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Erasmus+ Programme  
of the European Union



## Modern Practices in Human Resource Management, University Administration and Financial Management



### PROJECT PARTNERS





## ***Second Transnational Training Workshop***

***(16<sup>th</sup> -19<sup>th</sup> January 2023)***

***Hosted Institute: Georg August University, Gottingen, Germany***

***Venue: Göttingen International, Von-Siebold Strasse 2, 37077 Göttingen***

Modern Practices in Human Resource Management, University Administration and Financial Management

The Transnational Training program of the Capacity Building in Higher Education project on “Enhancing Governance, Management and Reforms in Sri Lankan Universities through Non-Academic Staff Training (ENACT) on Modern Practices in HRM, University Administration and Financial Management was held from 16th -19th January, 2023 at the Georg August University, Gottingen, Germany.

All European partners of this project participated in the program which was hosted by the Georg August University, Gottingen, Germany. This program included 33 members from Sri Lankan partner Universities and 4 members from the European partner organizations.

### ***Scope of Training & Trainers***

The primary focus of the training was to familiarize our Sri Lankan partners with the policies, strategies, and norms practiced by the EU in various areas. These areas include recruitment and talent management, performance management, legal and regulatory frameworks, organizational development and governance, financial management, infrastructure and service management, and sustainability. Additionally, the training highlighted how digitalization can improve efficiency in these domains.

Trainers from the EU region, including Netra Bhandari (UGOE), Rui Mendes (IST), Ana Lucas (IST), Uwe Muuss (UGOE), Nuno Pedroso (IST), Manco Lange (UGOE), and Gergana (ECQ), shared their expertise and insights on these subjects.

The team from SLTC successfully completed the training program, which aimed at enhancing governance, management, and reform in Sri Lankan universities through the development of administrative staff. Trainees from all six partner universities successfully completed the training program.

### ***Training Agenda***

The following areas were covered during the training session, and the topics along with the resource persons have been briefly outlined for reference.

- Human Resource Management
- Recruitment and Talent Management in Germany
- Higher Education Human Resource Management in Europe
- Current trends in Human Resources Management & Main enablers and barriers to HR Management – SWOT Analysis and Workshop
- HR Training, Development and Communication Practices Workshop
- Professors and Non-staff Performance Analysis Management
- Workshop on Training Curricula Development – A bridge to W.P. 2.4. Non-Academic Staff Training and Development Strategy at each Sri Lanka Partner Strategic Planning and Legal & regulatory Framework
- Higher Education Strategic Plan/Institutional Strategy in EU context
- Higher Educational Institutional Legal Framework and other regulations, Organizational Development and Governance
- Sustainability at the University of Gottingen
- University Infrastructure and Service Management
- Financial Management - Financial Management at the European Universities
- Project Management and Third-Party funding





The University of Peradeniya, Eastern University, Sri Lanka, Sri Lanka Technological Campus, University of Ruhuna, University of Moratuwa and Rajarata University of Sri Lanka were the Sri Lankan partners represented at this training. The trainers are from Masaryk University (the Czech Republic), Georg August University (Gottingen, Germany), Varna University of Management (Bulgaria), Instituto Superior Tecnico, Lisbon (Portugal), European Center for Quality Ltd. (Bulgaria) were the Trainers of this training program.

### ***Del. 6.3 Project Management Meeting Georg August University, Gottingen, Germany (20th January 2023)***

The Third Project Management Meeting of the ENACT was held on 20th January 2023 at the Georg August University, Gottingen, Germany.

This was a working meeting of the Project Management Committee which involved transnational mobility. It was focused on streamlining project management and implementation. The objective of the meeting was to:

- Review of technical and financial implementation and reporting, including quality of outputs and results
- Review and planning of dissemination activities
- Planning of tasks related to WP2 and WP3, specifically the next training workshop
- Joint development of training design, as well as plans for the Non-Academic Staff Development Cells

The current status and progress of the project activities were presented by Mrs. Nishanthi Nirumithan, SL ENACT Coordinator. Additionally, Netra Bhandari presented the summary of the transnational training program on Modern Practices in Human Resource Management, University Administration and Financial Management and the progress reported on Quality Assurance and Quality Control by Dr. Gergana Dimitrova, ECQ.



***Multiplication Training on Modern Human Resource Practices held on May 9, 2023***



# ENACT

## TRAINING OF TRAINERS AND KNOWLEDGE SHARING SESSION



### ENG. RANJITH RUBASINGHE

President/ CEO - SLTC -  
Research University

### DR. NANDA GUNAWARDHANA

Director, Office of International  
Affairs

### DR. JAGATH WIJERATHNE

Director : Academic Affairs

### DR. UDESH ORUTHOTA

Director : Resources

### DR. DAMITH GANGODAWILAGE

Senior Lecturer | Head -  
Department of Accounting &  
Finance, Faculty of Business  
Management

### MAJOR RUVAN RANATUNGA

Deputy Registrar

**TIME : 2:00PM - 4:30PM @FF3 HALL**

**PARTICIPATION :  
NON ACADEMIC STAFF**

Venue: FF3 Hall

**MAY**

**9<sup>th</sup>**

**2023**

Highlighted the key points as the problems and inefficiencies in the Sri Lankan higher education system via capacity building of the non-academic workforce.



This was conducted by the Team participating in the Training Program held at Gottingen University, Germany (16 – 20 January 2023). All Executive Non-Academic Staff members participated in this session.

## ***Workshop on Customer Service and Service Excellence held on 4 October 2023***

Co-funded by the Erasmus+ Programme of the European Union

ENACT

SLTC South Leeward Technical College

### Customer Service and Service Excellence

#### ENACT Workshop Agenda

09:15 -10:00	- Registration
10:00 -10:05	- Welcome
10:05- 10:10	- Lighting of Oil Lamp
10:10 -10:20	- Opening Remarks
10:20 -11:15	- What? Who?? Why??? When?
11:15 -11:30	- Tea break
11:30 -13:00	- CR - Crime or Client??
13:00 -13:30	- Lunch break
13:30 -15:00	- Get up Stand Up
15:00 -15:20	- Awarding of certificates
15:20	- Vote of thanks
15:30	- End of the session











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knowledge sharing session of Enhancing the Governance and Service Management focusing the key objective of HEIs. Senior Management and non-academic staff participated.

The key areas focused on -

- Interpret modern concepts and practices of customer relations
- pivotal role of customer relations in contemporary organizational settings.
- Equip participants with the requisite knowledge, skills, and attitudes to deliver exceptional customer service.

Our focus on this topic is to enhance capacity building of Non-Academic Staff through modern HR practices, ensuring that our key customers, the students,



receive excellent service and support. This approach will sustain the business, with SLTC being a non-state higher education institution.

Prof. Anoma Abhayaratne and Dr. Sunethra Jayaratne (an expert of Customer Service Excellence) were invited as an observer in this session.

### **Workshop - Professionalism Unleashed: Roadmap to Career Success (2<sup>nd</sup> November 2023)**

As a continuation of the knowledge sharing session, a workshop was conducted to enhance the work quality of Administrators which led to enhance their professionalism and capacity building.





## ***Del. 6.5 Project Management Meeting (11th to 13th July 2023)***

Project Management Meeting and Workshop on Joint Development and Improvement of the Non-Academic Staff Training and Development Strategy at each Sri Lanka University

### **Sri Lanka Technological Campus, Padukka, Sri Lanka**

The Project Management meeting combined with a Workshop on Joint Development and Improvement of the Non-academic Staff Training and Development Strategy at each Sri Lanka University was held from 11- 13 July 2023 at SLTC, Padukka. This meeting and workshop were organized by the University of Moratuwa and hosted by the SLTC.

This Project Management meeting was a working meeting of the Project Management Committee which involved transnational mobility. It was focused on the following aspects:

- Review technical and financial implementation and reporting including quality of outputs and results
- Streamlining project management and implementation
- Planning of remaining tasks related to WP3 with particular attention to the development of Non-Academic Staff Development Cells
- Joint development and improvement of Mandate Documents and Action Plans for these Cells
- Joint development and improvement of the Non-Academic Staff Training and Development Strategy at each Sri Lanka University.

The Coordinator, ENACT presented the overall progress of the project in the meeting. The Work Package leaders presented the progress and implementation of each work package. Dr. Gergana Cisarova-Dimitrova from ECQ, Bulgaria presented the Quality report of the implemented activities and future recommendations. In addition to this, the financial management, and dissemination activities were also reviewed. The Sri Lankan partner universities presented their draft Non-academic Staff Development Strategies and the EU partners provided their inputs to improve the strategies.

Mr. Rui Mendis from Instituto Superior Tecnico, Lisbon, Portugal conducted the workshop on Joint Development and Improvement of the Non-academic Staff Training and Development Strategy at Sri Lanka University.

20 members from Sri Lankan Partner Universities and 08 members from European Partners participated in the event.





## ***Third Transnational Training Workshop***

***Instituto Superior Tecnico, Lisbon, Portugal***

***(13<sup>th</sup> -16<sup>th</sup> November 2023)***



The Transnational Training program of the Capacity Building in Higher Education project on “Enhancing Governance, Management and Reforms in Sri Lankan Universities through Non-Academic Staff Training (ENACT) on the title of Soft skills, Diversity and Equality was held from 13 – 16 November 2023 at the Instituto Superior Tecnico, Lisbon, Portugal.

All European Partners of the project participated in this program which was hosted by the Instituto Superior Tecnico, Lisbon, Portugal. This included 30 members from Sri Lankan partner Universities and 11 members from the European Partner Organizations.

The objective of the partnership program was to build the soft skills of non-academic staff.

The key topics during the sessions were training conflict management, creative problem solving, change management, time management, leadership, and building intercultural competence.

The University of Peradeniya, Eastern University, Sri Lanka, Sri Lanka Technological Campus, University of Ruhuna, University of Moratuwa and Rajarata University of Sri Lanka were the partners represented at this training. **The trainers from Masaryk University (the Czech Republic), Georg August University (Gottingen, Germany), Varna University of Management (Bulgaria), Instituto Superior Tecnico, Lisbon (Portugal), European Center for Quality Ltd. (Bulgaria) trained the participants.**









Training Exercises were conducted to identify the training areas and preparation of training calendar of each partner universities.



### ***Del. 6.4 Project Management Meeting***

**Instituto Superior Tecnico, Lisbon, Portugal  
(17th November 2023)**

The Project Management Meeting was held on 17th November 2023 at Instituto Superior Tecnico, Lisbon, Portugal.

This was a working meeting of the Project Management Committee which involved transnational mobility. It was focused on :

- Review of technical and financial implementation and reporting, including quality of outputs and results
- Review and planning of dissemination activities
- Review of the Interim Evaluation Reports (internal and external)
- Planning of tasks related to WP3, in particular the Multiplication training in each Sri Lanka partner university, the Stakeholder Consultation



Roundtables, and the Non-Academic Staff Training and Development Strategy at each Sri Lanka University.

- Joint development of various deliverables

Mrs. Nishanthi Nirumithan, Overall Coordinator of the ENACT project presented the progress of the project. All Sri Lankan partner universities presented their progress. The quality assurance and dissemination activities were also discussed at the meeting.

**This included 11 members from Sri Lankan Partner Universities and 7 members from EU Partners.**



### ***Second Multiplication Training at the Eastern University, Sri Lanka 15 - 16 September and 11 - 12 October, 2023***

Following up on the Transnational Training Workshop on 'Modern Practices in Human Resource Management, University Administration and Financial Management' at Georg – August University of Göttingen, Germany held in January 2023, the Eastern University, Sri Lanka organized Second Multiplication Training program on 'Modern Practices University Administration, Management



& Governance' for executive and non-academic staff of the Eastern University, Sri Lanka. This Multiplication Training program was conducted in five sessions on 15 - 16 September and 11 - 12 October, 2023. Altogether 65 executive and non-academic staff of the Eastern University, Sri Lanka got trained.



*Thank you for reading this edition of our newsletter. We hope you found the updates and insights valuable. Stay tuned for more news and developments in our next issue, the ENACT Newsletter Volume 4. As always, we appreciate your continued support and engagement.*

## CONTACT US

Mrs. Nishanthi Nirumithan, Project Coordinator Email:

coord\_enact@esn.ac.lk, dr\_aad@esn.ac.lk Project

Project Website: <https://enact.sltc.ac.lk>

## PROJECT PARTNERS

