



Quality Assurance Policy

Version 2.0 (2020)

KENSLEY
GRADUATE SCHOOL

1. Introduction

Scope The Quality Manual of The Kensley Graduate School (KGS) documents the structure and design of the Institution's Quality Management System (QMS), the interconnectedness of the processes that constitute the system, and the operational arrangements which support the quality assurance activities and academic standards at the Institute.

This document articulates KGS's commitment to quality and continuous improvement. It gives an outline of the key processes with references to policies and procedures that comprise KGS's QMS, and provides a holistic and integrative view of the quality management of the institution's activities. The activities and practices that are described apply to the entire institute.

Stakeholders: The Quality Manual is intended as a guide and reference document for all faculty and staff and should be read in conjunction with the institutions policy and procedure manual, but are not limited to, work instructions and guidelines.

2. Institutional background and context

The quality of teaching and welfare of our students is of paramount importance to us at Kensley College. In order to maintain our excellence, we have put in place policies and procedures that are carried out by all members of staff and are constantly reviewed to improve our quality and standards. All procedures related to teaching, assessment, recruitment, observations and student wellbeing are developed according to university grant commission, Education Ministry Bodies' standards.

3. Vision, Mission

Vision

To be the leading institution in Sri Lanka, in the creation of pioneers in the Business world.

Mission

We strive to provide unparalleled opportunities to develop the conceptual and interpersonal skills of students to bring out their maximum innovative potential with an internationally recognized standard of education.

4. Organization and Management

KGS is divided into four operational arms as depicted in the organizational Chart. It consists of Operations Division, Marketing Division, Academics and Advisory Council. The institution was started under the provision of Companies Act of Sri Lanka.

The Directors are the official heads of all the operational arms. The institute also has a Chief Academic officer who is responsible for all educational affairs and the day-to-day activities of the Academic Body.

5. Our aims

- Responsibility to students for the quality of the learning process.
- Recruitment of professional, competent and qualified staff
- Strict compliance with UGC and accrediting bodies standards and requirements.
- Obtaining regular feedback from students and staff, with the aim of improving our quality.
- Reasonable and competitive fees provided for the services rendered.

6. Our strategy

- Acting on feedback received promptly and appropriately.
- Continually improving the quality of services we provide by adjusting to the ever changing dynamics of the market
- Maintaining the priority and the highest degree of customer service when dealing with students and staff requests and requirements

- Understanding of student's needs, and requirements and addressing their individual learning goals.
- Making college information and policies easily and clearly accessible for college students and staff
- Ensuring that staff are continuously maintaining their professional development

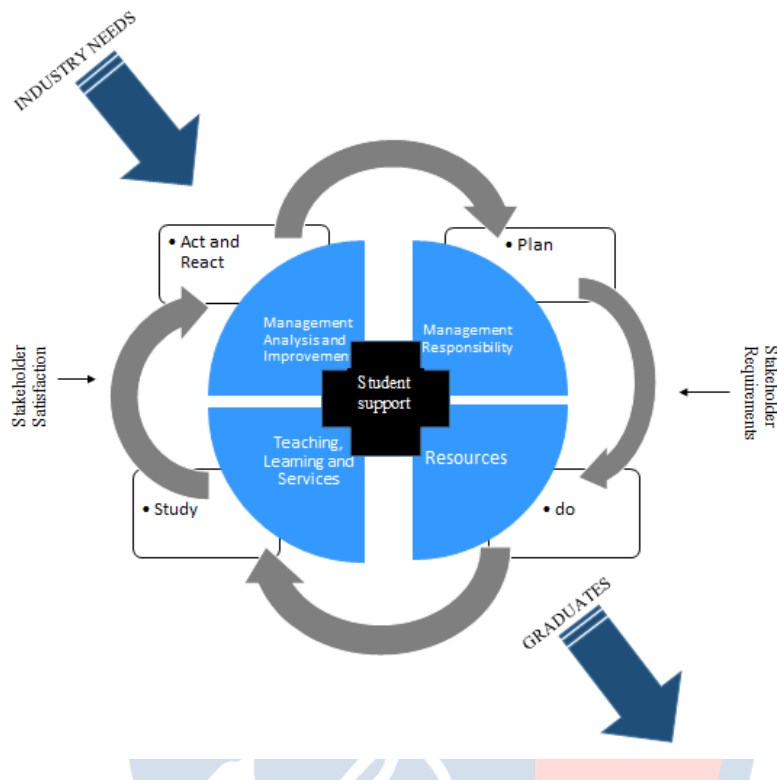
7. How we achieve our aims

- Course leader/Teacher and Head of Department as the first point of contact for the students
- Teacher Qualifications
- Teacher Development
- Class observations, including observations by senior members of staff and peer observations
- Student initial assessment, personal learning plan and progress review
- Continuous formative and summative assessments
- Learning and teaching is inclusive and enjoyable
- Learning environment is safe and comfortable
- Student wellbeing, including college social programme
- Student Handbook
- Student feedback is addressed and acted upon
- Inspections by UGC, British Council

8. Staff Qualifications

All lecturers at the College must have a first degree with a first class or a second upper degree and are encouraged to seek higher qualifications such as masters, post graduate diplomas etc. Lecturers of professional courses are experienced and fully qualified up to master's degree level and confident in teaching their subjects.

9. Quality Management System



10. Staff Development

- In-house training is provided as and when necessary through workshops and seminars
- Observation of all teachers is carried out at least twice a year by the Managing Director and Chief Academic Officer. This is followed through by one to one feedback sessions that focus on teacher development as well as quality assurance.
- Peer observations are practiced

11. Course Leader and Head of Department

- There is always someone available to deal with student problems or queries and is happy to give competent advice on subjects and exams.

12. Student Initial Assessment and Progress

- Upon registration, all students undergo an initial assessment test. A Personal Learning Plan and VARK(Visual, Aural, Read/Write and Kinesthetic) Assessment also form a part of enrolment process. Thereafter, students are regularly monitored and informed of their progress. Teachers are frequently available to accommodate students to discuss their progress.

13. Student wellbeing

- All members of staff are readily available to help students with any problems or queries.
- College offers a social programme to all its students regardless of the course.

14. Student feedback

- A survey is conducted to ensure that the students are receiving quality education
- Results are analysed and acted upon and made available to staff and students
- Students are aware of the complaints procedure which is made available to them in the student handbook and during the induction
- Measures are taken to eradicate any problems arising

15. Student Handbook

A comprehensive and informative handbook is given to students outlining their roles and responsibilities, their rights and limitations in Sri Lanka as well as useful tips and advice about life in Sri Lanka.