

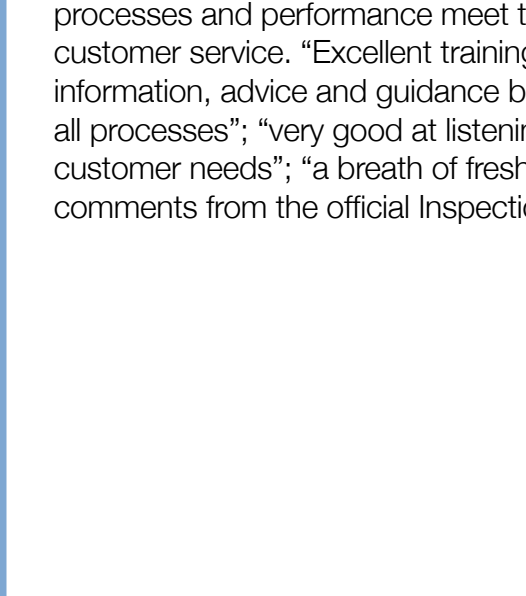
Quality Guarantee

We are committed to continuous improvement throughout the organisation, and are proud that we are independently recognised for our performance.

The plaudits we have gained are externally and independently certificated; we do not rely on internal assessment alone, although on an annual basis we carry out a self-assessment of our historical performance against the rigorous standards set by Ofsted for Work Based Training providers.

As testament to our high standards in training and assessment services, the quality of our provision was judged as “Good” by Ofsted at our very first inspection - few training organisations can boast that rare result. The Ofsted inspection report states “Pass rates are consistently excellent” and “Mitre’s relationships with employers are excellent”.

The nationally recognised Matrix Standard also certificated that our processes and performance meet the standard for good quality customer service. “Excellent training delivery”; “very high quality of information, advice and guidance before delivery and throughout all processes”; “very good at listening to and taking account of customer needs”; “a breath of fresh air” are just some of the comments from the official Inspection Report.



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Ofsted

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