

Quality Statement



“NEBOSH is a global leading provider of health, safety, wellbeing, environmental and risk management learning. We aim to communicate clear expectations to all Learning Partners and learners. We aim to provide excellent service to both our internal and external customers, and, as a Learning Organisation, we are committed to continual improvement, learning from our mistakes and achievements.”

This is achieved by:

- compliance with customer, legislative, regulatory and best practice requirements;
- establishing best practice NEBOSH Quality Management System (ISO 9001:2015).

Key elements of the NEBOSH Quality Management System are:

- robust policies and procedures which are consistently used and improved;
- the training, competence and empowerment of employees;
- proactively managed links with customers, stakeholders and regulators;
- rigorous change control, internal audit and self-assessment.

NEBOSH processes are subject to continual improvement through measurable quality objectives in relation to:

- customer satisfaction;
- awarding body processes;
- the effectiveness of our quality management system.

Quality objectives are agreed annually, involve the whole organisation and consist of:

- the Annual Business Plan;
- related milestones, key performance indicators (KPIs) and operational metrics;
- customer (as defined in the Business Plan) service level agreements (SLAs);
- business intelligence gathered from internal and external sources.

The policy and these objectives are:

- shared with all employees and (as appropriate) relevant interested parties to ensure understanding, effective participation and consistent delivery of high standards;
- subject to regular review for continuing suitability;
- receive proactive and participative support from the Chief Executive and Trustees.

Signed by the NEBOSH Chief Executive
Date: 17/10/2025

Andy Shenstone