



## Quality Policy

East Coast Apprenticeships is fully committed to being the leading provider of group training apprentices and trainees. The principal activity of East Coast Apprenticeships is the provision of an extensive range of employment opportunities for apprentices and trainees by placing them with host employers where they receive practical on-the-job training in addition to attending trade and other relevant approved training courses.

Quality performance is one of the cornerstones of our organisation's culture and is considered a personal responsibility of all employees. To maintain quality performance of all business units at the highest level, the following aims are pursued:

- To fulfil or exceed customer needs and expectations by delivering a quality service in a consistent and timely manner;
- To cultivate and maintain the commitment to continual improvement and communicate our goals and objectives to every employee;
- To promote a working environment where training and resources are provided for all work to proceed in a safe and efficient fashion;
- To furnish a system of policies which are periodically reviewed to ensure the ability of all groups to perform their work effectively.

East Coast believes in the concept of our clients working together with us in pursuing this policy and in continually striving for improvements in service quality.

All staff within the organisation are responsible for the quality of their work. East Coast Apprenticeships provides training and has established systems to assist all staff to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we must recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to address all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality System which also ensures East Coast Apprenticeships meets all legal and regulatory requirements. The Quality System has the full support of the management and staff of East Coast Apprenticeships. All Staff of East Coast Apprenticeships are committed to the Quality System's successful implementation and continual improvement to help ensure it remains effective.