

Quality Policy

Acculearn Training Limited

T/A

Cranbrook College

ACCULEARN

Reviewed: 10th May 2018

To be reviewed: 11th May 2019

Acculearn Training Ltd views quality as fundamental to its success in the industry. The Quality Policy of Acculearn Training Ltd is to operate to the recognised British Standards for the sectors of Education and training in which it operates.

The management of the company are committed to the requirements of our Quality Manual and all employees are fully aware of their responsibilities for the implementation of the Quality Procedures in their roles. All personnel are responsible for achieving the required level of quality in their particular activity.

The company is committed also by involving its clients in the development of a successful partnership. With this in mind the aim is to continually improve the service provided.

This can be achieved by firstly asking the companies clients for their input. Acculearn Training will also consider ways of developing that extra edge in delivering our programmes and Customer Service.

As part of the Quality process we value the feedback from its stakeholders whether they are customers or staff members, and regularly reviews the perception that these stakeholders has of our overall service and performance levels.

The Companies goals are to provide an outstanding service to our customers. Thus ensuring that the customer's requirements are always met engendering a confidence in the partnership between our customers and the Company.

The company quality objectives shall be monitored along with the Quality Policy to ensure continuing suitability for the company needs and progression. The relevance of this Quality Policy shall be communicated to all personnel and the understanding of The Quality Policy verified during site audits.