



## Quality Assurance Policy

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GO! Train & Develop was founded in 2016 to provide simple, empowering and inclusive training to all industry sectors. We are based in Manchester and intend to supply training services in the UK only.

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims

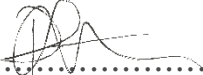
The designated person to take responsibility for quality assurance, including the internal assessment of the performance of trainers/assessors at least annually is Becky Sharifi.

This policy is posted on the Company Website and can also be found in the Trainer Requirement Folder designed for freelance trainers and associates.

Although the Partners have ultimate responsibility for Quality, all contractors working on behalf of GO! Train & Develop have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

**The policy review date is 14/03/2024**

Signed:.......... Partner

Signed:.......... Partner

Date: 14/03/2023