**QUALITY POLICY STATMENT**

Ensuring we deliver a quality service to our customers is paramount in achieving our business goals.

**Mission statement**

GHQ Training aims to:-

* Provide high quality training in a progressive commercial environment where learners are encouraged to take ownership of the process;
* Develop and stimulate the natural talent of the learner through structured teaching in all aspects of theory and practice, aligning training to work based activities;
* Ensure effective communication channels;
* Develop the best possible means of evaluating progress;
* Ensure that all staff are motivated and committed by encouraging and promoting continuous professional development.

In order to meet our growth objectives the quality of our provision is always at the heart of what we do. The excellence models and policies supporting the procedures that underpin our provisionare the foundations on which our goals of raising success rates and inspection grades are based. This will have a direct impact on our ability to obtain and renew SFA contracts.

Our commitment to learners and employers is that when they choose GHQ Training as their training provider they can be certain of a high quality, professional service.

Quality for learners means that they feel they are getting a valuable experience; they receive a flexible training programme that is individually built around their needs and takes account of their previous skills and experience.

Quality for employers means we keep our promise of delivering real business solutions by providing them with training that makes a measurable difference to the performance of their organisation.

Quality for our people means that we invest in them, giving them the skills and tools they need to support our policies and business plans.

Delivering a quality service based on solid policies will enable GHQ Training to gain an advantage in the market, increasing the amount of repeat business and recommendations.

Considering the quality of our provision as a priority at every stage of the learner journeywill enhance our ability to sustain and increase the growth of our organisation.

**GHQ: Recognising Potential: Developing People**

Rev November 2023