



**BTL – ISO 9001**  
**Quality System Scope**  
**and Policy Document**  
**(External Document)**

**Version 2c**

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**Description:**

A definition of the Scope of BTL's Quality Management System.

**This is available for external distribution.**

**History:**

Status	Version	Description	Date
Draft	1a	Initial draft version.	27-Mar-2018
Approved	1b	Approved for Release.	11-Apr-2018
Draft	2a	Update following review. Context updated	30-Jan-2019
Draft	2b	Include test conversion and Live Proctoring	5-Mar-2019
Draft	2c	Sam Thompson words for Test Conversion Service added.	6-Mar-2019

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## Scope

### General:

BTL Group Limited provides: Software as a Service (SaaS), and Bespoke solutions to examination bodies throughout the world. The aim of this product suite is to allow customers to create and deliver their own examinations.

The Quality Management System will manage and monitor all aspects of BTL that may have an effect on the quality of the product and service provided.

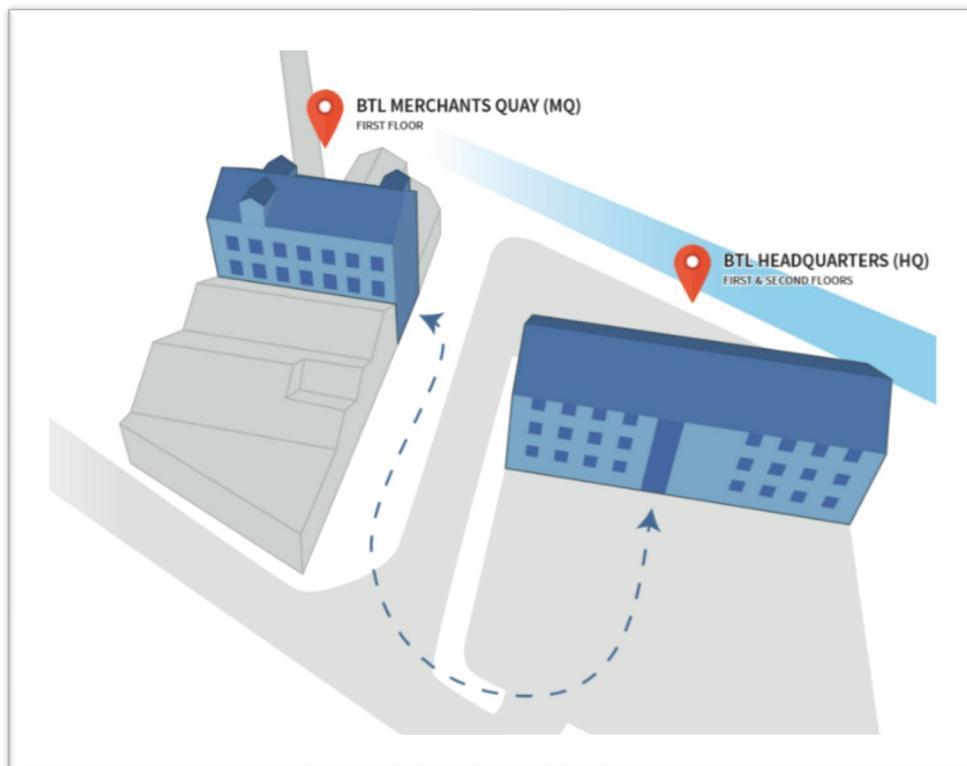
BTL is physically located at:

Head Office:

Salts Wharf,  
Ashley Lane,  
Shipley,  
West Yorkshire,  
BD17 7DB.

Additional meeting room space provided at:

First Floor,  
Merchants Quay  
Ashley Lane,  
Shipley,  
West Yorkshire,  
BD17 7DB.



## Development

BTL product development is managed from BTL Salts Wharf with the development data being primarily held at BTL or on a cloud service.

The BTLs software development teams are managed from Salts Wharf.

UK software development teams are based in Salts Wharf. Additional third party development teams are based at various locations (potentially worldwide). These third party teams are often scaled up or down to meet on-going workflow requirements.

These third party teams are required to follow the same software development method as BTL developers, as defined in the QMS, and have an assigned product owner based in Salts Wharf.

## Service

The service provided by BTL to its clients is hosted in a cloud/data centre agreed with the client. This may vary depending on the clients wishes.

The live service is supported from BTL Salts Wharf.

The support of this service is considered to be under the control of the Quality Management System.

## Test Centre Networks

Upon the request of a number of BTL Group customers, BTL Group has engaged with a number of Third Party Test Centre providers. These third parties provide spaces to undertake examinations, on behalf of BTL Group's customers. Oversight of these test centres does occur, in the form of an audit of their facilities.

In addition all centre invigilators/proctors must have passed a BTL invigilator/proctor exam.

All PCs that will run the tests will have a technical check performed on them in order to confirm they satisfy BTLs minimum specification.

This Test Centre Network is managed by the BTL Test Delivery Services Team based at BTL Salts Wharf.

### **Online Proctoring**

The Test Delivery Services offer an online Proctoring service. This allows online exams that are taken at home, or in another location, to be recorded. These recordings may be reviewed in real time, or later by a review team.

Any concerns may then be raised with the awarding body.

### **Test Conversion**

BTL offer a Test Conversion Service, where BTL's team of Surpass experts can provide support with getting content into Surpass. Whether that's converting content from paper to on-screen, transitioning from another system, or providing support for organisations short on time or resource.

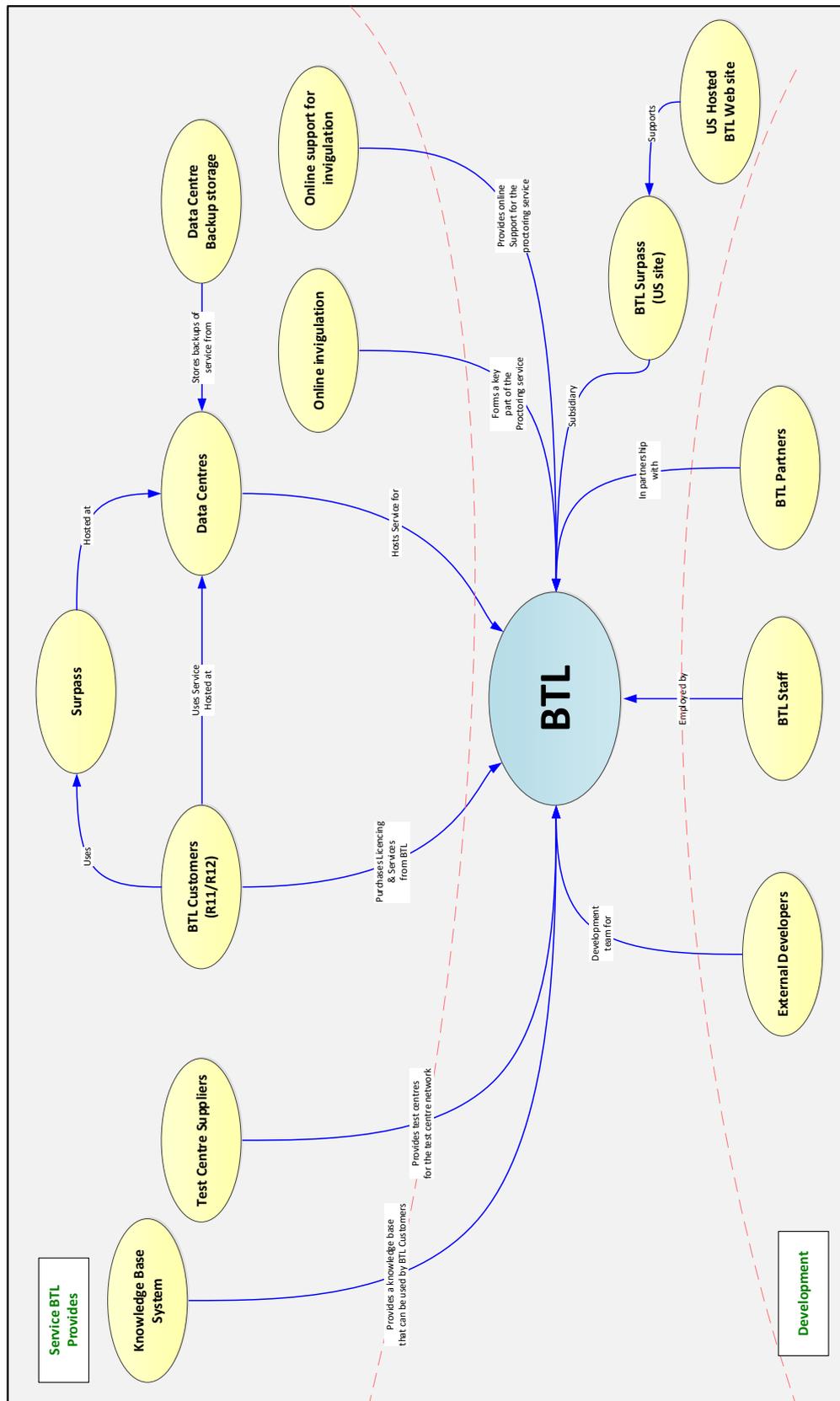
### **Scope Summary**

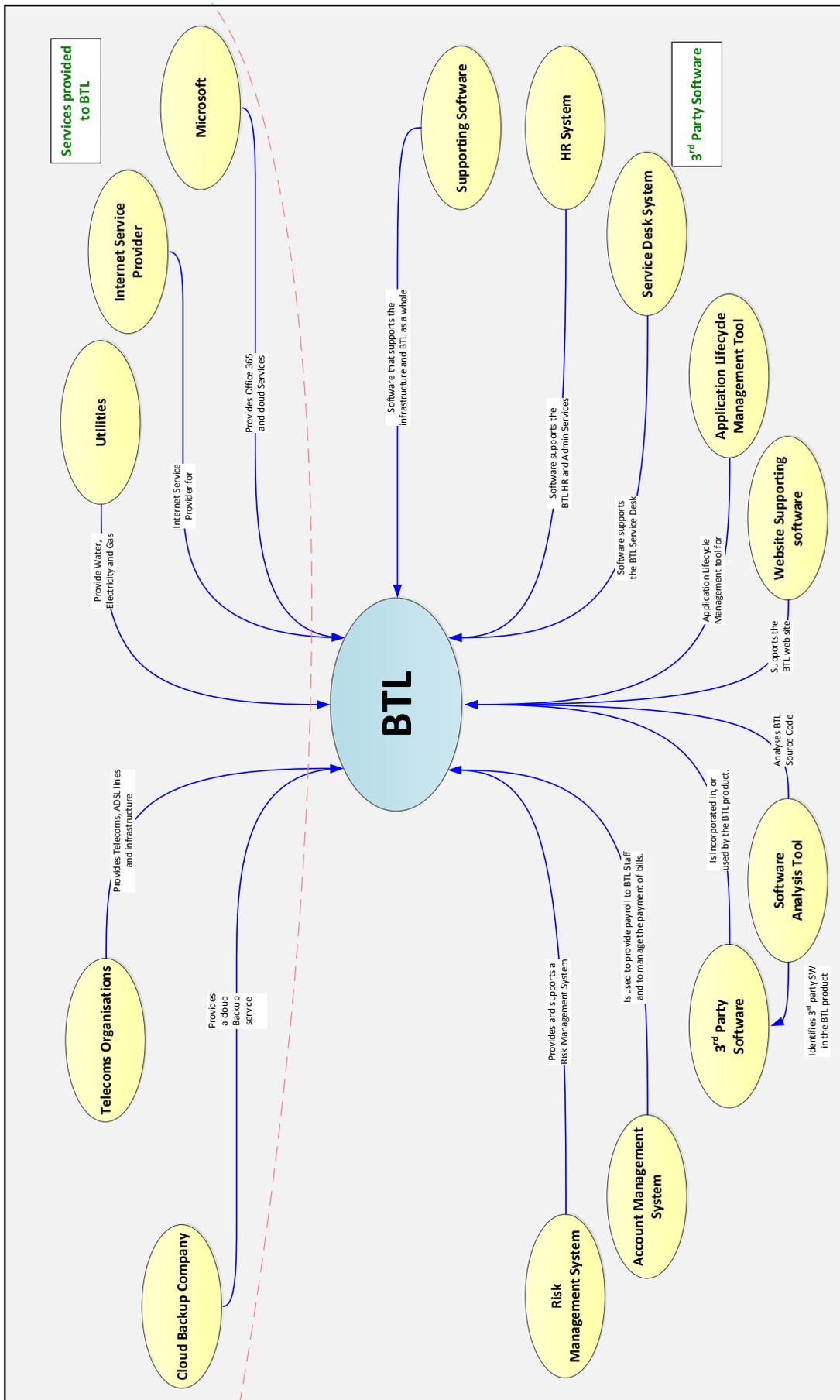
The Quality Management System covers the development of the BTL product, the support BTL provides for the service and our Test Network Services.

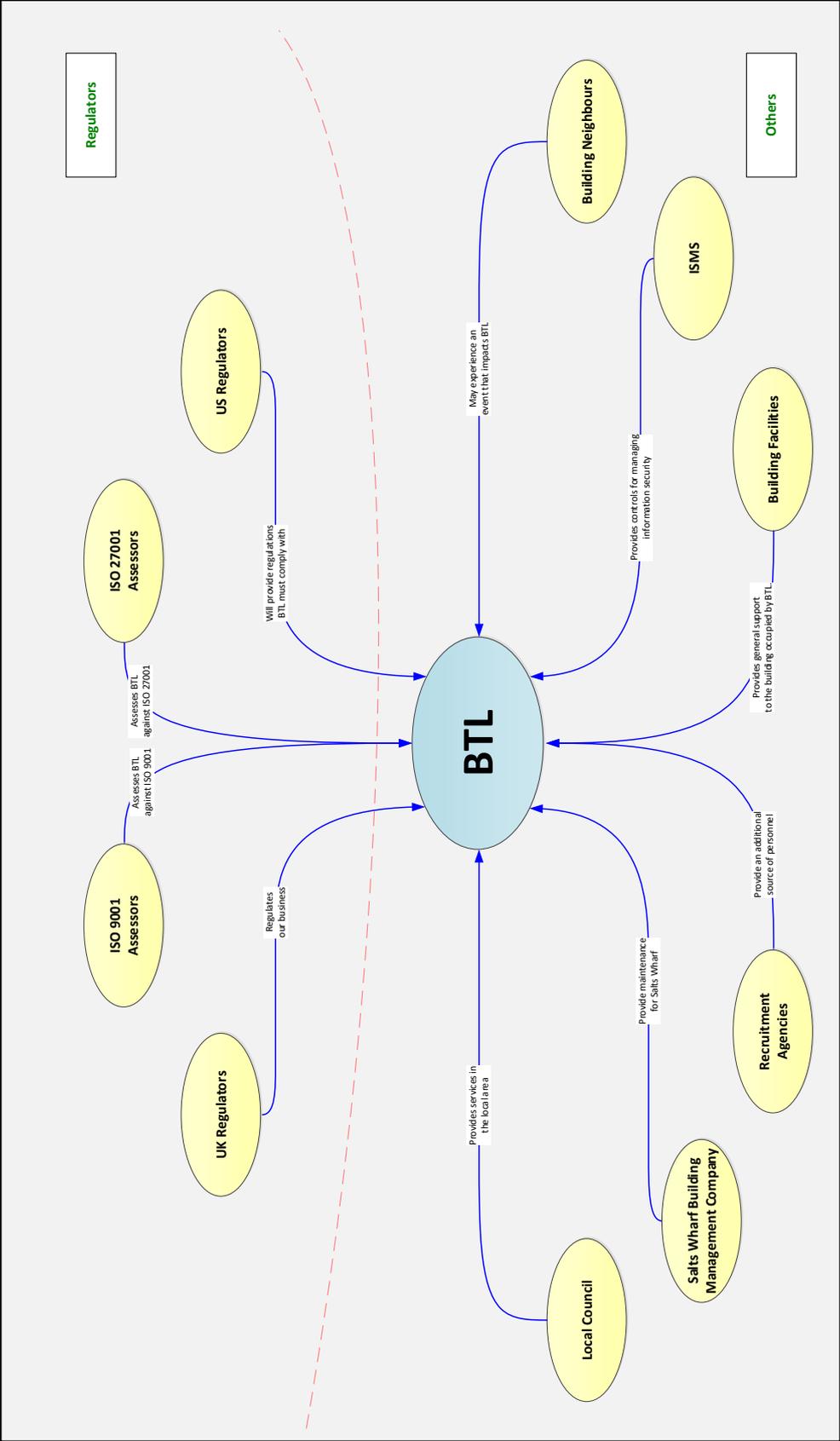
It does not cover the activities performed by the cloud service/data centres except where this directly affects the service.

Context

The BTL Quality System has the following Context (21-Jan-2019):







The BTL Interest parties for the Quality System are recorded in the Quality System Interested Parties Register.

## Mission Statement

BTL's Mission is:

***“To significantly improve the assessment experience for everyone.”***

## Strategy

BTL exists to bring the benefits of technology to the education process. This is reason why the company was set up by Bob Gomersall over 30 years ago.

BTL has focused on using technology to bring examination systems up to date.

For “awarding bodies”, and “certification and licensure providers”, our software platform allows them to modernise their processes and improve quality controls in creating, delivering and marking exams.

For students, whose lives now revolve around digital technologies for study and play, we offer the prospect of using computers for their exams rather than the traditional paper based. We believe this is a fairer way for them to demonstrate their modern skills and knowledge.

## Vision

The vision statement describes where we are going, i.e. how we are going to achieving our mission, and is meant to define our approach for the next 5-10 years.

**We envision that we will be regarded as the providers of the best assessment solution in the world, by:**

- Driving the assessment community forward through collaboration to create an integrated common platform for everyone
- Being adaptable to the changing needs of education and employment across the world
- Instilling a creative and passionate team culture who are proud to make a positive difference
- Enabling our clients to produce, deliver and analyse their assessments themselves and supporting their growth aspirations
- Applying technology judiciously to improve, automate and streamline our customers processes to enable them to achieve more
- Providing the most flexible and complete system in the industry in order to deliver every form of assessment

## Core Values

BTL has identified the following core values:

### **Collaborative**

- We believe that collaboration, transparency and respect are fundamental in building successful, long term relationships.

### **Flexible**

- We employ hard-working, independent thinking, and conscientious team players who appreciate the value of flexibility and the importance of a good work-life balance.

### **Passionate**

- We are proud and passionate about the difference we make to everyone involved in the assessment process and take a positive approach to achieving success.

### **Creative**

- Creativity is at our core. It powers the development of our unique, intelligent and innovative solutions.

## Quality Policy Statement

*BTL was set up in order to bring the benefits of technology to the education process.*

*Within BTL we focus on using technology to bring the exam system up to date.*

*For “awarding bodies”, and “certification and licensure providers”, our software platform allows them to modernise their processes and improve the quality controls in creating and marking exams.*

*For students, whose lives now revolve around digital technologies for both study and play, we offer the prospect of using computers for their exams, rather than the traditional paper based, which we believe is a fairer way for them to demonstrate their modern skills and knowledge.*

*BTL is proud and passionate about the differences we can make to the lives of learners and take a positive approach to achieving success. We aim to work collaboratively with our clients in order to develop unique, intelligent and innovative solutions.*

*BTL employs hard working, independent thinking, and conscientious team players who appreciate the value of flexibility when striving to meet the customer’s needs.*

*BTL Group Ltd. is committed to a comprehensive and developing policy of assuring the quality of products and services offered to its clients.*

*Our aim is to provide the highest quality product and support services necessary to meet a client’s specified requirements and implied expectations.*

*Whether developing the Surpass System, or supporting its use, BTL shall always proceed in a responsible and safe manner and shall take due account of relevant legislation and best industry practices.*

*In order to achieve these aims we maintain a Quality Management System which aims to support the ongoing development of BTLs Products and Service and to promote the continuous improvement of our systems, processes and procedures.*

*All BTL staff are responsible for the quality of the systems, processes and procedures they use during product development and service support.*

*The directors, managers and staff are all committed to the continual improvement of the Company’s Quality Management System through the application of the requirements of the Quality Management Systems – Requirements Standard BS EN ISO 9001:2015.*

*This continual improvement is achieved through the systematic ongoing review of its internal operations and the feedback from clients and other interested parties.*

*Quality objectives resulting from these reviews shall be established and reviewed as part of the Management Review. These shall be communicated to all relevant members of staff.*

*Where possible, appropriate measurement criteria shall be established for these Quality Objectives.*

*The BTL directors shall provide the necessary working environment and resources to ensure that the quality objectives can be achieved.*

*The BTL directors shall ensure that this policy statement is implemented and maintained throughout the Company.*

## Distribution

A copy of this Quality Policy Statement, signed by the CEO, is held in the BTL Quality Manual.

This scope document shall be available for distribution during bids.

This scope document shall also be provided to interested parties upon requests and shall be posted upon the BTL accreditation web site:

<http://www.btl.com/accreditation/>