

## Quality Policy Statement

e-QAS Training Ltd is committed to providing all clients with the best possible service in terms of planning and delivering individual development, effective job matching, support in employment, progression and achievement.

We shall endeavour to give each individual participant the opportunity, training and support needed to gain and remain in employment in the career they aspire to and to reach their full potential. The Company is wholly committed to the training and development of its staff.

In addition to providing good training resources and employing well-qualified, experienced staff we ensure that the standard of training remains high and continuously improves by monitoring the work we do with a set of quality improvement arrangements.

They are as follows:

- We ask learners and employers to provide feedback on the standard of training they receive at key stages including induction, during off-the-job training and at the end. We use the information to implement improvements where they are practicable.
- We define, in the form of simple written procedures, the key training processes that we need to get it right. These include recruitment, initial assessment, employer approval, production of individual learning plans and regular progress reviews. We internally audit the procedures to check that they are being consistently followed. Our internal quality assurance system enables managers to observe staff engaged in learning and assessment processes, with the aim of suggesting to staff how they can improve delivery.
- We conduct a self-assessment process every year involving all our staff, our subcontractors and a sample of employers. We identify our strengths and weaknesses.
- We have a development plan that we use to manage our strengths and weaknesses and to review our long-term developments based on ideas from every source. The development plan is updated on a regular basis to note progress and to add new actions.



Bryan Skinner  
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