



Quality Policy

Issue Date

01 January 2018

Authority

Director, Connect2Education Ltd

Executive Summary

Connect2Education Ltd is committed to implementing appropriate quality systems and processes to facilitate the delivery of education and training services of the highest practicable quality. The overall quality objective is to ensure that Connect2Education Ltd deliver a consistently high level of service throughout our business.

Our quality system will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction. It will provide the company and its customers with the confidence that Connect2Education Ltd will deliver services to consistently high standards.

We all share the responsibility for the delivery of high quality services and for continual improvement. We recognise that building long-term business relationships requires an ongoing commitment to achieving business excellence.

This Quality Policy sets out a framework for the development and implementation of a Quality System that meet the requirements of Connect2Education Ltd .The Policy is applicable to all activities undertaken by Connect2Education Ltd.

Objective and Commitment

The overall quality objective is to ensure that Connect2Education Ltd deliver a consistently high level of service to our clients, young people and students.

Connect2Education Ltd is committed to implementing appropriate quality systems and processes to facilitate the delivery of the highest practicable services. We are

committed to:

- clearly identifying the current requirements and future expectations of our clients
- working closely with our clients to achieve business and quality objectives
- educating and training our staff to support the delivery of high quality services
- continually reviewing our processes to improve levels of service delivery

We all share responsibility for delivering high quality education and for securing continual improvement. Connect2Education Ltd recognises that building secure long-term relationships requires an on-going commitment to achieving business excellence.

Principles

As a company, we pride ourselves on delivering high quality education services.

The implementation of a quality system will enable Connect2Education Ltd to analyse client requirements, define processes that will contribute to delivering an acceptable service to the client and will keep those processes under control.

Our quality system will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction. It will provide the company and its customers with the confidence that Connect2Education Ltd will deliver services to consistently high standards.

Quality Management System

Connect2Education Ltd will, as an integral part of the management of the business, develop and implement an appropriate quality management system that addresses the following aspects:

- Quality Responsibility - ensuring that everyone involved in the quality aspects of the business has clearly defined responsibilities and that managers are responsible for the quality performance within their own spheres of operation
- Quality Priority - ensuring that quality issues do not take precedence over health, safety or environmental issues, rather that the quality management system actively supports those elements

Quality Achievement

The Director of Connect2Education Ltd is currently responsible for the development and maintenance of the quality management system. This responsibility may at a future date be delegated to an appropriate manager who will report directly to the Directors. Within the operation of our quality system, the Director Connect2Education will ensure:

- that staff are adequately trained, motivated and competent for the job they are required to do

- that externally provided services are controlled by Connect2Education Ltd's quality management procedures, thereby ensuring that the company's health, safety and environmental culture is not compromised and that staff, clients and third parties are not put at risk
- that all failings of the quality system will be investigated and corrected at the earliest Opportunity- see Terms and Conditions at time of booking

Quality Assurance

Within the operation of the quality system, the Director Connect2Education Ltd is will ensure that:

- quality audits are carried out by external auditors to identify areas of noncompliance and specify the corrective actions required
- quality records are maintained as a basis for providing quality assurance to all parties associated with, responsible for, or dependent upon the education and training services provided by Connect2Education Ltd

Quality Promotion

Within the operation of the quality system, the Director of Connect2Education Ltd will ensure that:

- appropriate training is provided to all staff in support of the quality system
- all staff are actively encouraged to propose solutions to improve both the quality system and the quality of service delivery within the business

Responsibility and Authority

This quality policy is issued under the authority of the Director of Connect2Education Ltd. Responsibility for the achievement of this policy rests with the Director

Notwithstanding the ultimate responsibility of the Directors, all staff of Connect2Education Ltd are responsible for undertaking their quality management functions in accordance with this quality policy and for its implementation within the framework of Connect2Education Ltd's procedures and directives.