

Quality Assurance Policy

POLICY AND STRATEGY

Ability Professional Training (Ability) has policies and plans to cover all aspects of the organisations roles and responsibilities. These include policies and plans with reference to the following key areas of operation:

- ◆ Health and Safety
- ◆ Discipline and Grievance
- ◆ Training and Development
- ◆ Equal Opportunities

In addition ABILITY delivers qualifications accredited by leading awarding organisations (Chartered Institute of Management, Institute of Leadership and Management and City and Guilds) and work closely within their assessment and verification criteria.

STAFFING

ABILITY regularly updates staff training policies. All staff participate in the appraisal process and are encouraged to improve their qualifications.

MANAGEMENT

The Directors of Ability are regularly in consultations with staff and clients in a number of ways. These include the following:

- ◆ Structured meetings
- ◆ Quality assurance questionnaires
- ◆ telephone surveys

All Directors regularly undertake professional development and actively encourage the promotion of effective communication (in accordance with The Data Protection Act 1998)



Ability Professional Training Ltd
118 Main Road
Sidcup
DA14 6NE
Tel: 020 8300 9292
Fax: 020 8302 9922
Email: enquiries@training.ac
Web: www.training.ac