

## **1. Purpose**

- 1.1. The purpose of this policy is to ensure we provide excellent training and assessment solutions that will ensure long-term satisfaction and improved performance for our customers.

## **2. Scope**

- 2.1. This policy applies to all staff, learners, contractors and third-party agents involved with More Training.

## **3. Policy Statement**

- 3.1. We will develop our management processes to continually improve the quality and delivery of our services and the efficiency of our business.
- 3.2. We will develop and implement a Quality Management System (defined in the More Training Quality Manual) that satisfies the standards and requirements of ISO 9001: 2015, ISO 1400: 2015, Awarding Organisations, learners and their employers, college funding partners and other stakeholders.
- 3.3. We will meet or exceed customer expectations through the provision of world-class training, assessment and value-added services.
- 3.4. We will continually develop the expertise, professionalism and integrity of our people by:
  - 3.4.1. working effectively as a team.
  - 3.4.2. being innovative, managing risk, identifying opportunity and exploiting opportunity.
  - 3.4.3. reviewing and revising our objectives and achievements regularly to monitor performance and drive improvements.
- 2.5 We will operate a system of Plan, Do, Check, Act as a means of:
  - 2.5.1 achieving strategic and operational goals
  - 2.5.2 targeting our efforts as individuals and teams

2.5.3 identifying errors and opportunities for improvement

2.5.4 correcting errors, streamlining processes and continually improving performance

2.6 Communicate our Quality Policy to all employees and any other interested parties.

**Unless there are any changes this policy will be reviewed annually at the end of the academic year (1<sup>st</sup> Aug – 31<sup>st</sup> Jul) by the Owner.**