



**Quality Policy  
UB-PO-AD-002/0**

**1. Background and Purpose**

The University of Belize (UB) is committed to providing excellence in teaching, learning, research, and diligence to service, contributing to national development. The Quality Policy is a statement about an institution’s quality obligations that define its quality principles and objectives.

The Quality Policy is aligned with the strategic direction of the University of Belize through the achievement of its vision, mission, and core values. It provides the overarching framework of how the institution defines quality as standards of excellence for academic and non-academic processes, through a Quality Management System. The Quality Policy outlines how the institution fosters a quality culture that promotes student-centeredness and employee-focused leadership, driven by quality assurance principles and a commitment to continuous improvement.

**2. Scope/Users**

The Quality Policy applies to all academic and non-academic members of staff employed at the University, both full-time and part-time, as well as suppliers and occasional contractual workers engaged in University activities.

**3. Definitions/Terms/Acronyms**

Institutional Effectiveness	A systematic and cyclical process for measuring performance in all areas against the institutional mission.
Quality Assurance	A system of checks and balances that permeates the institution, at every level, provides evidence that standards for university-wide processes are being maintained, and promotes continuous improvement and benchmarking of best practices.
Quality Assurance Framework	Comprises mechanisms to monitor continuously the effectiveness of the critical operational processes across all functions of an institution.

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### Quality Management System

A system that comprises documented processes, policies, procedures within an organizational structure, and context that are aligned to operational and support mechanisms, responsibility, and resources intended to satisfy stakeholder needs. In the context of higher education, the operational context incorporates teaching, learning, research, and service.

#### 4. Policy Statement

UB fulfills its vision, mission, and core values through its systematically designed Quality Management System (QMS) encompassing structure, operations, resources, management commitment, and institutional responsibility. The efficiency and effectiveness of the QMS are driven by (1) a robust quality assurance mechanism that seeks to evaluate its components to determine compliance with approved standards and processes; (2) an integrative framework that fosters the achievement of the University's mission, vision, and core values; and (3) a commitment to continuous improvement.

To accomplish its mission, UB will adhere to the following guiding quality policy principles:

- a. A principled, people-oriented quality culture that empowers faculty and staff to enable the best learning experiences for students.
- b. An inclusive five-year institutional planning cyclical process that sets the University's strategic direction at the macro level and five-year operational and annual implementation plans across all operational areas at the micro level.
- c. An annual self-evaluative, outcomes-based institutional effectiveness process to measure and continually improve organizational performance in achievement of the University's mission, vision, and core values.
- d. Academic and non-academic processes that promote excellence through the documentation and implementation of evidence-based approved standards.
- e. A data-driven system to monitor, enhance, and manage academic quality through program approval, program monitoring and evaluation, and program review (internal and external).
- f. A comprehensive quality assurance framework to systematically assess the effectiveness of the Quality Management System, gather feedback from stakeholder groups, and dedicate efforts to continuous improvement across all aspects of university operations, from academic programs to administrative processes.
- g. A commitment to producing graduates who lead in advanced knowledge, contribute significantly to national development, and thrive in a changing global environment.
- h. A robust framework for institutional research and innovation that drives evidence-based decision-making and fosters a culture of continuous improvement across all university functions.

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- i. A comprehensive capacity-building approach to enhance the skills and competencies of faculty and staff, ensuring they are equipped to deliver high-quality education and services.
- j. A systematic approach to policy alignment, documentation, development, implementation, and evaluation to ensure consistency and quality across all university operations.
- k. A continuous review and updating of curricula and teaching methodologies to ensure they remain relevant, innovative, and aligned with industry needs and global best practices.
- l. An establishment of strong partnerships with industry, government, and community stakeholders to enhance the relevance and impact of our educational programs and research initiatives.
- m. A systematic benchmarking against national and international standards to ensure the University maintains its competitive edge and continues to strive for excellence.

### 5. Relevant Legislation

University of Belize Act Chapter 37 Revised Edition 2000

### 6. Key Related Documents

UB RISE 2027 - Strategic Plan 2023-2027

### 7. Policy Approval and Review

This policy will be approved by the Board of Trustees and will normally be subjected to a five-year review. The President may recommend amendments to the policy from time to time and will also require approval by the Board of Trustees.

### 8. Amendment History

Revision #	Description of changes	Reason(s) for the change	Date of revisions
0	Initial Release	Not applicable	Same as Initial Release