

# QUALITY POLICY



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## 1.1 Our Mission

The Mission of the Barbados Institute of Management and Productivity is:

“To improve the efficiency and effectiveness of management, public and private, and to increase national productivity”

## 1.2 Goals and Vision

The vision of the Institute is to become an acknowledged leader for management development and workforce performance.

BIMAP’s goals, according to the Strategic Plan 2012 – 2017, are to provide high quality, innovative and reputable academic programmes, comprehensive training, research and consulting services in all major management disciplines and to achieve customer service excellence in all aspects of our operations.

With reference to the Institute’s Strategic Repositioning & Fortification Plan 2021-2025, as a result of the onset of major market change, shifts in Government policy due to global economic constraints and the devastating effects of the COVID-19 global pandemic, adjustments to the structural and operational framework at BIMAP were identified as prudent and very necessary by its Board, to ensure the organization survives the onslaught of market turmoil while positioning for future growth.

## 1.3 Quality Statement

BIMAP is committed to offering quality programmes and services that meet the needs of our stakeholders through customer service excellence, innovative workforce development solutions as well as cutting edge techniques in teaching, training and research.

Our dedication to providing a relevant working and learning environment is grounded in intellectual and academic freedom, teamwork, pursuit of excellence, professionalism, discipline and continuous enhancement of the quality of our services to achieve maximum stakeholder satisfaction.

## 1.4 Our Commitment to Quality

The Barbados Institute of Management and Productivity is committed to the attainment of the highest standards of quality by continuous monitoring for effectiveness of its quality management system. The institute is also committed to the unremitting process of quality enhancement through the implementation of procedures for improvement of the system. The primary purpose of academic quality assurance is to ensure continuous improvement in all academic courses and programmes, through a process of internal reflection and constructive, formative criticism by qualified external reviewers. A course or programme review is also a tool for critical reflection and change.

The primary purpose of a quality assurance review is to evaluate five aspects of a course or programme:

1. Quality.
2. Use of Resource.
3. Contribution to the Mission and Vision of the institution.
4. Adaptability.
5. Transferability and recognition of qualifications.

This improvement will be achieved by assuring a standard level of quality in all areas of the Institute including teaching and learning, student services, research and consulting.

## 2.0 Quality Assurance and Student Services

Our commitment to delivering quality programmes and services is assured by:

- a. Ensuring that the design and implementation of programmes and services are aligned with the needs of our customers;
- b. Ensuring that measurable and realistic quality objectives are established on an annual basis, communicated to all staff, evaluated and revised as needed;

- c. The implementation of policies and procedures, designed to ensure the continual enhancement of the Institute's courses, programmes and services;
- d. Ensuring that recommendations are made for the enhancement of these policies and procedures.

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## 2.1 Administrative Staff

### Student Services

The interactions of the staff of the Institute will emphasise our commitment to student welfare and development while promoting our core values of Fairness, Integrity, Respect and Responsibility. All staff will act in the interest of the stakeholders to promote harmonious relationships with the Institute. We are committed to ensuring that our students can pursue education in a safe and respectful environment. This is demonstrated by providing:

- a. High quality customer service
- b. Adequate student services
- c. Access to the resources
- d. Timely, accurate information
- e. A clean and safe environment

## 2.2 Teaching Staff (Tutors and Facilitators)

All members of the Institutes' teaching staff are committed to ensuring the quality of the teaching and learning experience through:

- a. Reflection on the effectiveness of teaching practices;
- b. The assessment of the impacts of the teaching process;
- b. Participation in mentoring and research supervision processes of students;
- c. Continuous professional development
- d. Keeping abreast of industry standards to promote the improvement of skills.

## 3.0 Committees

### 3.1 Academic and Ethics Committee

The Academic and Ethics Committee governs and manages the academic and ethical affairs of the Institute. The Committee's remit is to:

- Ensure that quality standards are met and maintained.
- Provide recommendations for the improvement of the research, design, development, delivery and evaluation practices at the Institute.

The responsibilities of the Academic and Ethics Committee are to:

- a. Design, develop, implement and review the educational offerings
- b. Maintain high academic quality standards and safeguard the Institute's educational integrity
- c. Oversee the delivery of courses and programmes to ensure that they align with the Institute's mission and objectives
- d. Review the performance of teaching and administrative staff in the delivery of seminars, courses and programmes
- e. Review and analyse evidence provided in relation to ethical matters
- f. Report the findings to relevant persons in a timely manner, spell out who is responsible for each aspect
- g. Recommend the requisite disciplinary actions for persons found guilty of an offence

### 3.1.1 Development and Delivery Sub-committee

The Development and Delivery Sub-committee assists with the design, development and delivery of the academic offerings at the institute. The committee's remit is to:

- Oversee and continuously evaluate the quality standards related to all educational offerings
- Ensure compliance with policies and procedures for all educational offerings
- Ensure that best practices are being adhered to

The responsibilities of the Development and Delivery Subcommittee are to:

- a. Monitor and review teaching and learning performances
- b. Monitor and review courses and programmes with regard to:
  - i. Design and delivery
  - ii. Appropriateness and quality of assessment



- iii. Examination processes
- iv. Supervision
  - a. Monitor and review student progress across all learning and teaching platforms, including through Third Party arrangements
  - b. Recommend actions to improve performance based on established international best practices
  - c. Make arrangements for the management of academic standards and quality and the validation, monitoring and review of courses.

### 3.1.2 Monitoring and Review Sub-committee

The Monitoring and Review Sub-committee assists with the monitoring and review process of the academic offerings related to the courses and programmes at the Institute.

The committee's remit is to:

- Continuously evaluate the quality standards related to all academic offerings
- Ensure compliance to policies and processes for all academic offerings
- Ensure best practices are being adhered to

The responsibilities of the Monitoring and Review Sub-committee are to:

- a. Monitor and review the academic offerings at the Institute
- b. Enhance and improve the student experience, as well as encourage excellence in teaching and learning through:
  - i. the use of new and emerging technologies
  - ii. learning and teaching innovations
- c. Maintain high academic quality standards of courses and programmes
- d. Periodically review and revise course/programme outlines, learning outcomes, policies and procedures and make recommendations for improvement, as necessary

### 3.1.3 Academic Review Committee (Proposal review Sub-committee)

The Academic Review Committee assures the standards of the programme assessment of student learning. The Committee's remit is to

- Ensure that students meet the requirements to complete the Advanced Projects and Dissertations
- Ensure that the areas of study are relevant and appropriate
- Review projects to ensure the stipulated standards for academic quality are met
- Ensure that the teaching staff equipped with relevant industry experience in particular areas of study are appropriately assigned as mentors.

The responsibilities of the Academic Review Committee are to:

- a. Provide feedback on assessment submissions (Advance Projects and Dissertations)
- b. Provide guidance and support on assessments
- c. Recommend assessment resources for completion of assessments
- d. Provide guidance on submission procedures.

### 3.1.4 Ethics Sub-committee

The Ethics Sub-committee assures that the research conducted on behalf of the Institute is of a high quality. The Committee's remit is to provide guidance and recommendations regarding ethical conduct at the Institute.

The responsibilities of the Ethics Sub-Committee are to:

- a. Recommend to the Advisory Council and Academic Review Committee, guidelines for ethical conduct
- b. Provide guidance to academic staff and students in consideration of ethical issues related to study and research
- c. Assess approved research proposals, for ethical issues, submitted by students.

### 3.2 Advisory Council

The Advisory Council provides advice on technical and professional matters. The Council's remit is to continuously evaluate the courses and programmes offered by the Institute to guarantee their relevance as well as to verify that industry standards are met.

The responsibilities of the Advisory Council are to:

- a. Provide guidance on the development and evolution of the Institute's courses and programmes to ensure they are in accordance with current industry standards
- b. Offer advice to the relevant committees to ensure that training courses and programmes are implemented in a manner that best serves the needs of the related businesses and industries
- c. Provide technical and professional expertise to the Institute to ensure the objectives of the mission and vision are met.

### 4.0 Policies

The Institute has developed policies in key areas in order to establish clear procedures and to provide guidance in the operations of the Institute. The purpose of the policies is to facilitate a high quality environment for teaching, learning and research at the Institute.

The major policies developed are:

- 1) Academic Policy
- 2) Academic Accommodation Student Disabilities Policy
- 3) Admissions Policy
- 4) Conflict of Interest Policy
- 5) Distance Learning Policy
- 6) Environmental Policy
- 7) Examinations Policy
- 8) Preparation of Certificates Policy
- 9) Prior Learning And Recognition (PLAR) Policy
- 10) Privacy Policy

- 11) Safety and Health at Work Policy
- 12) Sexual Harassment (Prevention) Policy
- 13) Staff Development Policy