



# **Quality Policy**

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**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 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.

Connect2Education Ltd shares the responsibility for the delivery of quality services and for continual improvement with employers and employees; 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.

## **Commitments**

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.

## **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 excellent service to the client and will keep those processes under review.

## **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 - ensure 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 - ensure 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 responsible for the development and maintenance of the quality management system.

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

- that staff are adequately trained and competent in the work they 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.

**Quality Assurance**

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

- quality audits are carried out by an external HR company, as necessary.
- quality records are maintained by the Director 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 and Head of Teaching and Learning.

Notwithstanding the ultimate responsibility of the Director, 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.