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PETM
Professional external training and management

PETM LTD
54 Toftland, Peterborough,
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QUALITY ASSURANCE POLICY

1. Policy Statement

PETM LTD is committed to maintaining the highest standards of quality, professionalism, and integrity across all areas of our business.
This includes the delivery of Driver CPC training, First Aid training, CPD-accredited e-learning, Transport Manager CPC training and refresher programmes, transport compliance audits, consultancy services, and HR support.

Our goal is to ensure that all learners, clients, and partners receive services that are consistent, compliant, and continuously improved in line with current legislation, awarding-body requirements, and industry best practice.

2. Objectives

PETM LTD will:

- Ensure that all training and consultancy services meet or exceed regulatory and client expectations.
- Promote continuous improvement through evaluation, feedback, and internal audits.
- Maintain compliance with relevant awarding bodies, including DVSA, JAUPT, and Pro Trainings UK.
- Ensure that all employees, trainers, and contractors understand and follow this policy.
- Embed quality principles within our operational, administrative, and management systems.

3. Scope

This policy applies to:

- All training and educational programmes delivered by PETM LTD;
- All audit and consultancy services provided to transport operators and corporate clients.
- All administrative, support, and management processes that underpin these services.

4. Training and Assessment Standards

All training delivered by PETM LTD shall be:

- Accurate, relevant, and aligned with current syllabi, industry standards, and legal requirements;
- Approved and registered with the appropriate awarding or regulatory body;
- Delivered under conditions conducive to effective learning and safety;
- Inclusive, accessible, and free from discrimination in accordance with our Equal Opportunities Policy;
- Updated immediately following any legislative or regulatory changes.

All trainers, assessors, and instructors shall be:

- Appropriately qualified and authorised to deliver their specific training programmes;
- Subject to annual quality-assurance observation and performance reviews;

- Provided with ongoing CPD and updates on new legislation, technology, and teaching methods;
- Required to uphold PETM LTD's values of Professionalism, Excellence, Trust & Transparency, and Mindset for Improvement.

5. Audits and Consultancy Services

All audit and consultancy activities shall be:

- Conducted objectively, impartially, and in accordance with relevant UK and international standards (e.g. DVSA Earned Recognition, FORS, ISO 9001:2015);
- Based on accurate evidence, transparent methodology, and documented findings;
- Reviewed through internal peer-checks to ensure consistency and accuracy;
- Delivered with complete confidentiality and professional integrity.

6. Administration and Record Keeping

All administrative processes will:

- Comply with the requirements of awarding and regulatory bodies;
- Be completed accurately, securely, and within published timeframes;
- Protect personal data in line with the UK GDPR and Data Protection Act 2018;
- Maintain full traceability of learner, audit, and consultancy records for the required retention periods.

7. Continuous Improvement

PETM LTD will:

- Collect feedback from learners, clients, and partners for evaluation;
- Monitor performance through audits, reviews, and key performance indicators;
- Implement corrective and preventive actions where improvements are identified;
- Review all policies, procedures, and materials annually or when legislation changes.

8. Responsibility and Review

Overall responsibility for quality assurance rests with the Managing Director, who ensures implementation, monitoring, and review.
All employees, trainers, and contractors share responsibility for maintaining these standards and reporting any concerns or opportunities for improvement.

This policy will be reviewed annually to ensure continued compliance with regulatory, awarding-body, and client requirements.

Reviewed and approved by:
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