

SCOPE AND CONTEXT OF NLTG'S MANAGEMENT SYSTEM

Vision: To be widely acclaimed as an outstanding provider of highly responsive, top quality vocational education and training, raising aspirations, preparing all learners for their next steps and building brighter futures for them and the communities we serve.

Mission: To engage learner and employers in vocational education and training, supporting learners to progress enabling them to achieve their goals and that employers receive return on investment whilst having a positive impact on industry and the wider community.

Founded in 1969 we operate from our premises in Accrington, Oldham and Bury. We continue to deliver Apprenticeships (both Standards and Frameworks (levels 2 to 5), Traineeships, Job Centre Plus and Study Programmes predominantly in the North West of England and Yorkshire.

Our areas of expertise are in:

| | |
|-----------------------------------------------|----------------------------------------------|
| Furniture Manufacture | Information and Communications Technology |
| Glass Occupations | Catering and Hospitality related occupations |
| Digital Marketing | Improvement Techniques |
| Management and Team Leading | Employability |
| Business Administration | Customer Service related occupations |
| Warehousing and Logistics related occupations | Retail |
| English and Mathematics | |

Apprenticeships and Traineeships are delivered in employer's premises, with Study Programme and JCP provision being delivered at our premises. All current JCP programmes have been delivered by NLTG in our capacity as subcontractor to a main contractor. (e.g. Nelson and Colne College, The Growth Company).

Our business aims to meet the needs and expectations of our staff, learners, employers, main contractor (for JCP programmes), partners and the relevant Funding rule requirements (e.g. Education and Skills Funding Agency and European Social Funding) and Ofsted's Education Inspection Framework 2019.

To meet this aim NLTG shall maintain and continually improve our quality management systems as evidenced by continued quality external accreditations i.e.

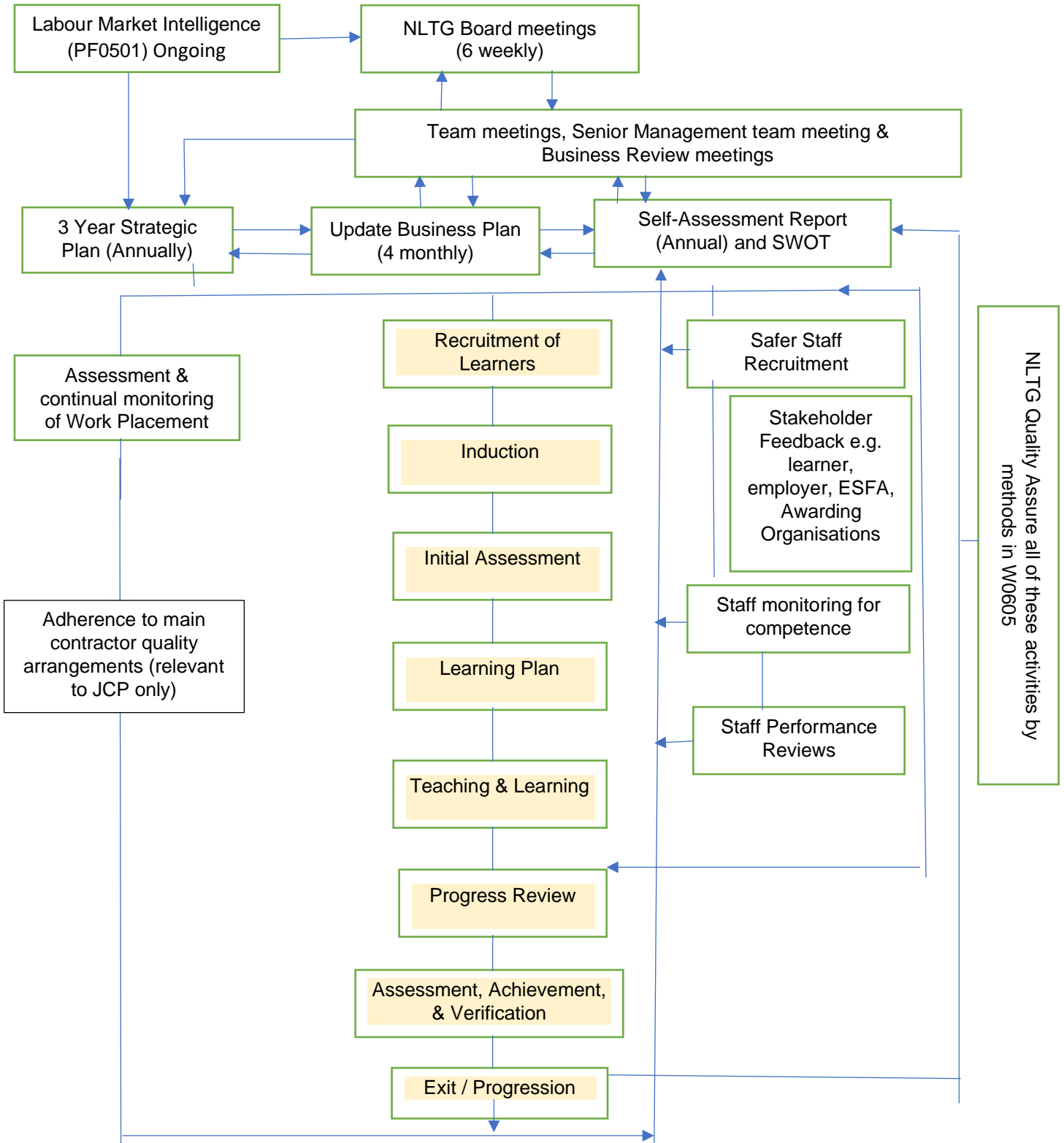
- Investors in People (3 year certification - successfully retained since 1993)
- ISO 9001:2015 Quality Management System – Scope: "Provision of Government and employer co-invested training" (3 year certification – equivalent standard successfully retained since 1994) and to which we do not have any exclusions related to this standard
- Matrix Standard Certification (3 year certification - successfully retained since 2006)

We are compliant to relevant legislation including:

| | |
|---------------------------------------------------------|--------------------------------|
| Health and Safety at Work etc. Act | Employment related legislation |
| Data Protection Act/ General Data Protection Regulation | Companies Act |

We employ competent and qualified in-house specialists to advise NLTG of compliance and of changes to relevant legislation and retain membership of other external organisations who can similarly advise on necessary compliance requirements e.g. AELP, regional and local Provider networks, CMI, IOSH.

The following provides an overview of NLTG's key processes (including Learner journey as highlighted below) and the subsequent inter-correlation of inputs and outputs.



NLTG Learners experience high quality pastoral support and information, advice and guidance throughout the above “journey”.

Reference: ISO 9001:2015 Clause 4.1,4.2, 4.3, 4.4, 5.1.2