The policy below should be signed by the Managing Director of the Company and be made publicly accessible.

AdSkills Certification Ltd

It is the policy of the Company that all activities are performed in accordance with these arrangements which provide assurances for the quality of services which it provides.

- To encourage employees to fully utilise their skills and capabilities, all managers will encourage and facilitate their team members to take responsibility for their own job-related training and development.
- Developing and continually improving the effectiveness of our quality management system.
- To identify and understand our customers' needs while continually improving on the services that we provide to them.
- To plan and provide resources which will enable the business wherever possible to meet all legitimate stakeholder's business needs both now and in the future.
- Ensuring any partners or suppliers are able to meet the Company's standards when supplying our customers' needs.
- Identifying, monitoring and reporting of customer satisfaction and internal control measures with a view to effecting continual improvement.
- To ensure all our products and services enhance safety and effectiveness of the customer and/or their clients, providing confidence in the Company's brand and any of its trading names.
- To ensure that business is and is seen to be conducted in an ethical, impartial and transparent way, giving confidence to the customer and the user of their services.
- The quality policy is communicated to all employees through training programmes, on-going open communication and monitored during internal audits. Such initiatives provide assurances that the policy is implemented at all levels of the organisation.
- Ensure that all data used, accessed and stored is dealt with in accordance with current data protection legislation and the Company are duly registered with the Information Commissioner's office.

Standards of Service as per ORD 10.2 b.	
Service	Target times
Offer of an assessment place from the point of initial request from candidate	2 working days
Time to process assessment results including internal verification and submission to the Certification Body	10 working days
As above but with express submission fee	5 working day
Certification body issue of certificate from receipt of a complete and valid portfolio	10 working days
Confirm receipt of Complaint / appeal within	5 working days
Deliver initial decision to complainant /appellant from the date of receipt	30 working days
Provide impartiality committee review / hearing date from receipt of the appeal.	20 working days

Name:	Jaspreet Gill
Position:	Director
Signature:	
Date:	21/01/2026

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