UCQ UNIVERSITY CENTRE QUAYSIDE

Quality Policy Statement

Version: 5
Revision date: 21/07/2026

Due for review: 21/07/2028

Quality Policy Statement

UCQ have implemented a Quality Management System designed to meet the requirements of BS EN ISO 9001:2015 and to satisfy the requirements of our customers and other interested parties.

The organisation places great emphasis on continually improving its processes and services provided to levels that exceed the requirements of the customer and strives to build a culture of continuous improvement within the organisation. This is supported by internal auditing of our processes and through regular management team reviews.

We are committed to ensuring that this quality policy is understood and implemented by all employees by equipping them with the competencies needed in order to achieve this. We work to actively empower the work force so that everyone is responsible and accountable for the delivery of quality services. Our commitment to satisfy the requirements of our customers, stakeholders and legal or regulatory requirements are driven through our Academic Council and Regulatory Compliance Committee.

Our vision is to be a leading provider of further and higher education in England. Our mission is to enable all students, staff and organisations with whom we work, to achieve their potential.

We believe that the drive for total quality throughout the business is vital to future growth, development and success of the organisation.

As Principal/CEO I am fully committed to ensuring the implementation of and continual improvement of this Quality Management System.

Nick Mapletoft
Principal/CEO
University Centre Quayside Ltd
Tuesday 21st July 2026