



## INTERNAL & EXTERNAL QUALITY ASSURANCE FRAMEWORK

*Approved for Quality Management System*

Education is recognized as a fundamental human right in Article 26 of the Universal Declaration of Human Rights, making it a primary responsibility of any country, state, or society to provide adequate learning and development opportunities and resources to its citizens.

CINEC Campus contribute towards achieving Global Sustainable Development Goal No.4, ensuring inclusive and equitable quality education and promotes lifelong learning opportunities for all. We provide equal access to all women and men eliminating gender disparities, to affordable and quality technical vocational and tertiary education. CINEC Campus substantially increased the number of youth and adults acquire relevant skills including technical and vocational for employment, decent jobs, entrepreneurship and continues to diversify.

CINEC Campus ensures that all learners acquire relevant knowledge, technological skills, competence and confidence, nourished with personality development to lead a sustainable lifestyle promoting human rights, gender equality, peace and nonviolence, appreciation of cultural diversity and global citizenship.

CINEC Campus continues to grow and improve state-of-the-art laboratories, workshops, relevant facilities and learning aids and provides a safe, nonviolent, inclusive and infrastructure for effective learning environment.

CINEC Campus continues and has substantially increased supply of qualified teachers and lecturers with national and international qualifications, teaching and industrial experience and academia through training, development, updating, and upgrading with international corporation.

In compliance to the above declarations, CINEC Campus continues to maintain standards expected of a Higher Education Institution by the Ministry of Higher Education. As of 2nd July 2013, CINEC CAMPUS is recognized, by virtue of powers vested in Minister of Higher Education, by Section 25A of the Universities Act No.16 of 1978, as a Degree Awarding Institute for the purpose of developing higher education leading to the conferment of Bachelor of Science (Honours) Degrees.

However, due recognition must be given as CINEC Campus as it's the only Non-state Higher Education Institution to maintain quality standards since 1999, certified to standards stipulated by the International Standardization Organization ( [www.iso.org](http://www.iso.org) ).

The concept of quality assurance was introduced to Sri Lankan universities in 2001 as an initiative of the Committee of Vice-Chancellors and Directors (CVCD). CINEC CAMPUS has a long history of Quality Assurance. Commenced maintaining Quality Management Principles dating back to 1994.

Let us reproduce the Contents of the 1<sup>st</sup> Management Review Meeting (Equivalent to CQA meetings) held in 1996.

**RECORD NO : MRM-REC-01**

**Colombo International Nautical and Engineering College (CINEC)**

**THE MINUTES OF THE MANAGEMENT REVIEW MEETING  
HELD ON 06TH AUGUST 1996 AT CINEC AUDITORIUM AT 1430 HOURS**

**PRESENT**

- |                                |                                |
|--------------------------------|--------------------------------|
| 1. Capt. Asitha S. Wijsekera   | 2. Mr. Vajira L. Piyasena      |
| 3. Capt. Rohan S. Kaluaratchie | 4. Capt. Darrel J. Silva       |
| 5. Mr. G.O. Lokuketagoda       | 6. Mr. S. Rupasinghe           |
| 7. Capt. Sunil U. Ranatunga    | 8. Mr. Ranjith C. Gunawardena  |
| 9. Capt. M.M.A. Wahid          | 10. Mr. R.T. DE S G Punchihewa |
| 11. Dr. (Mrs.) N.D. Magedara   | 12. Mr. C.N. De Silva          |
| 13. Mr. R.D. Silva             | 14. Capt. A.B. Herat           |
| 15. Mr. M. Shums               | 16. Mr. F. Thyb                |
| 17. Mr. U.M. Perera            | 18. Mr. J.A.N.A. Jayasinghe    |
| 19. Mr. G.J. Sugathapala       | 20. Mr. W.W. Weligala          |
| 21. Mrs. J.A.B.P. Dias         | 22. Mr. H.P. Sumanasekera      |
| 23. Mr. S.A.D.L.J. Senarathne  | 24. Mr. K. Perera              |
| 25. Mr. L.W. Perera            | 26. Mr. W. Ratnaweera          |

**1. MD'S REVIEW**

Managing Director (MD) gave a brief explanation about the purpose of the Management Review meeting and he asked MR to give briefing.

**2. MR'S BRIEFING**

Management Representative (MR) explained about the current position of the QA programme. He explained the role of QA consultant, management consultant, MR and staff members in formulating and implementing a QA programme.

**3. REVIEW OF QUALITY MANUAL**

No views/ not discussed.

**4. SUBMISSION OF VIEWS/ REPORTS BY HoDs/ AoDs**

None.

**5. DISCUSSION OF REPORTS**

- i. GM pointed out some formats are still not collected by HoDs and he asked MR to instruct the relevant HoDs to collect these as soon as possible.

MR requested to distribute these formats to the relevant HoDs so that they can start using these forms.

- ii. Capt. R.S. Kaluaratchie raised a matter regarding training of staff. He inquired from MD, that what type of staff can undergo training which will conduct by CINEC ? and also he mentioned HoDs responsibilities and what are the quality systems are they have to follow up.

MR pointed out training requirements should be identified by the respective HoDs.

**6. AUTHORISATION AND RECORDING OF DECISIONS**

Will be notified by documentation.

**7. ANY OTHER MATTERS**

Mr. G.O. Lokuketagoda stated that Workshop Engineer (WSE) is sailing will be back only in another 4 months time. Therefore he suggest to appoint a new person temporarily to take over the post. He proposed to hand over the job to Mr. Alwis who is currently working as a WSE instructor.

A decision was taken to appoint him temporary as WSE.

General Manager instructed Manager Computer Department (MCD) to prepare a programme for course registration and a data-base of lecturers (Permanent/ visiting) for the convenience of HoDs.

MCD agreed to write the programme.

MD stated advertisements should be approved by the MD himself and also he pointed out AOG will be responsible for the handing over the advertisement to the newspaper/ Advertising Agent.

MR reminded about the 1st System Audit which is to be held on 16th August 1996.

Mr. GOL suggested that meeting time should be changed to minimise the interruption for the lecture programmes.

MR agreed to change the time in future.

Ranjana Punchihewa stated that implementation of 5S Concepts is a prerequisite discipline all staff must exercise, practice and maintain for effective management of quality standards, and requested 5S to be made compulsory for all staff and volunteered to take the leadership.

MD agreed and appointed Punchihewa to lead the 5S Task Force.

The next Management Review meeting will be held on 20th August 1996 as per the schedule.

The meeting was adjourned at 1550 hours.

Reproduction of 1<sup>st</sup> Management Review Meeting complete

Awards won & Achievements by CINEC Campus ( Pvt) Ltd.

Date	Quality Management/ Assurance/ Certification/ Awards/ Achievements
1990	Established in 1990
12 <sup>th</sup> October 1999	CINEC CAMPUS was certified to BS EN ISO 9002:1994 International Standard for Quality Management System by Lloyds Registry Quality Assurance ( <a href="http://www.lrqa.com">www.lrqa.com</a> ) First Higher Education Institution to be certified to BS EN ISO 9002:1994 International Standards in Sri Lanka.
1999	Winner – Sri Lanka National Quality Award – Education organization
14 <sup>th</sup> February 2002	Transition to the new revised BS EN ISO 9001:2000 International Standard took place and CINEC Campus was re-certified to the new revision by Lloyds Registry Quality Assurance (LRQA). First Higher Education Institution to be certified to BS EN ISO 9001:2000 International Standards in Sri Lanka
7 <sup>th</sup> October 2002	CINEC Campus certified to ISO 14001:1996 International Standard for Environmental Management System by DNV
17 <sup>th</sup> February 2004	CINEC Campus certified to OHSAS 18001: 1999 International Standard for Occupational Health & Safety Management System by DNV
2005	CINEC Campus re-certified to ISO 14001:2004 International Standard for Environmental Management System by DNV
2004	Winner – Sri Lanka National Quality Award – Education organization
17 <sup>th</sup> August 2005	CINEC Campus was re-certified ISO 9001:2000 International Standard for Quality Management by Det Norske Veritas (DNV).
2006	Winner – Best Corporate Citizen Award
2006	Taiki Akimoto 5S Award
2007	CINEC Campus re-certified to OHSAS 18001: 2007 International Standard for Occupational Health & Safety Management System by DNV
2007	National Cleaner Production Award - Silver
2008	CINEC Campus re-certified to ISO 14001:2015 International Standard for Environmental Management System by DNV
2008	Rated Among the Top 100 Most Respected Entities in Sri Lanka
2008	Winner – Global Maritime Trainer Award
2009	Winner – Sri Lanka National Quality Award – Education Organization
2009	Special Award Presented by SLSI for winning Sri Lanka National Quality award for three consecutive 5 year terms
10 <sup>th</sup> March 2010	CINEC Campus Jaffna branch was certified to ISO 9001:2000 International Standard for Quality Management by DNV. (Compliance maintained and continues)
2010	Winner - International Asia Pacific Quality Award – Best in Class - Education organization
22 <sup>nd</sup> August 2011	Transition to the new revised ISO 9001:2008 International Standard took place and CINEC Campus was re-certified to the new revision by DNV. First Higher Education Institution to be certified to ISO 9001:2008 International Standards for Quality Management in Sri Lanka
2012	“World Class” – Global Performance Excellence Award – Education Organization
13 <sup>th</sup> August 2014	CINEC Campus Jaffna branch was re-certified to ISO 9001:2008 International Standard for Quality Management by DNV.
2014	Winner – Sri Lanka National Quality Award
2016	Quest for Excellence Award in Education & Training - SLSI
2016	Special Award Presented by SLSI for winning of Quest for Excellence in Education & Training
2016	Best Research in Ports & Shipping: Sri Lanka R\$TLI

17 <sup>th</sup> August 2017	Transition to the new revised ISO 9001:2015 International Standard took place and CINEC Campus and Jaffna branch were re-certified to the new revision by Det Norske Veritas/Germanischer Lloyd (DNV-GL). First Higher Education Institution to be certified to ISO 9001:2015 International Standards for Quality Management in Sri Lanka.
2017	Finalist – The Maritime Education & Training Award – The Maritime Standards Awards – Middle East & Indian Subcontinent
2017	Incorporating Logistics as a part of commerce subject in the School Curriculum
2018	<b>Sustainable Development Goals Partnership Award for Goal No.4 – Quality Education - Sri Lanka - United Nations Friendship Organization</b>
2018	Finalist – Education and Training Award - Sea trade Maritime Awards Asia - 2018
2018	National Logistics & Transport Excellence – Merit Award
2018	Lanka Mass Communicators Association – MASSCO Excellence Awards – for International reputation in providing ‘world Class’ higher education
2018	Winner - Stall Holders Competition – Edex Mid year Expo
2018	Chairmanship of National Logistics Awards in Sri Lanka organized by Chartered Institute of Logistics and Transport
2019	Award of Recognition – United Nation’s General Assembly Resolution “World Interfaith Harmony Week” – Presented to Sustainable Development Goals Youth Club - CINEC
2019	<b>Presidential Export Awards 2018 - 2019 – Best Exporter – Education Services</b>
2019	Best Research Paper Award – Tokyo – Japan
2021	Establishment of National Logistics Day in Sri Lanka through the Ministry of Transport
2021	Publishing the first book of CINEC introducing two transport theories to the world
2021	Chairmanship of Panel of Judges National Logistics Awards in Sri Lanka organized by Sri Lanka Logistics and Freight Forwarders Association
2021	Issuing a stamp displaying the CINEC’ first book publication
2022	Presidential Export Awards 2021 -2022 - Best Exporter - Education Services
16 <sup>th</sup> August 2023	CINEC CAMPUS and Jaffna Campus re-certified to ISO 9001:2015 Standard by DNV
2023	Presidential Export Awards 2022 -2023 - Best Exporter - Education Services
<b>By 12<sup>th</sup> October 2024</b>	<b>CINEC Campus completes 25 years of continuous consistent Quality Management and Quality Assurance in Higher Education.</b>

Today we continue with one the best practices of conducting Management Review Meetings with Senior Management Committee, Senate, All other HoDs, and Managers which is equivalent to meetings conducted by CQA.

Previous Management Review Meeting held on 2023.05.17 was the 104<sup>th</sup> Minutes of the Meeting can be produced if requested amounting to 38 pages.

Since 1999 CINEC Campus was monitoring, measuring, and auditing all processes, procedures, tasks, and activities products and services provided to all stakeholders systematically through Quality Assurance and Quality Management Principles & Internationally recognized Quality Management Standards ( ISO 9001:2025 ) by establishing a separate independent Department for Quality Assurance & Management. ( Please Refer [www.iso.org](http://www.iso.org) ).

CINEC Campus is the pioneer in assuring highest quality standards in Education and Training in Sri Lanka.

However, on 2023.04.19 to comply with the Non-State Higher Education Circular No. 01/23, the existing department of Quality Management re-structured to install a Center for Quality Assurance (CQA).

Faculty Internal Quality Assurance Cell Coordinators ( FIQA Cell Coordinators), are appointed to the Centre for Quality Assurance (CQA). Coordinators were appointed for each faculty to ensure the quality of education and services offered to our students and stakeholders.

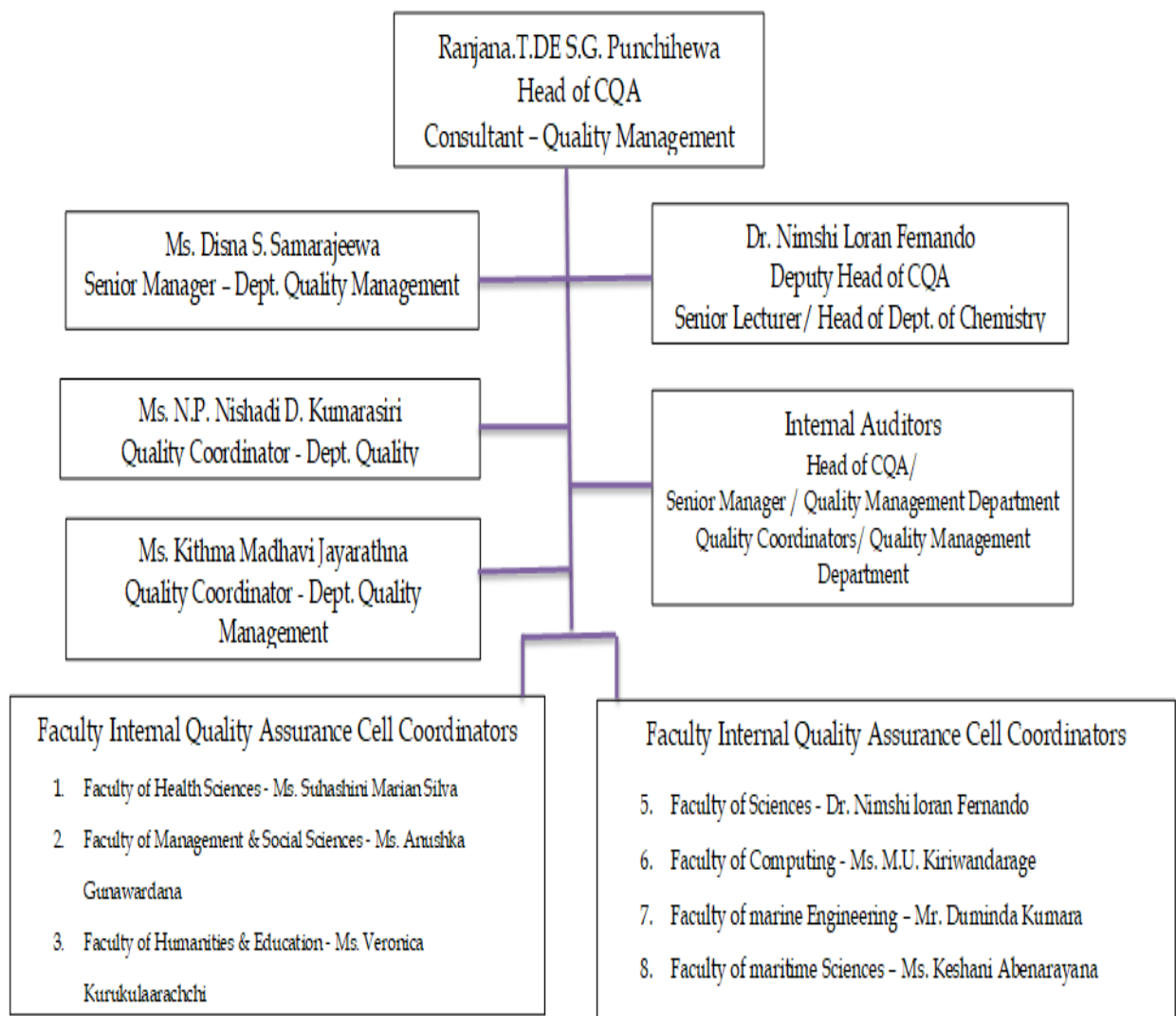
### CQA - Organigram



#### CENTER FOR QUALITY ASSURANCE ORGANOGRAM

FORM-08

Approved for Quality Management System



Beginning with BS EN ISO 9002:1994 International Standard for Quality Management of 1994 to the latest ISO 9001:2015 International Standard for Quality Management, all standards constituted major components and clauses relevant to process based Internal Auditing, Risk identification, Monitoring & Measurements, satisfying the needs & expectations of Stakeholders including customers, students, parents, staff and interested parties, evaluation of performance of staff including peer evaluations, compliance to statutory & regulatory requirements, management by visionary decision making based on a dynamic rolling strategic corporate planning, design and development, management reviews, research and continual improvement to name few.

CINEC Campus established Department of Research & Quality Management and appointed Mr. Ranjana T De S G Punchihewa, as the Management Representative ( MR)

Internal Audits are carried out not only of the Academic processes but covering all areas of the institution, as per the guidelines for auditing management systems, published by International Standardization Organization (ISO 19011: 2018), throughout the year as per audit plan.

Internal Audits have been carried out round throughout the year, as per a rolling annual audit Schedule. Over 40 Departments, are audited to verify compliance to ISO 9001:2015 Quality Management Standard. Requirements and standards specified by Merchant Shipping Secretariat of Ministry of Ports, Shipping & Aviation, and relevant to Requirements defined by Non-State Higher Education Division of Ministry of Higher Education and Standards stipulated by the TVEC, Requirements defined by the Civil Aviation Authority Sri Lanka, and IATA requirements, requirements of affiliated Foreign Universities, and those of CINEC Campus, stated requirements of employers and end users.

For last 25 years external review of institutional quality assurance were carried out annually by various statutory and regulatory bodies. Rolling corporate strategic plan with strategic goals and objective is in motion covering all internal activities and functions linked to performance measured with KPIs.

Variety of strategies and procedures are used to monitor and measure conduct and delivery of academic programs. Reviews assessments, evaluations surveys, feedback, meetings, appraisals, research & development, staff training, internal & external auditing are some of the processes being observed diligently. With reference to the ISO 9001:2015 Quality Management Clauses the coverage and scope is truly organization wide.

The internal quality assurance activities are aligned with external standards and guidelines defined by the relevant authorities. The commitment and understanding of the importance and maintaining highest quality assurance standards are very familiar to our staff.

Evaluation of Internal Audit Results, From May 2023 to June 2024

No. of Audit Findings raised = 158  
No. of Audit Findings Closed = 87  
No. Departments Audited = 54  
No. Locations / Facilities Inspected = 65

Clause wise Analysis

It was observed that many Findings are related to below clause numbers.

ISO 9001:2015 Clause 7.5.2 -



Reviewing, revising and updating to the documented information  
 Reviewing and Updating is a requirement for Higher Education  
 Nearly 20 audit finding reports raised for the noncompliance of the requirement of review, revise and updating of departmental documented information.

ISO 9001:2015 Clause 8.7

Control of nonconforming outputs –

Nonconforming products cannot be released for use. However, there were 08 findings raised against deviations

ISO 9001:2015 Clause 8.3.6 –

Design and development changes

The organization shall identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no

adverse impact on conformity to requirements. There are 06 audit findings raised against this clause.

ISO 9001:2015 Clause 8.5.2

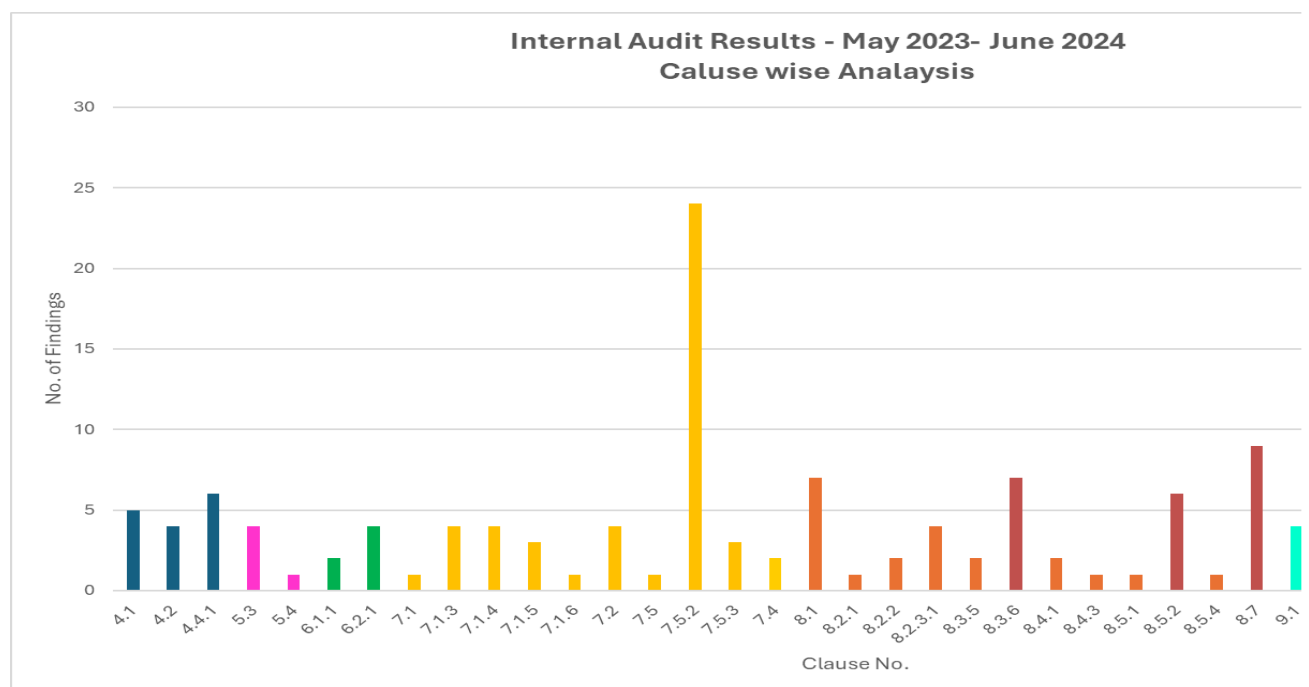
Identification and traceability.

The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

ISO 9001:2015 Clause 8.5.4 -

The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection



All above are applicable to NSHEM minimum standards.



Importance and priority will be placed on the above during the next cycle of Internal audit and continuous monitoring on review and revision of departmental documents will be carried out by Quality Management Department.

#### Bylaws – Internal Audit Process

CINEC Campus conducts Internal Audits annually, according to the Annual Audit Schedule, plan, and a rolling Annual Audit Calendar.

Responsibility of reviewing, revising, and updating of Annual Internal Audit Schedule is vested with the Senior Quality Manager.

Auditees are given a minimum of seven days' notice of a planned internal audit via email, by the Senior Quality Manager.

Audit Notice shall identify: - Date of Audit, Auditee, Commencement Time of audit, Audit Team, Audit Scope & Audit Criteria.

Auditors will carry out a process based Internal Auditing and will follow-up documented procedures with  
- W5H – Why, When, Where, Who, What & How.

When there is an urgency and if there is awareness of a potential threat to the organization due to a non-adherence to requirements an unscheduled Internal Audits will be conducted.

Feedback from staff, customers, students, parents, and Interested Parties, may initiate an audit.

Auditors will not audit their own processes.

Auditors shall be familiar with the Purpose of the Process, Inputs to the Process, Intended outputs of the Process, Sequence of activities, Resources required, Controls in place (Procedures, Instructions, specifications etc), and Planned monitoring arrangements required.-

Internal Audits shall be carried out as scheduled by Qualified Internal Auditors and Audit Team nominated by Senior Quality Manager

Internal Auditor should have undergone a minimum of 2 day Internal Auditing training as per ISO 19011 : 2018 Standard conducted by SLSI, DNV, GL or LRQA. ( 4 day Lead Auditor Course for enhancement).

Internal Auditors without the above qualifications shall be nominated by the Senior Quality Manager, appropriate to the department to be audited and when required with the following minimum criteria.

- a. Senior Lecturer with minimum of 5 years' service at CINEC Campus.
- b. Subject matter expert
- c. External auditor with minimum of 5 years' experience in auditing
- d. External Auditors from reputed 3<sup>rd</sup> party auditing organizations
- e. Deans of Faculties
- f. Heads of Departments with a minimum of 5 years' service to CINEC Campus

Postponement and rescheduling of Internal Audits will be allowed under reasonable, unavoidable circumstances.

At Internal audits the auditors have the authority to call for evidence of any tasks performed within the framework of processes and procedures observed by the department., for the purpose of inspection, verification of compliance to specific requirements.

Audit team shall verify and determine, the existence and the extent of fulfillment of a compliance requirement Failure to produce evidence at the time audit will be raised as a nonconformity and the auditee will be made to understand the requirements clearly. At this point the auditor is required to explain to the auditor the need, the purpose, and the importance of preservation of such records as evidence. At this point, value addition needs to take place.

After the internal audit a mutually agreed grace period will be offered to the auditees to make corrections and corrective action. Audit Findings are raised as ‘Audit Finding & Corrective Action Reports ‘ at the completion of the grace period and e-mailed to the Auditee and copied to the Process Owner to enable implementation of recommended Corrections & Corrective Action without undue delay, within the prescribed time frames. Realistic Time frames to implement Corrections & Corrective Action will be defined, by CQA, subjective to nature of audit finding.

#### Five Levels for Internal Audit Reports

a. Major Nonconformity

If there is a complete breakdown or non-adherence in a Process, which may affect adversely to the established Quality Management System, the Audit Finding will be raised as a Major Nonconformity. Major Nonconformities will be reported to the President and auditees will be advised to take Corrections & Corrective Action Immediately.

b. Minor Nonconformity

If there is a significant inadequacy, deficiency, breakdown in a procedure or a deviation from best practices, or deviation from compliance requirement it will be raised as a Minor Nonconformity.

c. Observation

If the auditees adapted activity or practice required to be corrected before it becomes Nonconformity, it will be raised as an Observation.

d. Opportunity for Improvement

If an activity needs enhancement, and fine tuning, it will be raised as an Opportunity for Improvement.

e. Note Worthy Effort

During the auditing the auditee is offered an opportunity to highlight and reveal the achievements and outstanding efforts carried out by the department to enhance the reputation, quality rating and professionalism of the entire organization. Unique outstanding endeavors will be recognized with a Note- Worthy-Effort.

The Internal Audits Process is not a fault-finding exercise, but in-depth assessment of processes and procedures actually practiced by the staff and to enhance and to recommend guidelines to achieve excellence quality Education & training.

Audit Reports raised will be followed - up periodically by the staff at CQA and Auditees are reminded to implement Corrections and Corrective Action if there are undue delays.

Auditees are expected to submit evidence of Corrections and Corrective Action to the CQA, unless otherwise the Audit Reports will not be closed.

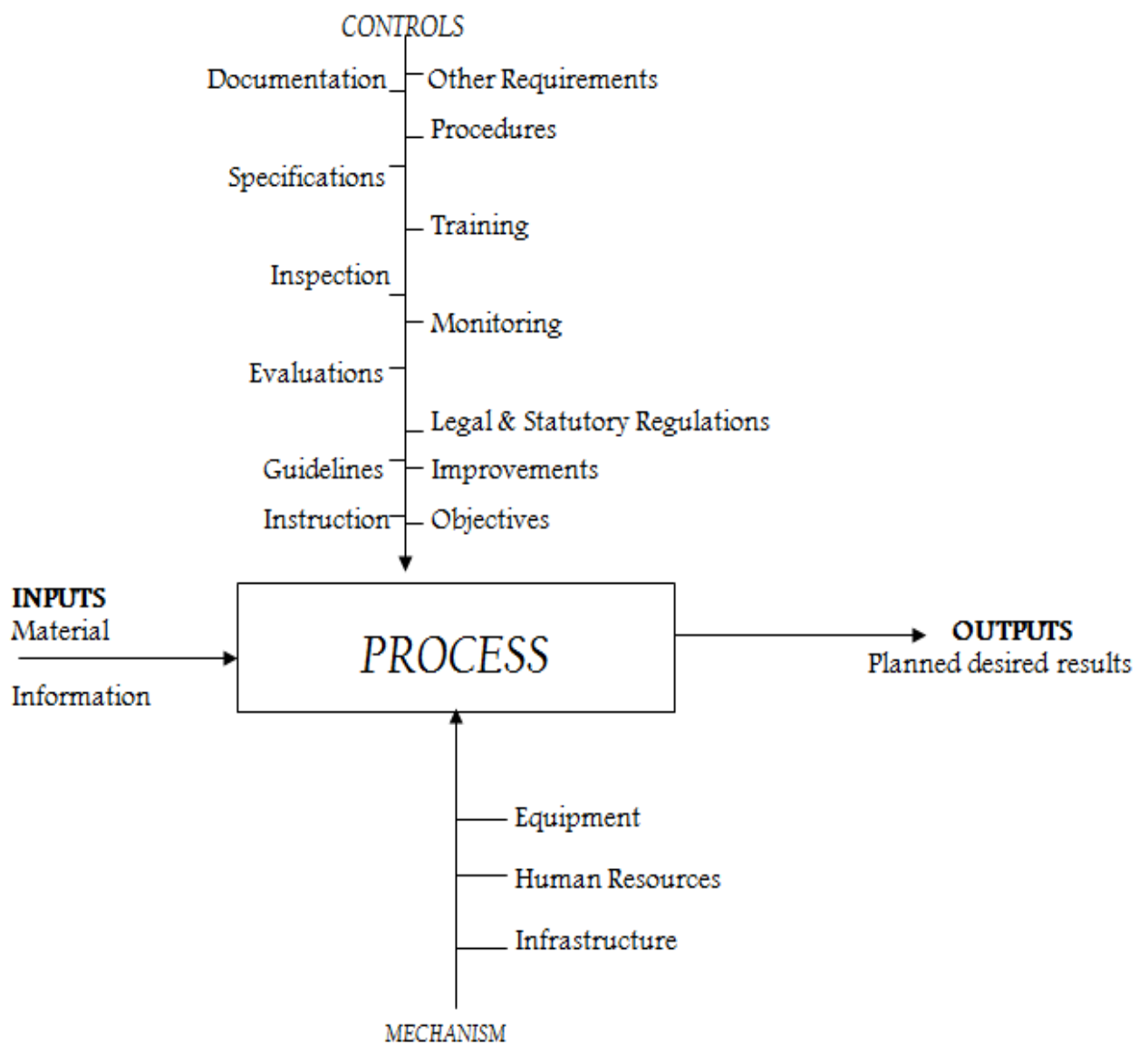
A Real-time Results of Internal Audits and Analysis Report is maintained by CQA..

Results of Internal Audits & Analysis Report will be presented to the President for Management Review and recommendations by the Head of CQA ..

Objectives of Internal Auditing

- To assess the Strengths and Weaknesses, of the Quality Management System.
- To ensure adequacy, suitability and effectiveness of Processes implemented.
- To assess the extent of preservation, maintenance and use of documented information to enable continual improvements to quality management system.
- To assess whether planned output and results of Processes were achieved.
- To assess adequacy of resources provided by the management.
- To reveal evidence of excellent performances and to bring them to the notice of the Top management for recognition and motivation..
- To ensure and exceed quality assurance requirement to maintain 'World Class' Standards.
- To use as a management tool to meet with ever increasing demands of stakeholders.

## Audit Process Model



## External Auditing Process

All the Maritime Education and Training related programmes are annually audited by the Directorate of Merchant Shipping Division, Ministry of Ports & Shipping, Sri Lanka to verify organizations compliance to requirements of International Maritime Organization's STCW regulations 1978 as amended 2010.

The surveillance and re-certification audits are carried out by Det Norske Veritas (DNV), one of the world's leading certification bodies/registrars offering the latest in management systems certification services for the management systems of ISO 9001:2015 QMS.

Audits as per requirements of UGC.

Annual audits by Dalian Maritime University, Liaoning, People's Republic of China.

External Verifiers from Edexcel-(London Examinations), an International British (UK) education and examination board.

Auditors from University of Wolverhampton with Panel of External Examiners appointed by Quality Assurance Agency for Higher Education – United Kingdom.

Auditors from Civil Aviation Authority – Sri Lanka.

Auditors from Telecommunication Regulatory Commission (TRC)

Auditors from Indexpo Certification Ltd.

Independent Verification Audits conduct by IMO (05 year Period)

External Audits are mostly annually conducted by Statutory and Regulatory bodies as per their specific requirements conveyed to the Campus in advance.