

## The Focus Quality Commitment to You

Quality is at the heart of our business purpose. That applies both to our clients' training and their complete course booking experience.

**Our courses are accredited by respected independent organisations**

Where there are exceptions this will be clearly stated and we will apply alternative quality assurance controls

**Our training partners are all experienced specialists**

These companies are themselves independently accredited and Focus also continuously reviews their success rates and customer satisfaction levels

**Our trainers are experienced and enthusiastic**

They will expect delegates to work intensively but in return they can be relied upon to deliver the course content effectively and to prepare delegates fully for exams where applicable

**Our trainers normally offer ongoing support to delegates**

Typically this is in the form of e-mail or phone support during the months following each course as they apply new skills in their work environment

**We seek feedback from every delegate**

We recognise that there is always scope for learning and improvement

***In the unlikely event that the booking process or your training does not run smoothly talk first with your Focus or training partner contact. If this is not successful your issue will immediately be elevated to a Focus director***

**When investing in personal or team skills development the ultimate test lies in performance improvement. We at Focus will do all we can to ensure you achieve that result**

**The Right Training**

**First Class Training Delivery**

**On-going Support and Guidance**

*Steve Twine*    Managing Director