

**THE GAMPAHA WICKRAMARACHCHI UNIVERSITY OF INDIGENOUS  
MEDICINE, SRI LANKA**

**FACULTY OF INDIGENOUS SOCIAL SCIENCES AND MANAGEMENT STUDIES**

**DEPARTMENT OF MANAGEMENT STUDIES**

**THE DEGREE OF BACHELOR OF SCIENCE HONOURS IN SERVICE  
MANAGEMENT**

**BY-LAWS**

Below given are the By-laws made under Section 135 of the Universities Act No. 16 of 1978, as amended by the Council of the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka (hereinafter referred to as “the University”) which was established under the Extra Ordinary Gazette Notification No. 2199/12 dated 28.10.2020 with effect from 01.03.2021

**1.0 General**

- 1.1. These By-Laws shall be cited as the “Bachelor of Science Honours in Service Management By-Laws No. 01 of 2026”.
- 1.2. These By-Laws supersede any other By-Laws or Regulations that may have been issued on this subject.
- 1.3. These By-Laws shall come into force with effect from 14<sup>th</sup> May 2026, as recommended by the Senate (hereinafter referred to as “the Senate”) of the Gampaha Wickramarachchi University of Indigenous Medicine (hereinafter referred to as the “University”) at its 53<sup>rd</sup> meeting held on 26<sup>th</sup> February 2026 and confirmed by the Council of the University (hereinafter referred to as the “Council”) at its 58<sup>th</sup> meeting held on 14<sup>th</sup> May 2026.

**2.0. Award of the Degree**

- 2.1. Subject to these By-Laws, the Degree in Bachelor of Science Honours in Service Management shall be awarded by the University to a student who,
  - 2.1.1. has been admitted as an internal student of the Gampaha Wickramarachchi University of Indigenous Medicine under Section 15 (vii) of the Universities Act, No.16 of 1978 as amended, and
  - 2.1.2. fulfilled the eligibility requirements for registration for the degree programme as set out in the section 3.0 of these By-Laws, and
  - 2.1.3. has been registered as a student of the Faculty of Indigenous Social Sciences and Management Studies for the Bachelor of Science Honours in Service Management programme as an internal student of the University for a period not less than four (4) academic years, and
  - 2.1.4. has completed, to the satisfaction of the Senate of the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka the course units of study as prescribed in the curricula of Bachelor of Science Honours in Service Management Degree Programme of the University, any By-Laws, Rules and Regulations made there under, and

- 2.1.5. has completed successfully all course units required for the award of Bachelor of Science Honours in Service Management Degree within the period of consecutive eight (8) academic years from the date of first registration, and
- 2.1.6. has paid all required fees or other dues payable by the student as prescribed by the University, and
- 2.1.7. has fulfilled all other conditions and requirements as may have been prescribed by these By-Laws, any other By-Laws, Regulations and Rules of the University.

### **3. Eligibility for Registration**

An applicant may be considered for admission to the University to follow the degree programme, if he/she:

- 3.1. has attained the prescribed minimum standards at the G.C.E. Ordinary Level Examination and G.C.E. Advanced Level Examination in a manner as determined by the University Grants Commission of Sri Lanka, and adapted by the Senate of the University, and
- 3.2. has attained other prescribed minimum standards at such examinations as determined by the Senate of the University, and
- 3.3. has been selected according to the stipulated admission criteria of the relevant study programme.

### **4.0. Registration for the Degree Programme and Courses**

- 4.1. A candidate selected for admission to the University to follow the degree programme may commence the programme of study by registering to follow its first semester in the manner prescribed by the Senate.
- 4.2. A student registered for the degree shall not be permitted to concurrently register for any other degree programme offered by this University or any other University/ Higher Education Institute functioning under the purview of the University Grants Commission.
- 4.3. Students are required to register for course units of both semesters of the particular academic year at the beginning of each academic year before the commencement of the Semester I. Eligibility for registration for each academic year of the degree programme shall be determined by the Senate on the recommendation of the Faculty Board.
- 4.4. The students will have a one-week concessionary period from the beginning of the academic year to change the elective course units.
- 4.5. Students should register for course units aggregating to a minimum of 30 credits each academic year. The students also have to register for all 'relevant GPA course units, Non-GPA course units, core course units, elective course units and compulsory course units of the particular academic year at the beginning of the academic year.

### **5.0. Programme of Study**

- 5.1. The Bachelor of Science Honours in Service Management Degree shall be a full-time four-academic year program and conducted on a semester basis. The duration of each Semester shall, under normal circumstances, be a continuous period of 15 weeks from its beginning. Additional period for study leave, examinations and vacations shall be approved by the Senate on the recommendation of the Faculty Board.

- 5.2. Medium of Instruction and evaluation of the Degree programme shall be English.
- 5.3. The courses of study (course units) leading to the degree programme may consist of lectures, practicals, independent learning and any other components as prescribed by the Faculty Board with the approval of the Senate.
- 5.4. There shall be a course code for each course where description will be given in each curriculum. The first and second digits of the course code describe the year of the study and the semester of each year respectively, and the third and the fourth digits of the course code designate to the serial number of the course unit and the fifth digit defines the credit value assigned for each course unit unless stated otherwise.
- 5.5. The Course Units will be categorized as GPA course units, Non-GPA course units core course units, elective course units and compulsory course units which are defined in 9.4.
- 5.6. There shall be a compulsory research component (Research Project) in the curriculum of the Bachelor of Science Honours in Service Management Degree Programme.
- 5.7. Credit value of a course unit will be based on the number of learning hours, which will comply with the requirements stipulated in the Sri Lanka Qualification Framework (2015) or its subsequent amendments.
- 5.8. A student shall earn a minimum of 120 credits inclusive of minimum 30 credits from the prescribed courses for each academic year to qualify for the award of Bachelor of Science Honours in Service Management Degree.
- 5.9. The Senate shall have the power, on the recommendation of the Faculty Board to change, amend, add, delete courses, their curricula, structure and rubric of question papers in courses leading to the award of the Bachelor of Science Honours in Service Management Degree.
- 5.10. Whenever such a modification is prescribed, adequate prior notice will be given to the students.
- 5.11. Subject to these By-Laws, the minimum period of study for Bachelor of Science Honours in Service Management Degree shall be four (4) consecutive academic years. A student must complete the said degree programme within a maximum of eight (8) consecutive academic years from the date of the commencement of the first academic year of the student to be eligible for the award of the degree.

## **6.0. Examinations and Evaluation Methods**

- 6.1. Every course of study shall be evaluated by continuous assessments conducted during the semester and end-semester evaluation conducted after completion of teaching-learning activities.
- 6.2. The minimum duration of the examinations under continuous assessments and the end-semester evaluation shall depend on the prescribed credit value of the course, and shall be prescribed by the Department Board, and approved by the Senate on the recommendation of the Faculty Board.
- 6.3. The examinations leading to the Bachelor of Science Honours in Service Management Degree shall be as follows:

- a) Continuous Assessments and End Semester Examinations in Semester I and Semester II of Academic Year 1
- b) Continuous Assessments and End Semester Examinations in Semester I and Semester II of Academic Year 2
- c) Continuous Assessments and End Semester Examinations in Semester I and Semester II of Academic Year 3
- d) Continuous Assessments and End Semester Examinations in Semester I and Semester II of Academic Year 4

6.4. The components of the examinations leading to the Bachelor of Science Honours in Service Management Degree shall consist of following evaluation methods;

Practical tests, viva-voce, quizzes, presentations, reports, researches and written examinations which include but are not limited to close book examinations, open-book examinations, take home assignments and semi-open-book examinations or any other evaluation method decided by the relevant Department.

6.5. The method of assessment should be announced at the commencement of a course unit.

6.6. For a particular course unit, 60% of total marks will be allocated for the continuous assessments and the remaining 40% of marks will be allocated for the end semester examination. Students must obtain 40% or above (16 or above marks out of 40 marks) for the end semester examinations in order to pass the course. The students who do not meet this requirement will be assigned the overall grade “E” and required to re-sit for the final examination at the next immediate attempt as a repeat candidate. These students are not required to repeat the continuous assessments at the next available immediate attempt. The maximum grade that a student can obtain in this case is grade “C”. However, if a student fails to pass the final examination at the next available immediate attempt, he/she will be considered as a repeat candidate for all subsequent attempts and he/she should repeat all continuous assessments along with the final examinations. If a student is “Absent” for the examination for the next immediate available attempt without a valid reason, he/she shall be considered as a repeat candidate and he/she needs to complete all continuous assessments at the next attempt.

6.7. The research projects of the Bachelor of Science Honours in Service Management Degree are assessed by a dissertation and an oral presentation.

6.8. The examiners and moderators for the semester examinations prescribed by these by-laws shall be appointed by the Council with the approval of the Senate on the recommendation of the Faculty Board.

6.9. Each examination of a course unit prescribed in the curriculum of Bachelor of Science Honours in Service Management Degree programme shall be conducted by a Board of Examiners constituted by the Faculty Board for the conduct of that examination and duly authorized by the Senate.

6.10. The minimum attendance requirement for lectures, tutorials and practical sessions in a course unit shall be 80% for a student to be eligible to appear for the end semester examination/s of the relevant course unit.

6.11. Those students who fail to fulfill 80% attendance requirement for the academic activities (lectures, tutorials and practical sessions) will not be eligible to register and sit for the end semester examination of the particular course unit.

- 6.12. If a student fails to fulfill 80% total attendance for lectures, tutorials and practical sessions for a valid reason/s (definition of Valid reasons is given in section 9.4), such reason/s should be submitted by the student to the relevant Department within one week's time of his/her absence, and the submitted reason/s will be considered on a case by case basis by the Department Board, and the decision of the Department Board shall be final.
- 6.13. Any student who fails to fulfill 80% total attendance for lectures, tutorials and practical sessions without a valid reason/s approved by the Department Board will not be eligible to register and sit for the end semester examination of the particular course unit. Such students are considered as "Repeat students" at the next available (following) end semester examination/s of the same course unit. These Students are not required to repeat the continuous assessments at the next available immediate attempt. The maximum grade that a student can obtain in this case is grade "C". However, if a student fails to pass the final examination or is absent (without a valid reason) at the next available immediate attempt, he/she will be considered as a repeat candidate for all subsequent attempts and he/she should repeat all continuous assessments along with the final examinations. Those students who fail to fulfill 80% attendance requirement for the academic activities (lectures, tutorials and practical sessions) will not be eligible to sit for the end semester examination of the particular course unit. Such a student will be assigned the overall grade "NE".
- 6.14. Every student should be present and sit for all continuous assessments and end-semester evaluation components of a course unit for successful completion of the particular course unit.
- 6.15. No continuous assessment including mid-semester examination of any course unit shall be repeated.
- 6.16. The end semester examination immediately following the successful completion of the particular semester shall be deemed as the first scheduled attempt of the student.
- 6.17. It is mandatory for students to complete all continuous assessments. If a student fails to complete any of the continuous assessments, the student **will not be allowed** to sit for the end semester examination and that student will be considered as a repeat student and will be assigned the overall grade "NE" unless the student has submitted a valid excuse for not completing a continuous assessment to the head of the department through the course coordinator/relevant lecturer of the course. If a student has submitted a valid reason for not completing any of the continuous assessments, the results of that student will be withheld and assigned the grade "WH". In this case, the student should complete the missed continuous assessment/s at the next available immediate attempt. If the student fails or is absent (without a valid reason) to complete the continuous assessment/s during the next available immediate attempt, he/she will be considered as a 'Repeat Candidate' for all subsequent attempts and should repeat all continuous assessments along with the final examinations. The maximum grade that a student can obtain in this case is grade "C".
- 6.18. Furthermore, if a student has submitted a valid reason/s for not completing continuous assessment/s on time, such an attempt (described in 6.17) will be considered as his/her first attempt. If a student is unable to provide a valid reason/s for not appearing for continuous assessment/s, or not completing on time, he/she will be considered as a 'Repeat candidate'.

6.19. Such a student should complete all components (continuous assessments and end semester examination) of the examination of the particular course unit as a 'Repeat candidate' in the following academic year/s.

6.20. If a student has **not sat for the end semester examination or part/s of a course unit** and has not provided a valid excuse (definition of valid excuse is given in section 9.4), he/she is shall be considered as an 'Absent Student' for the said end semester examination of the said course unit and he/she should sit the said end semester examination of that the said course unit as a 'Repeat Candidate' in the immediate subsequent academic year.

If a student has **not sat for the end semester examination of a course unit** and has provided a valid excuse (definition of valid excuse is given in section 9.4), he/she is considered as an 'Absent Student ' for the examination. The results of the completed part/s of the examination shall be withheld until the student completes the said end semester examinations/s.

6.21. If a student has not attempted in any continuous assessment of a course unit and has provided a valid reason/s, he/she shall be permitted to sit for a make-up continuous assessment/s as decided by the respective Department.

6.22. If a candidate is **withdrawn or absent for the entire examination of a semester** at the first scheduled attempt, and

a) he/she has submitted a valid excuse accepted by the Senate, the student may sit the next immediate examination as his/her first scheduled attempt. Once the student completes the said component, the results will be released. Failure to appear and sit for the next immediate examination will be deemed as improper, subject to any other decision of the Faculty Board.

b) he/she has not submitted a valid excuse accepted by the Senate, the first scheduled attempt will be considered as an unsuccessful attempt, and the student shall sit the next immediate examination as a 'Repeat Candidate', and thereof will lose one of his/her mandatory sittings of the particular course unit.

6.23 A student will be allowed **four (04) consecutive attempts (first attempt and three repeat attempts)** for successful completion of a given course unit. Under special circumstances, the number of attempts shall be decided by the Senate of the University on the recommendation of the Faculty Board.

6.24. Under no circumstances (i.e. even with acceptable Medical Certificates), a student be permitted to sit an examination if he/she has completed a period of eight (8) academic years from the date of the commencement of the first academic year of the student. Any student who fails to meet this requirement for the successful completion of all examinations within eight (8) academic years from the date of commencement of the first academic year will not be eligible for graduation.

6.25. A candidate shall not be eligible for distinctions or medals unless he/she has taken the examination at the first attempt on which he/she is qualified to do so, provided that it shall be within the purview of the Senate to declare, for some specified reason/s, that he/she is eligible for distinctions and medals for sitting at the immediate next examination.

## 7. Grading of Student Performance

- 7.1. Performance of a student on a credited course of study will be graded based on the total marks obtained for all assessment components of the course, out of one hundred.
- 7.2. Grade Point Values and Credit Values of all registered Grade Point Average course units of the Bachelor of Science Honours in Service Management Degree programme shall be taken into account in calculating the Grade Point Average (GPA) of the student.
- 7.3. Marks obtained in respect of a course unit will be graded according to the following grading system. A grade point value as indicated below is assigned to each grade. 'Grades' and 'Grade Points' will be assigned based on the marks obtained by the student according to the below given Table.

<b>Range of Marks</b>	<b>Grade</b>	<b>Point Value</b>
85 - 100	A+	4.0
70 - 84	A	4.0
65 - 69	A-	3.7
60 - 64	B+	3.3
55 - 59	B	3.0
50 - 54	B-	2.7
45 - 49	C+	2.3
40 - 44	C	2.0
35 - 39	C-	1.7
30 - 34	D+	1.3
25 - 29	D	1.0
00 - 24	E	0.0

- 7.4. Students should complete all course units that they are registered for and if they fail to complete a particular course unit, it will be indicated in the Result Sheet as "absent" and a zero (0.0) Grade Point Value (GPV) will be assigned to it.
- 7.5. To pass any course unit, a student should achieve a minimum of 'C' grade.
- 7.6. The maximum grade given for a 'Repeat Student' of any course unit examination will be 'C'.
- 7.7. A student who has not obtained minimum of a C grade in a particular course unit may repeat the examination of that course unit in the following academic year for the purpose of improving the grade. The highest grade obtainable by a student in this

instance would be a C grade. In the event a student obtains a lower grade while attempting to improve the grade, he/she will be entitled to the best grade that he/she obtained for the particular course unit, for the determination of Final Grade Point for awarding the degree.

### 7.8. Grade Point Average (GPA)

Grade Point Average (GPA) is the credit-weighted arithmetic mean of the Grade Point Values, which is determined by dividing the total credit-weighted Grade Point Value by the total number of credits. GPA shall be computed to the second decimal place.

$$GPA = \frac{\sum Gi Ci}{\sum Ci}, \text{ where}$$

$G_i$  = Grade point of the  $i^{\text{th}}$  course,

$C_i$  = Number of Credit units of the  $i^{\text{th}}$  course

Example: A student who has completed one course unit with two credits, three course units each of three credits and two course units each of 1 credit with grades A, C, B, D, C+ and A+ respectively would have the GPA of 2.48 as calculated below:

$$\frac{(2 \times 4.0) + (3 \times 2.0) + (3 \times 3.0) + (3 \times 1.0) + (1 \times 2.3) + (1 \times 4.0)}{2 + 3 + 3 + 3 + 1 + 1} = \frac{32.3}{13} = 2.4826$$

**Grade Point Average = 2.48**

### 7.9. Final Grade Point Average

The Final Grade Point Average (hereinafter referred to as the FGPA) for the degree programme shall be calculated at the completion of all stipulated requirements of the all registered core and elective course units of the Bachelor of Science Honours in Service Management Degree programme by the student.

The FGPA shall be calculated using the following formula:

$$FGPA = \frac{\sum [\text{Grade Point scored for Course Unit} \times \text{Credit value of Course Unit}]}{\text{Cumulative credit value of all GPA Course Units of the Degree Programme}}$$

**Grade point values and credit values of all registered course units in a study programme of a student shall be taken into account in calculating the GPA, unless stated otherwise.**

7.10. The non-credited courses (Non-GPA) shall not contribute to the FGPA. However, obtaining a ‘‘C’’ grade for a non-credited course will be mandatory to be eligible for the award of the degree.

## 8.0 Award of the Bachelor of Science Honours in Service Management Degree and Classes

8.1. A candidate who has successfully completed all registered course units in accordance with the By-Laws stipulated in this document, will be eligible for the Bachelor of Science Honours in Service Management Degree upon the fulfilment of the criteria listed in A, below:

## **A. Eligibility for the Award of the Bachelor of Science Honours in Service Management Degree**

To be eligible for the said Degree, a student must;

- (i) accumulate grades of D or higher, in course units including all core course units, totaling to a minimum of 120 credits of which at least 30 credits must be from each academic year separately.
- (ii) obtain grades of C or higher in course units totaling to at least 100 credits with at least D grades for the remaining course units, and,
- (iii) obtain grades of C or higher for all non-GPA course units, and
- (iv) obtain a minimum FGPA of 2.00, and
- (v) complete the relevant requirements within a period of eight (8) consecutive academic years.

## **8.2. Eligibility Criteria for Awarding the Class Honours**

A student may qualify for the award of Class Honours if he/she fulfils the eligibility criteria stipulated under B, C and D

### **B. First Class**

A student who is eligible for the Bachelor of Science Honours in Service Management Degree may be awarded a First Class if he/she;

- (i) obtains grades of C or higher in all the course units considered for the calculation of the GPA, and
- (ii) obtains grades of A or higher aggregating to at least half the number of credits in the compulsory course units, and
- (iii) obtains grades of A or higher aggregating to at least half the number of credits accumulated and considered for the calculation of the FGPA, and
- (iv) obtains a minimum FGPA of 3.70 for the degree programme, and
- (v) obtain grades of C or higher for all non-GPA course units and
- (vi) completes the relevant requirements within four (4) consecutive academic years.

**Note:** A student who obtains grades of D+ for a maximum of 4 credits and fulfils all the other requirements stipulated above may be considered by the Board of Examiners for the award of Second Class (Upper Division).

### **C. Second Class (Upper Division)**

A student who is eligible for the Bachelor of Science Honours in Service Management Degree may be awarded a Second Class (Upper Division) if he/she;

- (i) obtains grades of C or higher in course units including all compulsory course units aggregating to at least 115 credits and
- (ii) does not obtain grades of D+ for more than of 4 credits in course units, and
- (iii) obtains grades of B or higher aggregating to at least half the number of credits in the compulsory course units, and
- (iv) obtains grades of B or higher aggregating to at least half the number of credits accumulated and considered for the calculation of the FGPA, and
- (v) obtains a minimum FGPA of 3.30, and
- (vi) obtains grades of C or higher for all non-GPA course units and
- (vii) completes the relevant requirements within four consecutive academic years.

**Note:** A student who obtains minimum grades of D for a maximum of 4 credits in compulsory course units, and fulfils all the other requirements stipulated above may be considered by the Board of Examiners for the award of Second Class (Lower Division).

#### **D. Second Class (Lower Division)**

A student who is eligible for the Bachelor of Science Honours in Service Management Degree may be awarded a Second Class (Lower Division) provided he/she;

- (i) obtains grades of C or higher in course units including all compulsory course units aggregating to at least 110 credits, and
- (ii) does not obtain grades of D for more than 4 credits in compulsory course units, and
- (iii) obtains grades of B or higher aggregating to at least half the number of credits in the compulsory course unit, and
- (iv) obtains grades of B or higher aggregating to at least half the number of credits accumulated and considered for the calculation of the FGPA, and
- (v) obtains a minimum FGPA of 3.00, and
- (vi) obtains grades of C or higher for all non-GPA course units and
- (vii) completes the relevant requirements within four consecutive academic years.

#### **9.0. Regulations, Revisions, Queries and Definitions**

- 9.1. Any matter which is not covered by these By-Laws shall be subject to the decision and approval of the Senate and the Council on the recommendation of the Faculty Board.
- 9.2. Any provision of these By-Laws may be amended as and when required by the Council of the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka, with the recommendation of the Faculty Board and approval by the Senate.
- 9.3. Any question regarding the interpretation of these By-Laws shall be referred to the Council of the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka whose decision thereon shall be the final.

9.4. In these By-Laws unless the context otherwise defined,

“GPA course units” are the course units that a student is required to study and complete to meet the requirements of the degree programme, and the grades obtained for these course units are considered for the calculation of the Final Grade Point Average for the degree programme for awarding the degree.

“Non-GPA course units” are the course units that a student is required to study and complete to meet the requirements of the degree programme, but the grades obtained for these courses are not considered for the calculation of the FGPA for awarding the degree.

“Core course units” are the courses of study that address the fundamentals of Service Management discipline and are mandatory for a student to study and complete to meet the requirements of the degree programme to achieve the required GPA.

“Elective course units” are the courses of study associated with the fields of Service Management discipline, that a student has the option to select and study to meet the requirements of the degree programme to achieve the required GPA.

“Compulsory course units” are the course units that a student is required to study and complete to meet the requirements of the degree programme.

- “Valid excuse” means a justification submitted by a student in the Appeals forwarded under Section 5 of the Student Appeals Committee Guidelines and that has been ratified by the Council and accepted by the Senate on the recommendation of the Appeals Committee (Requests for postponement of Academic years, leave for participating in academic programmes, medical reasons, short-term personal tours).
- “Valid reason” means a valid reason that has been accepted by the particular Department Board (For attendance).
- “Result Sheet” means the certificate which indicates the course units and the grades earned by the candidate.
- “Appeals Committee” is a Committee consisting with all Deans of the Faculties of the University, one senior academic member from each Faculty of the University except the Faculty of Graduate Studies nominated by the Senate among its members, Medical Officer of the University and Ayurveda Medical Officer of the University, appointed to consider the Appeals of the students with regard to the Examinations. The convener to the committee shall be the Administrative Officer in charge of the Examination Division of the University or his/her nominee.
- “University” means the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka established under the Universities Act No. 16 of 1978.
- “Council” means the Council of the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka constituted in terms of Section 44 of the Universities Act, No.16 of 1978.
- “Senate” means the Senate of the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka constituted in terms of Section 46 of the Universities Act, No.16 of 1978.
- “Faculty” means the Faculty of Indigenous Social Sciences and Management Studies at the Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka.
- “Faculty Board” means the Faculty Board of the Faculty of Indigenous Social Sciences and Management Studies constituted in terms of Section 48 of the Universities Act, No.16 of 1978.
- “Department Board” is the decision-making body of a Department of Study and comprises the Head and all the permanent academic staff members of the respective Department of Study.