

<b>Quality Policy Statement Skills Development Services (SDS) Unit</b>	QMS 06	Issue No. 02
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BIM's Skills Development Services (SDS) Unit is committed to the principles and practice of excellence. We will conform with all relevant legislation and the requirements of our awarding bodies: Quality and Qualifications Ireland (QQI) and the Marine Survey Office (MSO) in the Department of Transport, where applicable.

The National Fisheries Colleges of Ireland (NFCI) based in Greencastle, Co Donegal and Castletownbere, Co Cork will conform with the requirements of the ISO 9001:2015 Quality Management System Standard for the delivery of Maritime Education and Training as outlined in the NFCI scope document.

Our overall objective is to deliver the highest possible level of quality education and training to our learners and to continually improve this. Our Quality Management System provides a framework for:

- Ensuring the delivery of high quality, professional maritime education and training
- Measuring and improving our overall performance
- Supporting the BIM Statement of Strategy and
- The fulfilment of QQI, Department of Transport and learner's requirements.

The management and staff of the Skills Development Services (SDS) Unit in BIM commit to this:

- By ensuring that the colleges and all training centres fully meet the requirements of its learners.
- By endeavouring to enhance the overall service to learners, ensuring that they are fully satisfied with our training programme and services.
- By ensuring that the requirements of all interested parties are clearly understood so that our services can be delivered in a timely and professional manner.
- By promoting the use of a process approach and risk-based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (ensuring that legal requirements, unit objectives, and applicable industry regulations are met).
- By ensuring our entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- Through management's participation in the monitoring and measurement of the performance of the Quality Management System and focus on acting on opportunities for continual improvement.
- By planning and establishing measurable objectives based on its Quality Policy for the ongoing development of the training services and our learners. These objectives are regularly reviewed and measured by management.

Signed: *Ian Mannix*

**Ian Mannix**  
**Director, Skills Development Services Unit**  
**Bord Iascaigh Mhara**  
**Ireland's Seafood Development Agency**