QUALITY & TRAINING MANAGEMENT POLICY
Shatabdi NetBiz (SNBiz)
Policy Reference: SNBiz-POL-QTM-001
Version: 1.0
Effective Date: Upon Management Approval
Policy Owner: Chief Executive Officer
Review Frequency: Annually
Applicability: Management, Employees, Trainers, Assessors, Consultants, Contractors, and Relevant Service Providers

1. Policy Statement

Shatabdi NetBiz (SNBiz) is committed to delivering high-quality, professional, practical, and competency-based training, assessment, and business support services that meet applicable requirements and create measurable value for our clients, participants, and stakeholders.

We recognize that effective training is not merely the transfer of information but the development of knowledge, practical skills, professional attitudes, and behaviors necessary to achieve competent and responsible performance.

Our quality management approach emphasizes customer focus, professional competence, effective training methodologies, objective assessment, operational consistency, ethical conduct, and continual improvement.

We are committed to establishing and maintaining appropriate management processes that support consistent service quality, learner development, client satisfaction, and sustainable organizational performance.

Our Quality Commitment:
Beyond Training — Developing Competency, Improving Performance, and Delivering Excellence.

2. Policy Objectives

SNBiz is committed to:

1. Delivering training and assessment services that meet agreed client requirements and applicable professional standards.
2. Identifying training needs and developing relevant, measurable learning objectives.
3. Designing structured and practical training programs based on competency requirements.
4. Ensuring trainers and assessors possess appropriate qualifications, experience, and subject-matter expertise.
5. Applying effective, inclusive, and learner-centered training methodologies.
6. Maintaining fairness, consistency, validity, and impartiality in competency assessments.
7. Monitoring participant learning, practical performance, and training effectiveness.
8. Collecting and evaluating client and participant feedback.
9. Maintaining accurate training, assessment, and certification records.
10. Identifying service gaps and implementing corrective and preventive improvements.
11. Promoting innovation, digital learning, and continuous professional development.
12. Continually improving quality management processes and stakeholder satisfaction.

3. Leadership & Management Commitment

SNBiz management accepts responsibility for providing leadership, direction, and appropriate resources to support quality training and service delivery.

Management shall:

- Establish and communicate organizational quality objectives.
- Promote a culture of professionalism, accountability, and continuous improvement.
- Define responsibilities for training design, delivery, assessment, and quality assurance.
- Provide appropriate facilities, learning resources, and operational support.
- Review client requirements before accepting training assignments.
- Encourage evidence-based decision-making and risk-based planning.
- Support trainer development and performance improvement.
- Review quality performance and implement necessary improvements.

Quality shall be integrated into organizational planning, operational processes, and service delivery decisions.

4. Customer Focus & Training Needs Analysis

SNBiz recognizes that effective training begins with understanding the client's operational environment, competency gaps, and expected outcomes.

Before developing or delivering training programs, SNBiz shall seek to identify:

- Organizational training objectives.
- Relevant job roles and competency requirements.
- Participant experience and existing knowledge.
- Operational hazards and performance challenges.
- Applicable legal, regulatory, and industry requirements.
- Client-specific procedures and workplace conditions.
- Expected learning outcomes and assessment requirements.

Where appropriate, training needs shall be evaluated through consultation, observation, questionnaires, interviews, performance reviews, or competency assessments.

Training programs shall be designed to address identified needs rather than relying exclusively on generic course materials.

5. Training Design & Development

SNBiz is committed to developing structured training programs with clear learning objectives and appropriate content.

Training design shall consider:

- Course objectives and expected competencies.
- Participant profiles and entry requirements.
- Relevant technical and professional standards.
- Training duration and delivery methods.
- Theoretical and practical learning requirements.
- Training materials, equipment, and facilities.
- Appropriate assessment methods and evaluation criteria.
- Safety requirements and operational risks.

Training content shall be reviewed periodically to maintain accuracy, relevance, and alignment with applicable requirements.

Where client-specific customization is necessary, modifications shall be documented and communicated to relevant trainers and stakeholders.

6. Competency-Based Training Methodology

SNBiz believes that effective professional development requires participants to demonstrate the ability to apply knowledge and skills in real working conditions.

Accordingly, our training approach shall emphasize:

- Understanding relevant concepts and requirements.
- Demonstration of correct procedures and techniques.
- Supervised practical exercises.
- Scenario-based learning and problem-solving.
- Identification and correction of unsafe or ineffective practices.
- Performance feedback and coaching.
- Verification of learning outcomes through appropriate evaluation.

Depending on the training program, delivery methods may include classroom instruction, demonstrations, group discussions, simulations, case studies, practical exercises, and workplace-based assessments.
The balance between theoretical and practical learning shall be determined by course objectives, participant needs, and applicable competency requirements.

7. Trainer & Assessor Competency Management

SNBiz recognizes that the effectiveness of training depends significantly on the competence, professional conduct, and instructional capability of trainers and assessors.
We are committed to maintaining a multidisciplinary team of specialized trainers and industry professionals.

Trainer and assessor selection shall consider:

- Relevant technical qualifications and professional credentials.
- Practical industry experience.
- Subject-matter knowledge and competency.
- Instructional and communication capabilities.
- Knowledge of applicable safety requirements.
- Assessment skills and professional judgment.
- Ethical conduct and impartiality.

SNBiz shall seek to maintain appropriate records of trainer qualifications, experience, training, and professional development.
Trainer performance may be evaluated through participant feedback, classroom observations, practical assessment outcomes, and client evaluations.
Continuous professional development shall be encouraged to maintain technical currency and instructional effectiveness.

8. Training Delivery & Operational Control

SNBiz shall seek to ensure that training programs are delivered in a consistent, professional, and controlled manner.
Relevant arrangements shall include:

- Confirmation of course schedules and participant requirements.
- Verification of training venues, equipment, and learning resources.
- Assignment of competent trainers and assessors.
- Communication of course objectives and participation expectations.
- Delivery of approved or appropriately reviewed training content.
- Monitoring of participant attendance and engagement.
- Provision of necessary safety briefings.
- Documentation of training completion and relevant observations.

Any significant deviation from agreed training arrangements shall be reviewed and communicated to the appropriate responsible parties.

9. Practical Training & Safety Assurance

Practical training activities, particularly those involving vehicles, industrial equipment, and access equipment, shall be planned and conducted with appropriate safety controls.
SNBiz shall seek to ensure:

- Suitable risk assessments are completed before practical activities.
- Training equipment is appropriate and in safe operating condition.
- Participants receive relevant safety instructions.
- Practical activities are supervised by competent personnel.
- Appropriate PPE and protective measures are used where required.
- Training environments and operational boundaries are adequately controlled.
- Unsafe activities are stopped until necessary corrective measures are implemented.

Training quality and occupational safety shall be treated as complementary requirements.

10. Competency Assessment & Evaluation

SNBiz is committed to ensuring that competency assessments are fair, objective, transparent, and based on relevant performance requirements.

Assessment arrangements shall seek to ensure:

- Clear assessment objectives and criteria.
- Appropriate methods for evaluating knowledge and practical skills.
- Consistent application of assessment standards.
- Competent and impartial assessors.
- Accurate recording of assessment results.
- Appropriate feedback to participants.
- Identification of competency gaps and development needs.

Assessment methods may include written tests, oral questioning, practical demonstrations, observation, simulations, and workplace performance evaluations.
Assessment decisions shall be based on demonstrated evidence of competency rather than attendance alone, except where a course is explicitly designated as attendance-based.

11. Certification & Record Integrity

SNBiz recognizes that the credibility of training and assessment certificates depends on accurate records and appropriate issuance controls.
We are committed to:

- Issuing certificates only when the relevant course completion or assessment requirements have been met.
- Clearly distinguishing between participation, training completion, and demonstrated competency.
- Maintaining accurate participant and assessment records.
- Preventing unauthorized alteration or falsification of results.
- Protecting certificate information against misuse.
- Maintaining appropriate verification arrangements.
- Correcting identified documentation errors through controlled procedures.

Certificates shall accurately describe the training or assessment undertaken and shall not imply qualifications, licenses, or regulatory authorizations beyond their actual scope.

12. Learning Effectiveness & Performance Improvement

SNBiz recognizes that successful training should contribute to meaningful improvements in workplace performance.

Where appropriate, training effectiveness shall be evaluated through:

- Pre-training and post-training knowledge assessments.
- Practical competency demonstrations.
- Participant feedback.
- Trainer observations.
- Client evaluations.
- Workplace performance indicators.
- Follow-up assessments or refresher training.

For safety-related training, relevant indicators may include improved hazard recognition, safer operational behavior, reduced procedural errors, and stronger compliance with established safety practices.

SNBiz shall seek to use evaluation findings to improve training design, instructional methods, and future learning outcomes.

13. Client Feedback & Satisfaction

SNBiz values constructive feedback as an essential element of service improvement.

We shall encourage clients and participants to provide feedback regarding:

- Training relevance and usefulness.
- Trainer knowledge and delivery effectiveness.
- Training materials and learning resources.
- Practical training arrangements.
- Assessment fairness and clarity.
- Administrative support and communication.
- Overall service quality.

Feedback, complaints, and improvement suggestions shall be reviewed and addressed proportionately.

Significant service concerns shall be investigated, and appropriate corrective actions shall be implemented.

14. Document Control & Information Management

SNBiz shall seek to maintain appropriate controls over documents and records relevant to training quality and service delivery.

These may include:

- Training proposals and approved course outlines.
- Training needs analysis records.
- Lesson plans and training materials.
- Trainer and assessor competency records.
- Participant registration and attendance.
- Assessment criteria and results.

- Certificates and verification records.
- Client feedback and evaluation reports.
- Corrective action and improvement records.

Documents shall be reviewed and updated as necessary to ensure relevant personnel have access to appropriate information.
Confidential and personal information shall be handled responsibly and in accordance with applicable requirements.

15. Supplier & External Service Quality

Where SNBiz uses external trainers, consultants, venues, equipment providers, or other service partners, appropriate quality and safety requirements shall be considered.
Selection and performance evaluation may include:

- Technical competence and relevant experience.
- Service reliability.
- Quality of facilities and equipment.
- Safety performance.
- Compliance with applicable requirements.
- Professional conduct.
- Client and participant feedback.

External service arrangements shall not compromise SNBiz's commitment to quality, competency, safety, and ethical conduct.

16. Risk-Based Quality Management

SNBiz shall consider risks and opportunities that may affect the quality and effectiveness of training and assessment services.
Potential risks include:

- Inadequate training needs analysis.
- Outdated or inaccurate course content.
- Insufficient trainer competency.
- Equipment failure or unsuitable facilities.
- Inconsistent assessment practices.
- Incomplete training documentation.
- Miscommunication of client requirements.
- Delays in training delivery.
- Inaccurate certification records.

Appropriate controls and contingency arrangements shall be established according to the significance of identified risks.

17. Quality Monitoring & Performance Indicators

SNBiz shall seek to monitor relevant indicators of service quality and training effectiveness.
These may include:

- Client satisfaction and feedback.
- Participant satisfaction.
- Training completion rates.
- Competency assessment outcomes.

- Trainer performance evaluations.
- Course content review and update status.
- Training-related safety incidents.
- Complaints and corrective action closure.
- Accuracy and timeliness of certification.
- Repeat business and client retention.

Quality objectives and performance targets shall be established and reviewed based on organizational priorities, client requirements, and available resources.

18. Nonconformity & Corrective Action

Where training, assessment, documentation, or service delivery fails to meet applicable requirements, SNBiz shall seek to identify and address the nonconformity.

The process shall include, as appropriate:

1. Identification and documentation of the issue.
2. Assessment of its significance and potential impact.
3. Immediate correction or containment where necessary.
4. Investigation of underlying causes.
5. Implementation of corrective actions.
6. Verification of corrective action effectiveness.
7. Communication of relevant lessons learned.

The purpose of corrective action is to prevent recurrence and strengthen organizational performance.

19. Continuous Improvement & Innovation

SNBiz is committed to continually improving its training methodologies, assessment systems, learning resources, and organizational processes.

Improvement initiatives may include:

- Updating training content based on industry developments.
- Introducing new practical learning techniques.
- Enhancing digital training and assessment tools.
- Improving certificate verification and record management.
- Strengthening trainer professional development.
- Applying feedback and lessons learned.
- Expanding training accessibility and learner engagement.
- Reviewing emerging technologies and relevant professional standards.

Innovation shall be evaluated based on its contribution to learning effectiveness, service quality, operational efficiency, and stakeholder value.

20. Compliance With Applicable Requirements

SNBiz is committed to fulfilling applicable legal, regulatory, contractual, and professional requirements relevant to its services.

Our quality management approach is informed by recognized management principles, including ISO 9001:2015.

Relevant course-specific standards, client requirements, and industry guidance shall be considered during training design, delivery, and assessment.

21. Policy Communication & Review

This policy shall be communicated to relevant employees, trainers, assessors, consultants, and service partners.

It shall be made available to clients and interested stakeholders as appropriate.

Management shall review this policy at least annually, or earlier where significant organizational, regulatory, operational, or service-related changes occur.

22. Management Declaration

Shatabdi NetBiz believes that the true value of professional training lies in its ability to develop competent individuals, improve workplace behavior, strengthen organizational performance, and contribute to safer and more productive environments.

We are committed to maintaining professional excellence through competent trainers, effective learning methodologies, reliable assessment processes, transparent certification practices, and continuous improvement.

Our commitment is not simply to deliver training, but to develop demonstrable competency and lasting professional value.

Beyond Training — Developing Competency, Improving Performance, and Delivering Excellence.

For and on behalf of Shatabdi NetBiz (SNBiz)

Approved By: Chief Executive Officer

Signature: _____

Approval Date: _____

Next Review Date: _____

This policy becomes effective following formal management approval and communication to relevant personnel.