

PRI Academy Quality Assurance Policy

The PRI Academy's Quality Assurance Policy outlines our belief and commitment to continual improvement. Improving our services is an integral part of our operation and aligns with our aim to provide learners the highest standard in ESG learning. The PRI Academy aims to be global leader in online responsible investment training.

Quality Assurance Process

The PRI Academy regularly reviews the quality of service it provides, through customer feedback mechanisms and self-evaluation. In addition, the PRI Academy reviews its own internal processes and quality standards and seeks to improve at all opportunities.

All staff members of the PRI Academy are responsible for the implementation of the Quality Assurance Policy and are measured on the quality of product and service provided by the business. The Head of Operations is responsible for an annual review of the policy.

Areas of focus for Quality Assurance

The PRI Academy aims to work at a high standard of operation and provide an excellent service to clients and candidates. The PRI Academy focuses on the following key areas:

- The level of customer service provided to clients and candidates
- The quality of courses in terms of both user experience and content
- To provide internal feedback from client and candidate interactions
- To regularly train and develop PRI Academy staff to further increase quality

Quality Standards

- The PRI Academy is subject to ISO 14001:2004 Management Standard
- The PRI Academy financial accounts are audited annually
- The PRI Academy is a division of [PRI Enterprises Ltd](#), subject to laws of England & Wales
- PRI Enterprise Ltd is a wholly owned subsidiary of the [PRI Association](#)
- PRI Association is in partnership with [UNEP Finance Initiative](#) and [UN Global Impact](#)

Governance

- The PRI Academy and its employees are subject to internal Key Performance Indicators (KPIs)
- The PRI Academy performance is reported to the parent, PRI Association on a monthly basis, directly to the Chief Operating Officer
- Client feedback is taken at every opportunity and optional surveys are deployed to all candidates completing their courses

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