSB University regulations, academic integrity policies, and QA audit standards.
2. Maintain examination-related records, including question papers, attendance sheets, invigilator reports, moderation forms, and mark lists.
3. Prepare documentation required for QA reviews, institutional audits, and external verifications.
4. Implement corrective actions resulting from QAAT or University Examination Division observations.

G. Security & Confidentiality

1. Maintain strict confidentiality and security of all examination materials.
2. Ensure secure storage areas (physical or digital) with restricted access for question papers and scripts.
3. Report any exam irregularities, malpractice incidents, or breaches immediately to relevant authorities.
4. Ensure compliance with data protection standards and safe retention of academic records.

5. Authority

The Examination Coordinator is authorized to:

1. Oversee all examination operations of the institute
2. Assign and monitor invigilators
3. Enforce examination regulations and handle minor examination infractions
4. Recommend security and procedural improvements
5. Liaise with PSB University on examination matters and compliance issues

6. Required Competencies

1. Strong knowledge of examination administration and assessment regulations
2. Excellent organizational and record-management skills
3. Strong attention to detail, integrity, and confidentiality
4. Ability to manage staff, invigilators, and examination logistics
5. Familiarity with LMS, e-exam systems, and digital marking tools
6. Knowledge of PSB University QA and exam policies

7. Expected Deliverables

1. Annual and semester examination timetables
2. Approved question papers and moderated assessments

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3. Examination logistics plan and invigilation roster
4. Result Summary Reports and supporting documentation
5. Records of moderation, marking, appeals, and exam integrity cases
6. Evidence portfolio for QA audits and institutional reviews

8. Accountability

The Examination Coordinator is accountable for the integrity, fairness, and quality of the entire examination process and for ensuring full compliance with PSB University examination standards and QA requirements.

TERMS OF REFERENCE (TOR)

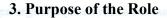**For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka**

Quality Assurance Officer
PSB University – Sri Lanka Satellite Institutes

1. Position Title

Quality Assurance Officer (QAO)

2. Reporting Line

- Reports to: Head of the Institute
- Works closely with: Head of the Academic Department, IQAC Coordinator, Programme Leaders, Examination Officer, LMS Administrator, and PSB University Quality Assurance Academic Team (QAAT).

3. Purpose of the Role

The Quality Assurance Officer is responsible for coordinating, monitoring, and documenting all quality assurance activities of the satellite institute. The role ensures compliance with PSB University QA policies, standards, SOPs, and reporting requirements while supporting continuous improvement in academic and administrative processes.

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4. Key Responsibilities

4.1 Coordination of QA Processes

1. Serve as the primary point of contact for all QA matters at the institute level.
2. Coordinate the implementation of PSBU QA policies, guidelines, and evaluation frameworks across all departments.
3. Support the functioning of the Internal Quality Assurance Committee (IQAC), including meeting arrangements, documentation, and follow-up actions.

4.2 Monitoring and Compliance

4. Monitor teaching, assessment, and administrative activities for compliance with PSBU QA standards.
5. Track the timely submission of lecture materials, assessment documents, moderation forms, and performance reports.
6. Verify that all lecturers have valid PSBU approvals, qualification records, and updated portfolios.
7. Ensure that institute-level documents adhere to PSBU formats and documentation protocols.

4.3 Evidence Collection and Documentation

8. Maintain and update the institute's QA evidence repository according to PSBU guidelines.
9. Collect, organize, and safeguard evidence related to academic delivery, assessments, student support, staff development, and institutional governance.
10. Ensure accessibility and readiness of documents for PSBU audits, inspections, and evaluations.

4.4 Reporting and Data Management

11. Prepare and submit monthly Quality Assurance Compliance Reports to the Head of Institute and QAAT.
12. Assist in preparing the Annual Self-Evaluation Report (SER) with comprehensive department-wise inputs.
13. Maintain statistical data on enrollment, attendance, assessment performance, progression, completion, and feedback analyses.
14. Prepare dashboards or summaries for internal review meetings.

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4.5 Support for Teaching, Learning, and Assessment Quality

15. Assist departments in preparing and reviewing teaching materials, module plans, and assessment documents for accuracy and compliance.
16. Ensure proper implementation of student feedback mechanisms and compile feedback analysis reports.
17. Monitor assessment timelines, including question paper submission, marking progress, moderation, and grade confirmation processes.

4.6 Quality Review and Audit Facilitation

18. Facilitate PSBU internal audits, QAAT inspections, and monitoring visits by ensuring all documentation and evidence are ready.
19. Coordinate the implementation of corrective action plans and track progress toward achieving compliance.
20. Prepare responses, evidence files, and presentations required for review meetings.

4.7 Training and Capacity Building

21. Support in organizing staff development programs related to QA, LMS usage, assessment practices, and academic integrity.
22. Ensure that all academic and administrative staff remain updated on changes in PSBU policies and QA processes.

4.8 Continuous Improvement Initiatives

23. Identify gaps and recommend improvements to strengthen academic quality and operational effectiveness.
24. Facilitate the adoption of best practices in teaching, learning, assessment, and student services.
25. Support digital transformation initiatives, including LMS utilization and systematic report generation.

5. Key Deliverables

- Four Month Quality Assurance Compliance Report
- Updated institution-wide QA evidence repository
- QA documentation for audits, inspections, and annual reviews

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- Student feedback summaries and follow-up action reports
- Records of lecturer approvals, training, and qualification files
- Departmental QA monitoring reports
- Inputs for Annual Self-Evaluation Report (SER)
- Progress reports on corrective actions

6. Authority and Decision Rights

The Quality Assurance Officer is authorized to:

1. Request information, documents, and evidence from any academic or administrative unit for QA purposes.
2. Recommend corrective actions and improvements to departments.
3. Track compliance with PSBU QA deadlines and escalate non-compliance to higher authorities.
4. Coordinate with QAAT on operational QA matters and receive guidance.

7. Required Qualifications and Competencies

- Bachelor's degree (Master's degree preferred) in Education, Management, QA, or a related field.
- Experience in higher education quality assurance or academic administration.
- Strong documentation, analytical, and reporting skills.
- Familiarity with QA frameworks, SLQF principles, and academic operations.
- Good communication skills and ability to collaborate with academic and administrative teams.
- Competence in using LMS platforms, spreadsheets, and QA documentation templates.

8. Tenure and Review

- Tenure: One year, renewable based on performance.
- Performance review conducted annually by the Head of the Institute and PSBU QAAT based on compliance, documentation quality, and timely reporting.

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TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Quality Assurance Academic Team (QAAT)
PSB University – Sri Lanka Operations

1. Position Title

Quality Assurance Academic Team (QAAT)

2. Composition of the Team

The QAAT shall consist of:

- Director / Head of Quality Assurance (Chair)
- Senior Academic Consultants
- Subject Experts
- Institutional Review Specialists
- Representatives appointed by PSB University Academic Senate / Quality Assurance Division

3. Purpose of the Team

The QAAT is responsible for developing, monitoring, evaluating, and continuously improving the quality assurance framework across all PSB University satellite institutes in Sri Lanka. The team ensures that academic standards, teaching quality, assessment integrity, and institutional operations of partner institutes adhere to PSB University policies, SLQF guidelines, and international good practices.

4. Key Responsibilities

4.1 Policy Development and Standard Setting

1. Develop, update, and disseminate Quality Assurance policies, SOPs, manuals, guidelines, and standards for all satellite institutes.
2. Ensure alignment of all QA documents with PSB University requirements and national/international QA frameworks.

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3. Introduce and standardize evaluation tools, audit checklists, templates, and compliance mechanisms.

4.2 Monitoring and Compliance Oversight

1. Monitor the academic and administrative compliance of satellite institutes through structured reporting systems.
2. Verify adherence to teaching plans, LMS usage, assessment timelines, lecturer approvals, and student support requirements.
3. Review monthly QA Compliance Reports from institutes and provide feedback and recommendations.
4. Maintain a central QA monitoring database for decision-making.

4.3 Institutional Reviews and Inspections

1. Plan and conduct periodic quality inspections, audits, and compliance visits to satellite institutes (e.g., every four months).
2. Evaluate institute performance using PSBU Quality Standards, evidence frameworks, and performance indicators.
3. Prepare review reports, ratings, and recommendations for improvement.
4. Follow up on Corrective Action Plans (CAPs) and track compliance status.

4.4 Assessment and Examination Quality Assurance

1. Oversee the quality of assessments by reviewing question papers, marking schemes, moderation processes, and marking standards.
2. Develop and maintain assessment integrity guidelines for all institutes.
3. Ensure fairness, transparency, and standardization across programs and campuses.

4.5 Academic Development and Capacity Building

1. Conduct training programs, workshops, and seminars on QA standards, teaching methods, assessment practices, and documentation.
2. Mentor Heads of Departments, Programme Leaders, Lecturers, and administrative teams in meeting QA expectations.
3. Facilitate cross-institute sharing of best practices and academic innovations.

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4.6 Support for Academic Governance

1. Advise the PSB University Senate, Academic Board, and Management on QA matters and institute performance.
2. Provide inputs for curriculum reviews, new program proposals, and academic policy changes.
3. Participate in academic planning, risk management, and improvement initiatives.

4.7 Reporting and Documentation

1. Prepare comprehensive quarterly and annual QA performance reports for PSB University authorities.
2. Maintain detailed audit records, compliance evidence, visit reports, and institute profiles.
3. Ensure that satellite institutes maintain accurate documentation for audits and reviews.

5. Key Deliverables

1. Updated QA Policies, SOPs, and evaluation frameworks
2. Quarterly Inspection Reports for all satellite institutes
3. Corrective Action Plan follow-up reports
4. Annual Quality Assurance Performance Report
5. Moderation and assessment review summaries
6. Training and capacity-building reports
7. Documentation templates and QA toolkits for institutes

6. Authority and Decision Rights

The QAAT is authorized to:

1. Request documents, evidence, and data from any satellite institute for QA purposes.
2. Conduct audits, evaluations, and monitoring visits.
3. Recommend corrective actions, improvements, or sanctions for non-compliance.
4. Approve or reject academic processes (e.g., question papers, lecturer approvals, examinations) based on QA standards.

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5. Report compliance issues directly to the PSB University Senior Management and Academic Governance bodies.

7. Required Expertise and Competencies

Members of the QAAT should possess:

- Advanced academic qualifications (Master's/PhD)
- Strong background in higher education quality assurance
- Experience in curriculum design, assessment, and academic governance
- Knowledge of SLQF, national QA frameworks, and international standards
- Excellent analytical, communication, and reporting skills
- High integrity, confidentiality, and professionalism

8. Meetings and Review Process

- QAAT shall meet **monthly** or as needed.
- Special meetings may be convened before inspections or academic events.
- Decisions shall be recorded in formal minutes.
- Annual performance review of QAAT activities will be submitted to the PSB University Academic Senate.

9. Tenure

- Appointments to the QAAT are typically for **two (02) years**, renewable based on performance and contribution.

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TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

Administrative Staff
PSB University – Sri Lanka Satellite Institutes

1. Position Title

Administrative Staff (General Administrative Officer / Assistant)

2. Reporting Line

- Reports to: Head of the Institute / Administrative Manager (if appointed)
- Works closely with: Quality Assurance Officer, Head of Academic Department, Programme Leaders, Examination Officer, LMS Administrator, and PSB University QAAT.

3. Purpose of the Role

Administrative Staff provide operational, clerical, and documentation support to ensure the smooth functioning of academic and administrative processes. The role supports compliance with PSB University QA standards by maintaining accurate records, assisting in communication, and ensuring timely delivery of administrative tasks essential for teaching, learning, assessment, and student services.

4. Key Responsibilities

4.1 Administrative and Clerical Support

1. Provide day-to-day administrative support to the institute, ensuring efficient functioning of academic and QA activities.
2. Maintain and update files, records, and databases related to students, lecturers, classes, assessments, and QA evidence.
3. Prepare letters, notices, meeting minutes, and official communication as instructed by the Head of Institute or department heads.
4. Support scheduling of meetings, training sessions, interviews, and academic events.

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4.2 Student Services and Communication

1. Assist students with inquiries related to program details, schedules, assessments, and general academic procedures.
2. Maintain front-office operations, ensuring professional and courteous communication with stakeholders.
3. Manage student registration documentation, attendance records, ID issuance, and payments coordination (where applicable).
4. Maintain an updated student database and ensure timely submission of information to QA Officer and relevant units.

4.3 Support for Academic Delivery

1. Prepare classroom schedules, lecturer timetables, and room allocations.
2. Ensure proper functioning of classrooms, equipment, and teaching facilities.
3. Provide administrative support for lecturer allocations, appointment letters, and related documentation.
4. Manage submission, printing, and distribution of teaching materials where applicable.

4.4 Assessment and Examination Support

1. Assist in collecting question papers, assignments, answer scripts, and assessment-related documents under strict confidentiality.
2. Help maintain secure storage for assessment materials following PSBU guidelines.
3. Support the Examination Officer in printing, sorting, and organizing exam materials.
4. Record and file assessment-related evidence, moderation sheets, and grade submission documents.

4.5 Quality Assurance and Documentation

1. Assist the Quality Assurance Officer in maintaining evidence files for QA standards.
2. Update and organize physical and digital QA documentation as per PSBU requirements.

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3. Ensure timely submission of monthly data needed for QA reports, audits, and evaluations.
4. Support the preparation of SERs, compliance reports, and audit evidence.

4.6 Operational Coordination

1. Coordinate logistics for academic and QA-related events (workshops, meetings, inspections, orientations, etc.).
2. Maintain office inventory, supplies, and stationery required for academic and QA activities.
3. Ensure all administrative processes adhere to PSBU institutional guidelines.
4. Report operational issues that may impact academic delivery or QA compliance.

4.7 Confidentiality and Professional Conduct

1. Maintain strict confidentiality of student records, assessment materials, and staff documents.
2. Ensure professionalism, punctuality, and accountability in all administrative tasks.
3. Uphold PSB University values in communication, document handling, and service delivery.

5. Key Deliverables

1. Updated student databases, attendance sheets, and academic records
2. Organized filing systems for QA, academic, and administrative documentation
3. Timely support for assessments, examinations, and meeting coordination
4. Monthly updates to QA Officer and administration
5. Prepare minutes of meetings, notices, and communication materials
6. Accurate record-keeping for lecturer and student documents

6. Authority and Decision Rights

Administrative Staff are authorized to:

1. Manage administrative files and documentation under supervision.
2. Request necessary data from departments to update records.
3. Coordinate with lecturers and students for administrative requirements.
4. Support compliance with deadlines and escalate issues to supervisors.

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7. Required Qualifications and Competencies

1. Minimum: Diploma or equivalent qualification in Administration, Management, ICT, or related field.
2. Experience in office administration in an academic setting preferred.
3. Good communication and interpersonal skills.
4. Competence in MS Office, email systems, databases, and basic ICT use.
5. Strong organizational, filing, and documentation skills.
6. Ability to maintain confidentiality and handle tasks with attention to detail.

8. Tenure and Review

- Tenure: One year, renewable based on performance.
- Performance review conducted annually by the Head of the Institute, considering documentation quality, punctuality, communication, and compliance.

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TERMS OF REFERENCE (TOR)

For the Implementation and Quality Assurance of PSB University Franchised Study Programs in Sri Lanka

IT / LMS Administrator – PSB University Satellite Institutes (Sri Lanka)

1. Position Title

IT / LMS Administrator

2. Reporting To

Head of Administration / Academic Director
with functional coordination responsibility to the Quality Assurance Officer (QAO) and Programme Leaders

3. Purpose of the Role

The IT/LMS Administrator is responsible for managing, maintaining, and supporting the digital learning environment, IT infrastructure, and LMS operations of the institute. The role ensures that teaching, learning, assessment, and QA processes are supported by reliable, secure, and efficient digital systems aligned with PSB University standards.

4. Key Responsibilities

A. Learning Management System (LMS) Administration

1. Manage the PSB University LMS platform for the institute, including user accounts, module setup, access rights, and content organization.
2. Ensure lecturers upload teaching materials, assessments, and resources according to PSB University LMS policies.
3. Provide technical support to academic staff and students in relation to LMS navigation, logins, submissions, and troubleshooting.
4. Monitor LMS usage, activity logs, and ensure proper archiving of academic materials each semester.
5. Coordinate with Programme Leaders and QAO to ensure LMS compliance with PSB University QA requirements.

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B. IT Infrastructure & System Support

1. Maintain the institute's IT infrastructure, including computers, projectors, networks, servers, and student labs.
2. Ensure reliable internet connectivity and digital access during lectures and examinations.
3. Oversee installation, updating, and maintenance of software and licensed applications used for academic and administrative purposes.
4. Troubleshoot hardware, network, and system-related issues for staff and students.
5. Maintain IT inventory records and support procurement of IT equipment in line with institute policies.

C. Digital Examination & Assessment Support

1. Support online assessments, e-exams, LMS submissions, and digital evaluation systems.
2. Ensure secure handling of digital assessments and exam materials as required by PSB University examination regulations.
3. Provide technical assistance to Examination Coordinator during digital exam sessions.
4. Ensure data security, backup, and confidentiality of examination-related materials.

D. Data Management & System Security

1. Maintain data backups, user databases, and secure access controls for LMS and IT systems.
2. Implement cybersecurity protocols to safeguard student records, academic data, and examination documents.
3. Monitor system integrity, identify risks, and recommend improvements.
4. Ensure compliance with PSB University data protection policies and Sri Lankan ICT regulations.

E. Training & Capacity Building

1. Conduct training sessions for lecturers on LMS usage, digital teaching tools, and online assessment systems.
2. Provide student orientation on LMS login procedures, assignment submission, and system navigation.

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3. Support academic staff in adopting digital learning technologies and blended learning methodologies.

F. QA, Documentation & Reporting

1. Maintain records of LMS activities, IT maintenance logs, and system updates for QA purposes.
2. Prepare reports on LMS usage statistics, system performance, and incident logs as required by QAO and QAAT.
3. Support internal QA audits by providing digital evidence, logs, and system documentation.
4. Implement corrective and preventive actions arising from QAAT observations.

5. Authority

The IT/LMS Administrator is authorized to:

1. Manage LMS accounts, access permissions, and module setups
2. Deploy updates and maintain institute IT systems
3. Resolve IT-related issues that impact teaching, learning, or examinations
4. Recommend upgrades and improvements to digital infrastructure
5. Enforce cybersecurity and LMS usage policies

6. Required Competencies

1. Strong understanding of LMS platforms (Moodle, Canvas, Google Classroom, or PSB LMS)
2. IT troubleshooting skills (hardware, software, network)
3. Knowledge of cybersecurity principles and data protection guidelines
4. Ability to train and support academic and administrative staff
5. Familiarity with digital learning tools, online exams, and multimedia technologies
6. Strong record-keeping and documentation skills

7. Expected Deliverables

1. Updated LMS with all modules properly configured
2. User support logs and issue resolution reports
3. IT maintenance checklist and inventory records
4. Semester-end LMS archival and backup

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5. Reports for QA audits, including LMS usage data
6. Documentation related to digital exam administration and system security

8. Accountability

The IT/LMS Administrator is accountable for ensuring uninterrupted digital support for academic operations, maintaining secure and functional IT systems, and ensuring LMS compliance with PSB University teaching, learning, and QA standards.