

## Internal Quality Assurance Policy for the Training Centre, SVP

We recognise Customer Satisfaction as our critical objective, we aim to achieve and enhance our customers' experience. Customers include healthcare professionals and external students.

We commit to comply with all applicable statutory and regulatory requirements, including the contractual obligations, related to the:

- Design, approval, and review of training programmes
- Student-centred learning, teaching and assessment
- Student admission, progression, recognition, and certification
- Selection of teaching staff
- Learning resources and student support
- Information management

Our processes have been established, documented, monitored, and analysed to assure quality at every stage of the operation.

We commit to provide necessary resources to facilitate effective and efficient design and delivery of training courses.

We commit to maintain and improve a quality management system that complies with the requirements of ISO9001:2015.

SVP Training Centre is determined to grow, optimise the internal processes, add new services, and continually improve our Quality Assurance Management System through the ongoing and structured monitoring of the objectives.

Top management is committed to implement a Quality Management System (QMS) according to the requirements of ISO9001:2015 which embraces the concept of continual improvement at operational level and within the healthcare sector.



Mr Jorgen Souness

Chief Executive Officer

19/6/26.

Date