



LCL Awards Quality Policy

The Board of Directors (BoD) is committed to ensuring that LCL Awards continues to be a competent business able to meet its legal and business obligations whilst ensuring that it has the capability and capacity to build upon its current position in the market place and to continue to grow and prosper.

To assist in meeting that commitment the BoD; endorse the following policy.

It is the policy of LCL Awards to operate to and maintain the highest possible standards of service in accordance with its Business and Quality Management Systems which are designed to meet the requirements of BS EN ISO 17024, the General (Standard) Conditions of Recognition, IGE/IG1 and its supplements and the needs of learners, candidates, approved centres and regulatory & accreditation bodies in pursuit of its primary objective which is the award and issue of Qualification and Learning Programme Certificates.

This policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

The objectives of LCL Awards are to:

- Strive to satisfy the requirements of all learners, candidates, approved centres, customers, stakeholders and interested parties, whenever possible, meeting and exceeding their expectations and to get things right first time. Should we make a mistake, to admit it and rectify the situation as quickly as possible to mitigate reoccurrence.
- Comply with regulator & accreditation body criteria, legal and statutory requirements, codes of practice and all other requirements applicable to its business activities;
- Operate its business with integrity, impartiality and without conflict of interest;
- Conduct its business ethically and professionally;
- Deliver our services to specification, on time and to the price quoted;
- Maintain the security of personal and business data and information;
- Provide all the resources of equipment, facilities and competent staff and any other requirements needed to enable these objectives to be met;
- Ensure that all employees know and understand their individual obligations in respect of this policy;
- Maintain management and IT systems that will achieve these objectives and to seek continual improvement in the effectiveness and performance of its business activities;
- Operate a fair and effective complaints and appeals process;
- Comply with all of its published policies, processes and procedures;
- To operate in such a way as to reduce the companies environmental impact and operate in a sustainable manner

- Manage the reduction of hazards & environmental pollution and the prevention of injury and ill health.

To ensure LCL Awards maintains its awareness for continuous improvement, our Quality Management System (QMS) and business operating policies are regularly reviewed by the Board of Directors (BoD) and the Senior Management Team to ensure they remain appropriate and suitable to meet its business objectives.

The Quality System and policies are subject to both internal and external annual audit.