

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. Minimum Standards

- 2.1. We will develop our management processes to continually improve the quality and delivery of our services and the efficiency of our business.
- 2.2. 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.
- 2.3. We will meet or exceed customer expectations through the provision of world-class training, assessment and value-added services.
- 2.4. We will continually develop the expertise, professionalism and integrity of our people by:
 - 2.4.1 working effectively as a team.
 - 2.4.2 being innovative, managing risk, identifying opportunity and exploiting opportunity.
 - 2.4.3 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.