

# Our Policy

## Funda Professional Training Centre

Funda Professional Training Centre is committed to providing high standard of training services. In order to be the leader in this field, Funda Professional Training Centre shall comply with the CETA's requirements for training providers and shall strive to determine and fulfill the requirements of all interested parties in order to ensure that the quality of our performance meets their expectations.

This shall be achieved by: Reviewing the quality management system, at planned intervals, to ensure that: The objective are meet, it continues to be suitable, adequate and affective.

Striving to continually improve the quality of the services provided, through the: Ensuring that all services offered to clients, and practices within our organization, comply with the relevant legislation.

All directors, staff, and sub-contractors, are bound by a confidentiality agreement. Ensuring that clients and learners requirement, including special needs, are clearly understood and communicated within our organization, with the aim of enhancing client and learner satisfaction.

Striving to continually improve the quality of the services provided, through the: Elimination of non-conformities and the implementation of appropriate corrective and preventative action.

Understand what our customers want and respond to their expectations rapidly, effectively and always respect our customers.

Involve everybody in quality management.

Continuously train our employees to understand their tasks and perform it to their best ability.

Motivate our employees by demonstrating management's commitment to quality by setting challenging goals and by giving them responsibility and recognition.

Measure and analyses our performance and correct any shortcomings and mistakes effectively and identify and take advantage of opportunities.

Respond to our clients' needs with innovation, quality mindedness and a spirit of partnership.

Ensuring that training and development systems are high standard in order to contributes to the continually improvement of our management and processes

