

<b>Policy title</b>	Quality Policy Statement	<b>REF: ARCST010</b>
<b>Policy Ownership</b>	Operations Director	
<b>Date of Review</b>	16/7/2024	
<b>Version</b>	5.6	
<b>Next review date</b>	1/07/2025	
<b>Applies to:</b>	All staff	
<b>Related policies and documents</b>	Quality Business Manual	

## QUALITY POLICY

It is the policy of **ARC** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

Our company mission is :

**“We develop people through learning and achievement for the benefit of themselves, society and the economy. “**

Our company objectives are:

- To put the Learner and customer first
- To be innovative in our response and strive for excellence
- To support diversity and increase social mobility
- To value and develop our staff
- To create strong relationships with employers, partners, and communities
- To ensure sound investment and profitability



It is the policy of ARC to:

- give satisfaction to all our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities
- reduce hazards, prevent injury, ill health, and pollution
- provide all the resources of equipment, trained and competent staff and any other requirements to enable our objectives to be met
- ensure that all employees are made aware of their individual obligations in respect of this quality policy
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”

This quality policy provides a framework for setting, monitoring, reviewing, continually approving and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Signed		Dated	16/7/2024
<b>Managing Director</b>			
Signed		Dated	16/7/2024
<b>Operations Director</b>			