



Business & Computing Examinations (BCE) LONDON (UK)

BCE Internal Operations / Processes

Internal Operations/Processes Coordinators:

- CEO
- Programme Development Manager
- Office Manager

The purpose of Internal Operations/Processes document is to communicate **what** needs to be done, **why** it should be done, **how** it will be done, **who** will do it, and **when** it will be done.

<p>(i) <u>BCE Operations</u></p> <ol style="list-style-type: none"> 1. Strategic Plans <ol style="list-style-type: none"> a. Financial Plan b. Operational Plan c. Marketing Plan d. Quality Plan e. IT Strategy f. Planning Policy g. Audit Plan 2. Internal Control Management 3. BCE Operational Management 4. Risk Log / Contingency Plan Logs 5. Accountability Framework 6. Regulatory Compliance Requirements 7. Complaints Database 8. Centre Statistics 9. Code of Practice <p>(ii) <u>Policies and Procedures</u></p> <ol style="list-style-type: none"> 1. Review BCE Policies 2. Review BCE Forms 3. Review BCE Procedures and other documents 4. Implementation of BCE policies and procedures <p>(iii) <u>Delegating Responsibility and Authority</u></p> <ol style="list-style-type: none"> 1. Programme Design & Review Panel 2. Appeals Committee 3. Programme Development Manager <ul style="list-style-type: none"> ▪ Assessment Panel ▪ Quality Assurance Manager 4. Office Manager <ul style="list-style-type: none"> ▪ Marketing Manager ▪ Bookkeeper / Accountant 5. Other <ul style="list-style-type: none"> ▪ Auditors / Consultants 	<p>(iv) <u>Board Matters</u></p> <ol style="list-style-type: none"> 1. Meeting dates 2. Board of Advisors Oversight Self Assessment 3. Statement of Private Interests <p>(v) <u>Reports</u></p> <ol style="list-style-type: none"> 1. Action Plans <ol style="list-style-type: none"> a. Assessment b. Strategic Goals c. Performance Objectives d. Appeals e. Meetings/Annual Reviews 2. Annual Report 3. Management Logs 4. Financial Reports 5. Evaluation Workpapers <ol style="list-style-type: none"> a. Operational Management Process Framework b. Operational Management Process Evaluation c. Internal Control Evaluation Management d. Qualifications Development Review e. Qualifications Currency Evaluation f. Examination Questions Management Process Review g. Assessment Management Evaluation h. Report of Evaluation (ROE)
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Programme Development Manager

<p>(i) <u>Assessment Management</u></p> <ol style="list-style-type: none"> 1. Assessment Calendar dates 2. Exam Timetable 3. Arranging and coordinating Standardisation Meetings 4. Appointing Assessment Panel <ol style="list-style-type: none"> a. Chief Examinations Officer b. Exam Setters (depending on qualifications being run as per information from Centre Registers) c. Exam Revisers/Scrutinisers d. Examiners e. External Verifier 5. Projects/Coursework distribution 6. Briefing new Centres on how to conduct assessment and examinations 7. Printing Assessment material and couriering examination papers to Centres 8. Verifying received Candidate Scripts and Coursework 9. Exam Results statistical analysis 10. Coordinating meetings between Chief Examinations Officer and External Verifier 11. Recording Candidate Examination Marks 12. Producing Candidate Exam Results and Certificates 13. Assessment Evaluation Workpapers Examiner Reports <ol style="list-style-type: none"> a. Exam Marking Schedule b. External Verifier Comments c. Chief Examinations Officer Report Exam Setter, Reviser/Scrutiniser Reports <ol style="list-style-type: none"> a. Exam Questions Validity Criteria Template b. Reviser/Scrutiniser Exam Questions Review <p>(ii) <u>Centre Training</u></p> <ol style="list-style-type: none"> 1. Centre training dates and schedules 2. Centre records 3. Centre Assessment Tracking 4. Centre Training and Supervision Tracking <p>(iii) <u>Delegating Responsibility and Authority</u></p> <ul style="list-style-type: none"> ▪ Assessment Panel ▪ Quality Assurance Manager 	<p>(iv) <u>Assessment Document Management</u></p> <ol style="list-style-type: none"> 1. Candidate Examination Forms / Centre Candidate Exam No. Request <ol style="list-style-type: none"> a. Compile and verify report of Candidates sitting examinations from completed Candidate Exam Forms from Centres. b. Reasonable Adjustment / Special Consideration requests c. Centre Reasonable Adjustment / Special Consideration Reports d. Exemption Forms 2. Enquiry on Results Appeal 3. Certificate Replacement 4. Dealing with suspected malpractice / maladministration allegations 5. Analysing Exam Invigilation Comments 6. Updating Certification tracking sheet and membership scheme <p>(v) <u>Centre Management</u></p> <ol style="list-style-type: none"> 1. Centre Visit Reports 2. Centre Appeals 3. Centre Incident Reports 4. End-of- Chapter questions 5. Teaching & Learning Policy
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Office Manager

<p>(i) <u>BCE Admin</u></p> <ol style="list-style-type: none">1. Marketing Plan Schedule2. Compiling Centre Registers3. Performance Management:<ol style="list-style-type: none">a. Performance Reviewb. Performance Development Plan4. Recruitment & Employment Documents:<ol style="list-style-type: none">a. BCE Staff Appointmentb. Reference Requestc. BCE Staff Selection Templated. BCE Job Specification Form5. BCE Membership enquiries/renewals6. Centre Invoices / Credit Notes7. Staff Contracts <p>(ii) <u>Delegating Responsibility and Authority</u></p> <ul style="list-style-type: none">▪ Marketing Manager▪ Bookkeeper / Accountant	<p>(iii) <u>Centre Operations</u></p> <ol style="list-style-type: none">1. Centre enquiries<ul style="list-style-type: none">• Existing Centres requests• New Centre Applications2. Centre monthly registers / tutor end of chapter questions3. Centre contact updates4. Centre Training Evaluations Reports5. Centre Accreditation Reports <p>(iv) <u>Implementation of Ethical Practices</u></p> <ol style="list-style-type: none">1. Outlining BCE ethical practices to all personnel2. Equal opportunities implementation3. Liaising with stakeholders regarding personnel conduct and behaviour
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Office Manager is also BCE's Standards of Conduct Official.