



Quality Policy MBKB

Quality for MBKB is what drives our products and services, MBKB are committed and passionate in providing the highest standard of Teaching, Learning and Assessment. Quality runs through every journey for every apprentice, employer and team member, we pride ourselves on creating and delivering quality training and experiences that assure all involved are able to make progress personally and professionally on a journey that is based on them and their needs.

To MBKB quality is excellent and prompt customer service, the highest standard of delivery and individually tailored programmes. With all of this in mind we aim to provide a service that allows all customers to feel fully valued and involved.

Our goals are based around three themes – Communication, Delivery and Innovation. These are identified in the Quality Management System. The Quality Management System is a working document that is updated and reviewed on an ongoing basis in line with the quality improvement plan.

Quality is assured through sampling activities, observations on all aspects of a learners journey end to end, Standardisations, Team meetings, sharing good practice and identifying improvements.

MBKBs goal is to be the training provider of choice and for this to be reflected in our delivery and feedback from those who form the MBKB team and apprentices/Employers. We aim to deliver training that really does meet the needs and requirements of individuals and work places as a whole, to engage learning and support with personal development as well as academic.

We provide support and development to our team, apprentices and employers that provides growth, confidence, employability, knowledge, skills and behaviours, enabling individuals to meet their goals and more.

MBKB is committed to providing an experience that will provide a strong and competent workplace/workforce and in turn produces individuals that are making positive impacts at work and in this personal life.

This policy is reviewed at regular senior team meetings to ensure its suitability and reflect on its relevance.