



Quality Policy Statement

The General Manager/quality manager and staff of SANDE are unconditionally committed to the development, implementation, maintenance and continual improvement of an effective and professional training and learner management system (including impartiality), which complies with the requirements of SANAS, ISO 17024:2012 and ISO 9001:2015, including managing conflict of interest and ensuring objectivity in all activities.

SANDE Quality System has been developed in accordance with ISO 17024:2012 and quality and excellence are the foundation for the management of our company and the keystones of our goal of customer satisfaction. It is therefore the policy of the School of Applied Non-Destructive Examination to provide learners with exemplary instruction and training to International and National NDT specifications and requirements.

This will be carried out in a safe and quality conscious environment and in a manner, which is to the best advantage of the client and the Company in performance and monetary terms.

Customer satisfaction and quality are achieved by operation in accordance with the documented quality system. SANDE is committed to satisfy specific customer requirements and will identify these documents during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customers declared needs.

SANDE recognises the need to create a culture of inclusion where differences are valued and acknowledges the value everyone brings. SANDE is committed to building understanding and encouraging reflection particularly around racism in the workplace.

SANDE adheres to principles of fairness and due process and endorses the principles of equal opportunity. It shall not discriminate or deny opportunity to anyone on the grounds of national or ethnic origin, gender, age, religion, marital status, sexual orientation, or disability.

SANDE supports a zero-tolerance stance about all forms of racial discrimination, overt or covert, on its premises. For the purposes of this policy, racial discrimination means:

any distinction, exclusion, restriction, or preference based on race, colour, language), descent, national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment, or exercise, on an equal footing, of human rights and fundamental freedoms in the economic, social, cultural or any other field of public life. Racial discrimination is not limited to the above but also includes the perpetuation of practices and procedures that are entrenched by the existing power-imbalances brought about by apartheid.

SANDE will endeavour to create a psychologically “safe working” environment and any staff or student found to be in contravention of this policy will be subjected to the disciplinary procedures of SANDE and/or national regulations.

The provisions of this policy apply to SANDE staff, students and third parties, including but not limited to clients, customers, and business contacts, accessing SANDE.

SANDE acknowledges the seriousness of the HIV/AIDS epidemic, particularly in sub-Saharan Africa. As well as supporting national efforts to reduce the spread of infection and minimise the impact of the disease, we are concerned about the impact of the epidemic on the health and wellbeing of our employees and their immediate families.

We unequivocally recognize the vital role which learner management systems (LMS) represent in supporting our business objectives, and in demonstrating the competency, quality and standard of services of our Training and Certification programs.

The managing director/quality manger will ensure that the details of the LMS, as well as customer and statutory and regulatory requirements, relevant to the purpose, scope, applicability, responsibility and authority are communicated, understood, implemented and maintained by all members of our staff.

Our quality policy and documented quality management system (including LMS) is directed at achieving the following objectives.

- Providing agreed levels of quality, integrity and service by fully understanding our customers' needs and requirements, by maintaining the capability of attaining them.
- To continually strive to improve our training/teaching practices and the standard of service deliverables supplied by the Training Facility.
- Recognition as a reliable, competent and professional Training Facility by our customers, peers, third party inspectorates and certification / accreditation authorities.
- Ensuring that our operating costs are minimised through the planned systematic management of all our activities.
- Introducing and maintaining relevant training for all our staff, for the benefit of all stakeholders.
- To stay informed on regulatory and statutory requirements applicable to our business and employees.



Abbey Knight
General Manager
SANDE



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