

Business School of Commerce and Management

Abuja, Nigeria

“QUALITY AND ASSURANCE POLICY”

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Policy Statement

Business School of Commerce and Management aims to ensure a high-quality service to all its students, staff and external clients.

Statement of Principles

Business School of Commerce and Management will provide an environment which encourages lifelong learning and which:

- supports the College's mission statement and its strategic aims and objectives
- continually strives to improve the services offered to students
- manages resources effectively to support learning
- treats all our learners fairly

Quality Improvement will focus on:

- setting standards of service that students can expect
- placing the learners and staff interaction at the heart of the quality system, directly
- focusing on improving the learning experience of students
- regularly consulting users and staff to improve the quality of the service we provide
- making available accurate and unbiased information
- providing our users with full information about our performance

Business School of Commerce and Management will ensure that all staff fully support student learning through:

- identifying teams and individuals that will have responsibility for maintaining and improving the quality of the students' learning
- establishing quality improvement systems to monitor performance against college standards and indicators and so evaluate their effectiveness
- being innovative, looking to improve the education, training and other services and facilities offered
- having an annual process of review and evaluation that will produce an annual self-assessment report and quality improvement plan

Business School of Commerce and Management will work effectively with outside agencies to:

- ensure that learning programmes are easy to access, effective and coordinated
- support the self-regulation of the College's performance in meeting standard

College Procedures

- Regular reports are sent internally to the Director and externally to the awarding/inspecting bodies.
- This Policy and is available to all the staff members through college's intranet

Responsibilities and Duties

- The Director has overall responsibility for creating an ethos and environment that reflects the Policy and to ensure that the right procedures are emplaced to monitor and control the quality of performance.
- All staff have a responsibility to ensure the successful implementation of the Quality and Standards Policy and to perform any actions agreed.
- Course tutors must ensure that all students adhere to the academic quality standards and provide any additional support to the students if required.