QUALITY POLICY

The Board of NW Academy is determined to introduce a high level of quality service into its activities in order to ensure that the needs of students, funders and stakeholders are satisfied - thus allowing NWA to develop and prosper.

NW Academy is fully committed to comply with the requirements of ISO 9001-2015, and continuously improve the effectiveness, of the Management System

The Board and Senior Management are committed to this system and is committed to satisfy applicable requirements and will ensure that it is communicated and understood within the organisation, be available to relevant interested parties, as appropriate, and expect all staff to be fully conversant and comply with the policies and the detailed procedures which have been documented.

The Policy is reviewed annually at the Annual Management Review Meeting for continuing suitability and is available to any interested stakeholders on request. NWA has established a framework for setting Business / Quality objectives which are reviewed annually at the Annual Management Review Meeting.

Updated: 13/02/26

Signed: 

(Chief Executive, North West Academy of English)

Queries relating to this policy should be addressed to:

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