



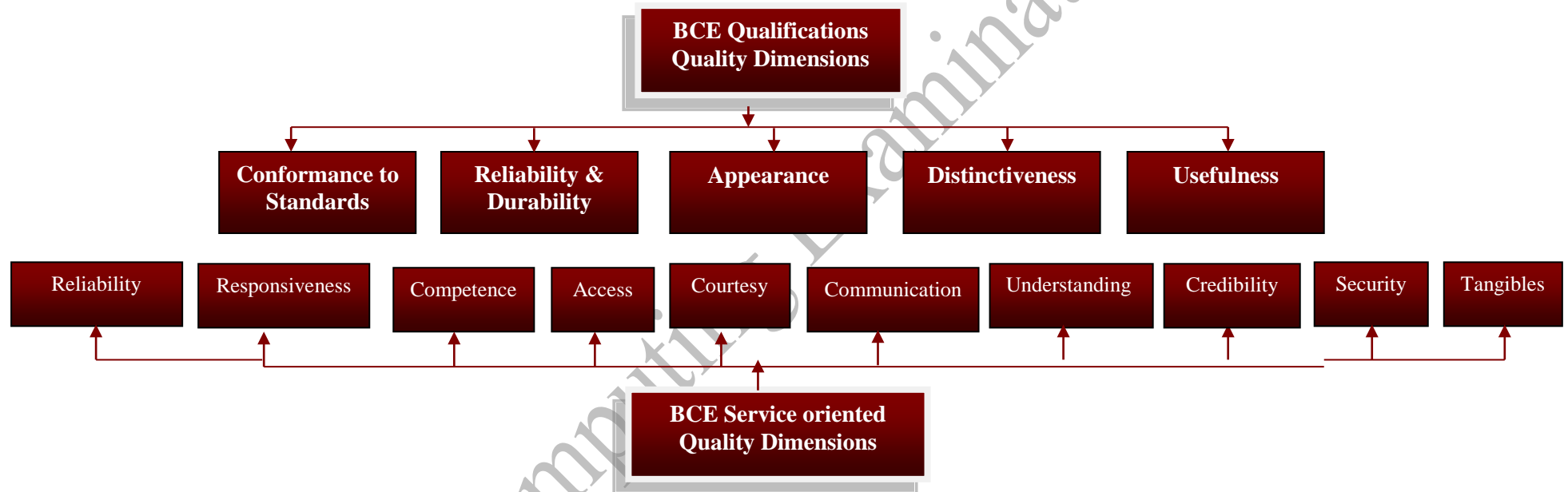
Business & Computing Examinations (BCE)

LONDON (UK)

BCE Quality Dimensions

Business & Computing Examinations (BCE)

BCE performance objectives are within our control and not overly dependent on outside factors. We believe we are rated only on work for which we are responsible.

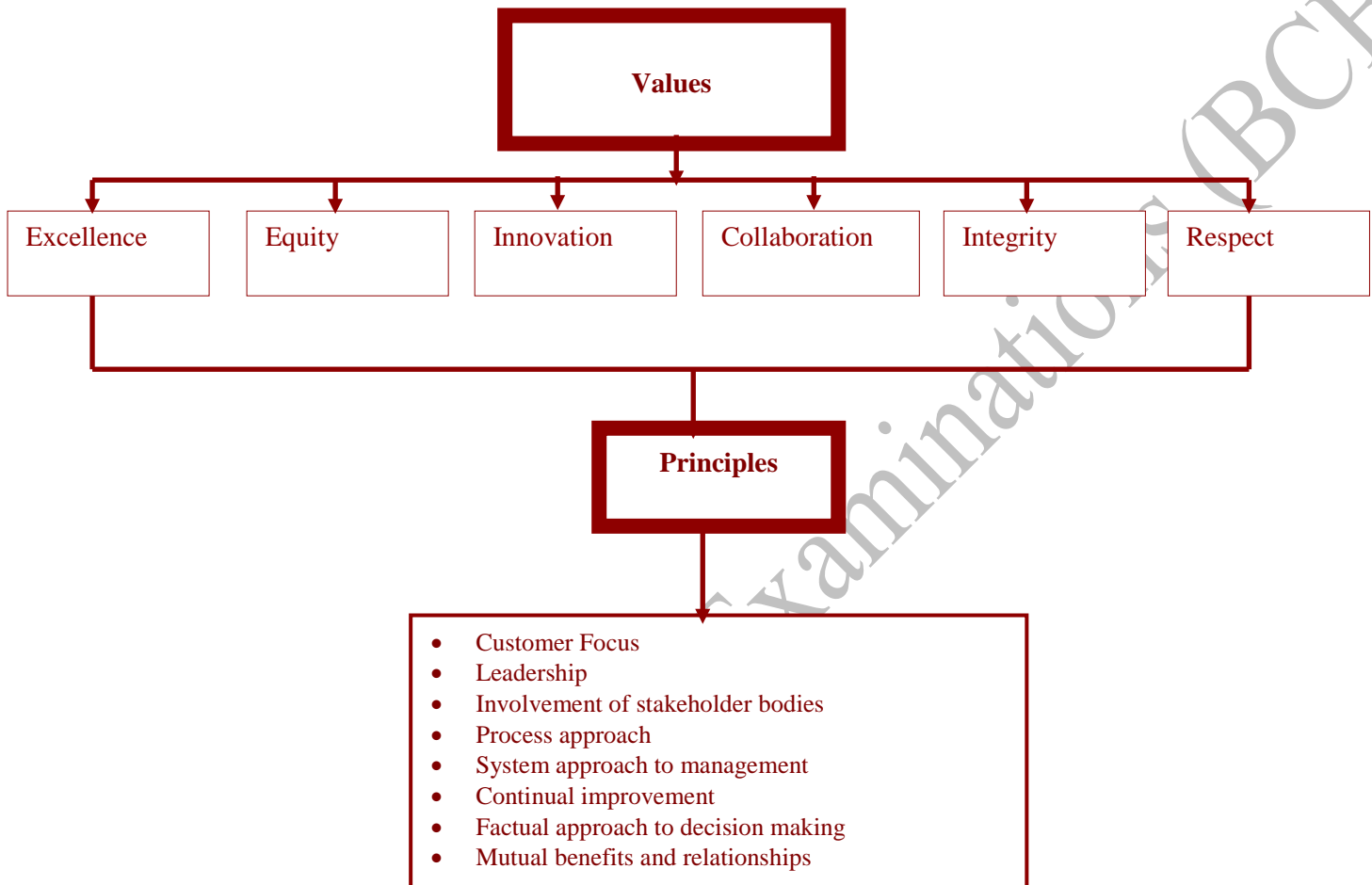


BCE Qualifications Quality Dimension	
Conformance to Standards/Accuracy	The degree to which our programmes meet relevant standards and reflect the required/stated levels.
Reliability & Durability	The dependability or life-expectancy of our programmes.
Appearance/Aesthetics	The degree to which physical characteristics or layout of the programme or qualification is appealing to the customer.
Distinctiveness	The degree to which programmes are unique from other similar Awarding bodies.
Usefulness	The degree to which the programmes meet the needs of industry requirements.
BCE Service-Oriented Quality Dimension	
Reliability	Consistency of performance and dependability.
Responsiveness	Willingness or readiness to provide service; timeliness of service.
Competence	Demonstrates skill and knowledge to perform the service (e.g., knowing who-to-contact at what time).
Access	Approachability and ease of contact (e.g. ability of customer to reach BCE by phone or email).
Courtesy	Politeness, respect and friendliness demonstrated.
Communication	Ability to listen to and clearly inform customers.
Understanding/Knowing the customer	Understanding the centre's needs (e.g. learning individualised requirements and meeting them).
Credibility	Trustworthiness, believability and honesty.
Security	Ensuring the customer is free of doubt, risk or danger (e.g. financial security, confidentiality).
Tangibles	Physical evidence of the service (e.g. cleanliness of physical facilities, receipts or statements).

A Quality Management System (QMS) such as ISO 9001 provides a management framework that gives us the necessary controls to address risks and monitor and measure performance in our business. It can also help us to enhance our image and reputation and enable us to look for improvements through internal and external communications.

BCE Quality Values and Principles

Quality Values and Principles Framework



BCE is a private organisation responsible for higher education curriculum development and assessment both in UK and International. BCE accredits, assesses, recognises and certifies learning in the Business & Computing qualification.

BCE vision is “to build an internationally respected Awarding Body which gives candidates the capabilities to move successfully into further study or work as confident and responsible citizens”.

Values and Principles

Underpinned BCE core values:

Excellence – we will deliver quality, innovative, and future-focused curriculum and assessment.

Equity – we will provide high levels of equity and high educational standards.

Innovation – we will embrace change and seek out opportunities at the local, national, and global levels.

Collaboration – we will build strong and effective relationships with our partners and the broader community.

Integrity – we uphold the highest ethical standards.

Respect – we will honour the views, customs, and cultures of all individuals and communities.

The following principles guide BCE's approach to quality:

- Customer Focus
- Leadership
- Involvement of stakeholder bodies
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually benefits and relationships

Values and Principle Commitment Statement

BCE is committed to ensuring our assessments are of the highest quality. We started Regulatory Bodies recognition preparation process in March 2012 we are committed to providing assurance of effective systems and practices to enable and support our recognition process.

Outcomes

The required outcomes are that:

- the effectiveness of BCE is organised and governed in such a way that will provide appropriate support for its activities as a recognised awarding organisation.
- the effectiveness of the quality management system is reviewed and continual improvement opportunities identified and acted upon;
- the effectiveness of the quality management system is measured and used to inform continual improvement opportunities;
- quality objectives will be developed and reviewed to maintain currency and relevance;
- the quality management system is responsive to changes in the internal or external environment that influence strategic objectives and/or operational parameters

Scope

This applies to all BCE staff and associates.

The scope of the values and principles commitment statement is:

- to adhere to regulatory agencies with legislated designated entities to develop, monitor and improve BCE.
- to accredit qualifications and units, as per current Credit Framework levels
- recognise learning and ensure the quality and integrity of assessment of BCE.
- certify achievements of BCE Centre learners.
- develop qualifications and maintain organisational systems to deliver assessment services and legislative requirements.

BCE Staff

All BCE long-term/short-term personnel are responsible for:

- Having knowledge and awareness of BCE values, principles and quality management systems;
- Actively supporting and contributing to BCE values, principles and quality management processes;

- Suggesting and recommending opportunities for the continual improvement of the values, principles and quality management systems;
- Providing high levels of customer service (internal and external);
- Promoting awareness of BCE values, principles and quality management systems.

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