



## Quality Policy

Cordie Ltd is a quality-oriented independent training provider that puts the needs of our customers and learners first. We aim to make sure our products and services meet the needs of our customers at all times, in accordance with our policies and procedures.

This policy applies to all Cordie services, including the delivery of accredited and non-accredited learning services irrespective of funding route.

Cordie operates a Quality Management System in line with ISO 9001 principles (for which we were accredited since 2008). Since 2023, this Quality Management System has been customised specifically for the needs of education and learning services and aligned to the UK Government's Education Inspection Framework. We are now regularly inspected by Ofsted and measured against this quality framework.

Cordie Ltd senior management is committed to:

1. Develop and improve our Quality Management System on a continuous basis
2. Continually improve the effectiveness of the Quality Management System in delivering learner outcomes
3. Enhance customer satisfaction.

Quality is monitored via our Education Oversight Board, to which our Directors remain accountable for quality, learner outcomes, safeguarding and customer satisfaction.

The management of Cordie Ltd has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the company the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Maintain the Quality Policy and its objectives
4. Review Cordie's quality objectives and the outcome of internal and external quality inspections in order to monitor and measure the processes and effectiveness of the Quality Management System
5. Ensure the availability of resources for meeting the above objectives.

Cordie Ltd complies with all relevant statutory and regulatory requirements, and constantly monitors its quality performance and implements improvements when appropriate, whilst this Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff, customers, students, apprentices, Associates and suppliers, whilst copies of the minutes of quality management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.



To assist with the delivery of operational quality we undertake an annual self-assessment reporting review and develop an annual Quality Improvement Plan. This is communicated to all relevant members of staff and monitored throughout our governance to ensure timely completion of all quality objectives.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System.

A handwritten signature in cursive script that reads "Andrea Reynolds".

**Andrea Reynolds,  
Managing Director  
Cordie Ltd**