

ICA | CLTI Quality Policy

Version 4.1

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Approved By	Rob Phillipson Managing Director
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Policy Statement

International Compliance Association is the leading professional body for the global regulatory and financial crime compliance community, and CLTI is the education partner for STEP, delivering world class, globally recognised training and qualifications in the field of wealth management. We are committed to enhancing the knowledge, skills, and behaviour of professionals and practitioners in countries across the world.

It is the policy of ICA Commercial Services under the brands of ICA and CLTI to:

- where stated, work with and meet the quality assurance standards of Alliance Manchester Business School, the University of Manchester, to provide a portfolio of internationally recognised professional qualifications and assessments.
- work together with STEP to develop a suite of qualifications and training courses under the CLTI brand, promote education and high professional standards among our members.
- develop high quality, up to date, relevant and engaging content that meets the needs and expectations of our students, members, and clients.
- be customer focused, providing excellent customer service, effectively responding to, and addressing all concerns and complaints in a timely manner.
- provide the necessary resources to achieve our quality objectives, including fully trained and competent staff, as well as a safe and suitable working environment.
- comply with all applicable legal and regulatory requirements.

Senior management is committed to the continuous improvement of the quality management system and will review processes and activities to enable this. Quality objectives are reviewed twice annually during a management review, with new quality objectives being set each financial year to align with strategic objectives as required.

This policy will be communicated to all members of staff during induction and will be made available to interested parties upon request. Updates to the policy will be communicated via SharePoint.