

Quality Assurance Policy of Adapt (UK) Training Services Limited

Adapt (UK) Training Services has set out a number of objectives for the purpose of Quality Assurance to benefit ourselves and our existing and future customer base.

Primary Objectives

Our Service

- To offer a wide range of fully accredited training services to satisfy clients needs and requirements;
- To deliver high quality training at a competitive price using a range of delivery methods;
- To communicate honestly and promptly with our customers by phone, email or fax;
- To listen carefully to the requirements of our clients;
- To ensure the delivery of training is carried out by an approved and fully qualified instructor;
- To ensure all qualified instructors hold current registration with the awarding body;
- To create a Record of Training for each candidate and store this information for a period of 7yrs;
- To obtain post course feedback from each candidate we train;
- To continuously review our policies and methods to maintain and improve our service;.
- To ensure every employee takes responsibility for customer satisfaction and address dissatisfaction with corrective and preventative actions;

Last Reviewed - 01/03/2012