



**HOPES SAFETY**  
**CONSULTANCY LLC SPC**

# Internal Quality Assurance Policy

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## 1. Introduction

**Hopes Safety Consultancy LLC SPC** is committed to maintaining the highest standards of quality across all its services, including training delivery, consultancy, and customer interactions. This Internal Quality Assurance (IQA) Policy ensures that our processes align with industry standards, customer expectations, and our mission of excellence.

## 2. Purpose

The purpose of this policy is to:

- Guarantee the consistent delivery of high-quality services.
- Ensure compliance with national and international accreditation requirements.
- Promote continuous improvement across all operational areas.

## 3. Scope

This policy applies to all:

- Training programs and certifications offered by the organization.
- Employees, trainers, and contractors involved in service delivery.
- Procedures related to planning, delivery, and evaluation.

## 4. Principles

**Hopes Safety Consultancy LLC SPC** is committed to:

- Ensuring uniform quality in all operations.
- Open and clear communication of quality assurance processes.
- Regularly reviewing and taking responsibility for the quality of our services.
- Using feedback and data to enhance our operations.

## 5. Roles and Responsibilities

- Responsible for overseeing the IQA process, monitoring compliance, and leading quality reviews.
- Deliver services in line with quality standards and participate in internal evaluations.
- Ensure adherence to quality policies and procedures.
- Conduct regular checks to validate the quality of training and assessments.

## 6. Key Components of Internal Quality Assurance

- Establish clear objectives and performance benchmarks.
- Design training programs and services aligned with client and accreditation requirements.
- Deliver training and consultancy services using qualified professionals.
- Ensure accessibility and inclusivity in all services.
- Conduct regular observations, audits, and evaluations of training sessions and operations.
- Use feedback from clients, participants, and stakeholders for improvement.
- Collect and analyze performance data.
- Compare outcomes against objectives to identify areas for development.
- Document findings from quality checks and audits.
- Share reports with relevant stakeholders to ensure transparency.

## 7. Quality Assurance Procedures

- Regular observation of trainers and assessors to ensure compliance with standards.
- Collecting feedback from participants and stakeholders via surveys, interviews, and reviews.
- Periodic meetings to review training practices and ensure consistency.
- Scheduled and unscheduled audits of training materials, delivery, and assessment.

## 8. Continuous Improvement

- Develop action plans to address identified areas of improvement.
- Provide training and development for staff to enhance skills and knowledge.
- Regularly update policies and procedures to reflect best practices and regulatory changes.

## 9. Compliance

This policy ensures adherence to:

- National and international accreditation standards.
- ISO 9001 Quality Management Standards (where applicable).
- Any additional requirements specified by regulatory bodies or clients.

## 10. Review and Updates

This policy will be reviewed annually or as required to ensure it remains relevant and effective. Changes will be communicated to all stakeholders.



**Director**  
**Hopes Safety Consultancy LLC SPC**