



Quality Policy

To establish **Wharton Sustainable Solutions'** commitment to delivering consistent, effective and learner-focused training and maintaining the quality of our training services.

Wharton Sustainable Solutions is committed to:

- Delivering training in accordance with the requirements of the relevant awarding organisations and approved course specifications.
- Providing learners with accurate course information, appropriate learning materials and clear information about course requirements.
- Ensuring tutors are appropriately qualified, knowledgeable, competent and capable of engaging learners.
- Providing a suitable learning environment for face-to-face and virtual training.
- Planning and delivering training sessions in accordance with the approved course specification and learning outcomes.
- Using appropriate teaching, learning and assessment methods to support learner participation and understanding.
- Monitoring learner attendance, progress and assessment performance.
- Collecting and reviewing learner feedback to identify strengths and opportunities for improvement.
- Providing appropriate support to learners and responding to their questions, concerns and complaints fairly and promptly.
- Maintaining accurate and controlled training and learner records.
- Reviewing tutor performance through learner feedback, peer observation and management review.
- Identifying corrective actions and improvement opportunities arising from feedback, monitoring activities, complaints and review meetings.
- Continually improving the effectiveness and quality of our training services.

Signed by **CEO/MD**

Shadab Ahmed Ghazaly