



QUALITY ASSURANCE POLICY

1. POLICY STATEMENT

Proactive Environmental & Safety Solutions (SMC-Pvt.) Ltd. (PESS) is committed to delivering high-quality education, training, consultancy and assessment services that consistently meet the expectations of learners, employers, awarding organisations and other stakeholders. Quality is the foundation of our organisation and is embedded within every activity we undertake.

PESS recognises that maintaining high standards of quality is essential for learner success, organisational growth and stakeholder confidence. Therefore, the organisation is committed to implementing an effective Quality Management System (QMS) that promotes excellence, accountability, fairness, transparency and continual improvement.

Our Quality Management System supports the planning, delivery, monitoring and evaluation of all educational and business activities. It ensures that our qualifications, training programmes and support services are delivered professionally and consistently while complying with applicable legislation, awarding organisation requirements and recognised quality management principles.

Quality assurance is the responsibility of every employee. All staff members, trainers, assessors, Internal Quality Assurers (IQAs), consultants, administrative personnel and managers are expected to understand and implement this policy within their respective roles.

Through effective leadership, competent personnel and continuous improvement, PESS aims to maintain its reputation as a trusted provider of professional Health, Safety and Environmental education and consultancy services.

2. PURPOSE

The purpose of this policy is to establish a comprehensive framework for managing quality throughout Proactive Environmental & Safety Solutions (SMC-Pvt.) Ltd.





The policy provides guidance for planning, delivering, monitoring and continually improving education, training, assessment and organisational processes while ensuring compliance with awarding organisation requirements and recognised quality standards.

Specifically, this policy aims to:

- establish a consistent Quality Management System throughout the organisation;
- promote high standards of teaching, learning and assessment;
- ensure fairness, consistency and transparency in all organisational activities;
- maintain compliance with legal, regulatory and awarding organisation requirements;
- promote learner achievement, satisfaction and progression;
- encourage continual improvement through monitoring and evaluation;
- support staff development and professional competence;
- strengthen stakeholder confidence in PESS qualifications and services; and
- protect the integrity and reputation of the organisation.

3. SCOPE

This policy applies to all operational activities undertaken by Proactive Environmental & Safety Solutions (SMC-Pvt.) Ltd.

The policy covers:

- Accredited qualifications;
- Professional training programmes;
- Short courses;
- Corporate training;
- Consultancy services;
- Online learning;
- Classroom learning;
- Workplace learning;
- Assessment and certification;
- Learner support services;
- Administrative functions; and
- Quality assurance activities.





This policy applies to:

- Chief Executive Officer (CEO);
- Centre Coordinator;
- Tutors, Trainers and Assessors;
- Internal Quality Assurers (IQAs);
- Administrative Staff;
- Consultants;
- Contractors;
- Learners; and
- Employers, where applicable.

Every individual working for or on behalf of PESS shall comply with the requirements of this policy.

4. DEFINITIONS

For the purposes of this policy, the following definitions apply:

Quality Assurance (QA) is the systematic process of ensuring that education, training, assessment and organisational activities consistently meet established quality standards.

Quality Management System (QMS) refers to the collection of policies, procedures, processes and resources used by PESS to manage and continually improve quality.

Internal Quality Assurance (IQA) is the process of monitoring assessment decisions to ensure fairness, validity, reliability and consistency.

Learner means any individual enrolled on a qualification, training programme or professional course delivered by PESS.

Assessment refers to the process of measuring learner knowledge, skills and competence against specified learning outcomes and assessment criteria.

Continual Improvement means the ongoing process of identifying opportunities to improve organisational performance, learner satisfaction and service quality.





5. QUALITY PRINCIPLES

PESS has established the following quality principles to guide all organisational activities.

Learner Focus

Learners are at the centre of everything we do. We are committed to providing a supportive learning environment that encourages achievement, professional development and lifelong learning. We actively seek learner feedback to improve our services and ensure that training remains relevant, engaging and effective.

Leadership

Senior management demonstrates leadership by establishing quality objectives, providing appropriate resources and promoting a culture of professionalism, accountability and continual improvement. Management shall regularly review organisational performance to ensure quality objectives are achieved.

Professionalism

All employees are expected to demonstrate integrity, competence and ethical behaviour in the performance of their duties. Staff shall maintain professional standards, respect confidentiality and act in the best interests of learners and stakeholders.

Fairness and Equality

PESS is committed to providing equal opportunities for all learners and employees. Decisions relating to recruitment, assessment, learner support and certification shall be made fairly and without discrimination.

Evidence-Based Decision Making

Quality improvement decisions shall be based upon reliable information obtained through learner feedback, assessment data, internal audits, management reviews and other quality monitoring activities.

Continual Improvement

PESS recognises that quality is an ongoing process. We are committed to reviewing our systems, identifying opportunities for improvement and implementing corrective actions to enhance organisational performance and learner satisfaction.





6. ROLES AND RESPONSIBILITIES

Maintaining quality is a shared responsibility throughout the organisation.

Chief Executive Officer (CEO)

The Chief Executive Officer provides strategic leadership for the Quality Management System and is responsible for approving quality policies, ensuring adequate resources are available, promoting continual improvement and monitoring organisational performance.

Centre Coordinator

The Centre Coordinator is responsible for coordinating the implementation of the Quality Management System, maintaining quality documentation, monitoring compliance with organisational policies and supporting quality assurance activities across all departments.

Tutors and Trainers

Trainers are responsible for delivering learning programmes in accordance with approved specifications, supporting learner development, maintaining accurate records and participating in quality assurance and Continuing Professional Development (CPD) activities.

Assessors

Assessors shall conduct assessments fairly, consistently and objectively. They are responsible for maintaining assessment records, providing constructive learner feedback and cooperating fully with Internal Quality Assurance activities.

Internal Quality Assurers (IQAs)

Internal Quality Assurers are responsible for monitoring assessment decisions, conducting sampling activities, supporting assessors, promoting standardisation and identifying opportunities for improvement within the assessment process.

Administrative Staff

Administrative staff support the Quality Management System by maintaining learner records, managing documentation, coordinating communications and ensuring that organisational records are accurate, secure and accessible.

Learners

Learners are expected to participate actively in their learning, comply with organisational policies, submit authentic work, provide constructive feedback and maintain professional standards of behaviour throughout their programme.





7. QUALITY ASSURANCE FRAMEWORK

PESS has established a comprehensive Quality Management System (QMS) to ensure that all education, training, assessment and support services are planned, delivered, monitored and continually improved. The Quality Management System provides a structured approach to managing quality across every department and promotes consistency in the delivery of services.

The Quality Assurance Framework is based on the principle of continual improvement and includes regular monitoring, evaluation and review of organisational performance. The framework enables PESS to identify strengths, address weaknesses, minimise risks and implement improvement actions that enhance learner satisfaction and organisational effectiveness.

The Quality Assurance Framework includes, but is not limited to:

- Internal Quality Assurance (IQA) activities.
- Internal audits.
- Learner and employer feedback.
- Staff performance reviews.
- Standardization meetings.
- Assessment monitoring.
- External Quality Assurance (EQA) activities.
- Corrective and Preventive Actions (CAPA).
- Management Review Meetings.
- Annual policy reviews.

The outcomes of these activities should be analyzed and used to support informed decision-making and continual improvement throughout the organisation.

8. QUALITY MONITORING AND COMPLIANCE

PESS regularly monitors the effectiveness of its Quality Management System to ensure that organisational objectives are achieved and quality standards are maintained.

Monitoring activities shall include the following:

- Learner achievement and completion rates.
- Learner satisfaction surveys.





- Employer and stakeholder feedback.
- Assessment decisions and IQA reports.
- Internal audit findings.
- External Quality Assurance reports.
- Staff performance and Continuing Professional Development (CPD).
- Complaints, appeals and malpractice investigations.
- Risk assessments and improvement plans.

Any non-conformities or areas requiring improvement shall be addressed through documented corrective actions. Progress against improvement actions shall be monitored and reviewed until satisfactory completion.

Compliance with this policy is mandatory for all employees, consultants, contractors and individuals acting on behalf of PESS.

9. CONTINUAL IMPROVEMENT

PESS is committed to creating a culture where continual improvement is an integral part of everyday practice. Improvement opportunities shall be identified through:

- Internal and external audits.
- Learner feedback.
- Employer feedback.
- Staff suggestions.
- Management Review Meetings.
- External Quality Assurance recommendations.
- Performance monitoring.
- Risk assessments.
- Changes in legislation or awarding organisation requirements.

Where opportunities for improvement are identified, action plans shall be developed, responsibilities assigned and progress monitored to ensure improvements are effectively implemented.

The organisation encourages all employees to contribute ideas that improve quality, efficiency and learner experience.

10. RELATED POLICIES

This policy shall be read in conjunction with other policies within the PESS Quality Management System, including:





- PESS-POL-002 Internal Quality Assurance (IQA) Policy
- PESS-POL-003 Assessment Policy
- PESS-POL-004 Learner Appeals Policy
- PESS-POL-005 Learner Complaints Policy
- PESS-POL-006 Malpractice and Maladministration Policy
- PESS-POL-007 Recognition of Prior Learning (RPL) Policy
- PESS-POL-008 Reasonable Adjustments and Special Consideration Policy
- PESS-POL-009 Equality, Diversity and Inclusion Policy
- PESS-POL-010 Health and Safety Policy
- PESS-POL-011 Data Protection and Privacy Policy
- PESS-POL-012 Learner Recruitment and Admissions Policy
- PESS-POL-013 Staff Recruitment, Induction and Continuing Professional Development (CPD) Policy
- PESS-POL-014 Document Control and Records Retention Policy
- PESS-POL-015 Conflict of Interest Policy

11. REFERENCES

This policy has been developed with reference to recognised quality management principles and applicable requirements, including:

- ISO 9001:2015 – Quality Management Systems.
- Relevant Awarding Organisation Requirements.
- Qualification Specifications.
- Applicable National Legislation.
- PESS Quality Management System (QMS).
- Internal Policies and Procedures.

12. POLICY REVIEW

This policy shall be reviewed annually to ensure that it remains effective, current and aligned with organisational objectives, legislative requirements and awarding organisation expectations. An earlier review may be undertaken where:

- Changes in legislation occur.
- Awarding organisation issue revised requirements.
- Internal or external audit findings require policy updates.
- Organisational restructuring takes place.





- Significant risks or quality issues are identified.
- Senior Management determines that revision is necessary.

All revisions shall be approved by the Chief Executive Officer (CEO) before implementation.

DOCUMENT CONTROL

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1.0	01 January 2023	Initial issue of the Quality Assurance Policy.
2.0	05 June 2026	Policy reviewed and updated to strengthen the Quality Management System (QMS), support continual improvement and align with ISO 9001:2015 principles and recognised awarding organisation requirements.





REVIEW AND APPROVAL

This Quality Assurance Policy has been prepared by the Centre Coordinator and reviewed and approved by the Chief Executive Officer (CEO) of Proactive Environmental & Safety Solutions (SMC-Pvt.) Ltd. The policy applies to all employees, tutors, trainers, assessors, Internal Quality Assurers (IQAs), consultants, contractors and learners associated with PESS.

Prepared By	Position
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Reviewed and Approved By	Position
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End of Policy

