Quality Management Policy

Document type	Policy
Document owner	Ignite Talent Group Ltd
Approved by	Nicholas Ryan, Director
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This policy states the corporate position for clients, candidates, workers, suppliers and stakeholders as applicable.

Quality Management Policy

Quality in recruitment is measured by accuracy, responsiveness, compliance, candidate care, client satisfaction and evidence-backed delivery. Ignite's quality approach is designed to support repeatable recruitment service delivery and reliable client assurance.

Purpose

This policy sets out how Ignite manages quality in recruitment operations, client delivery, candidate representation, documentation and continuous improvement.

It is a group policy and applies to all verticals.

Scope

This policy applies to Ignite Talent Group Ltd and to each Ignite recruitment vertical where the policy is relevant to its operations, client work, candidates, workers, consultants, employees and supply-chain relationships.

Where a vertical has a sector-specific requirement, that requirement should be read with the relevant appendix or operational procedure. Construction-specific controls are applied more rigorously where client sites, labour supply, temporary assignments, training evidence or framework onboarding require additional assurance.

Policy commitments

- Understand client requirements before submitting candidates or workers.
- Maintain accurate candidate records and client instructions.
- Use consistent checking, approval and escalation processes.
- Respond promptly to complaints, errors or quality issues.
- Review outcomes and improve processes based on evidence.
- Avoid unsupported statements in client submissions, client evidences or public materials.

Responsibilities

Directors and senior leaders

- Set the policy direction, provide resources, and maintain accountability for the governance framework.
- Ensure material risks are reviewed and that controls remain proportionate to the size, risk profile and vertical activity of the group.

Managers and consultants

- Apply the policy in day-to-day recruitment, client, candidate and worker interactions.
- Keep records accurate and escalate gaps, concerns or client requirements promptly.

Employees, workers and representatives

- Act honestly, follow approved processes, protect confidential information and report concerns without delay.

How this policy is applied

Client requirement capture

Consultants should capture role requirements, location, pay, duration, status, reporting lines, compliance needs, start date and any mandatory checks before shortlisting.

- Record role instructions in the approved system.
- Confirm changes promptly.
- Escalate unusual or high-risk requirements.

Candidate matching and submission

Candidate submissions should be relevant, accurate and supported by evidence where required. CVs and profiles should not be altered in a misleading way.

- Check availability and interest before submission.
- Verify critical credentials where required.
- Disclose limitations or outstanding checks.

Document and evidence control

Policies, certificates, insurance documents, ICO evidence, training records and client evidence packs should be stored in approved locations and kept current.

- Use standard naming conventions.
- Archive superseded documents.
- Keep evidence linked to client requirements.

Complaints and corrective action

Quality issues should be recorded, assessed and resolved. Root causes should be considered where issues recur.

- Maintain complaint logs.
- Agree corrective actions and owners.
- Review trends at management level.

Continuous improvement

Ignite will review lessons from client evidences, framework applications, complaints, compliance checks and client feedback to improve systems and documents.

- Update templates where issues arise.
- Train consultants on recurring compliance gaps.
- Review policy effectiveness annually.

Records and evidence retained

- Client requirement notes.
- Candidate submission records.
- Quality issue and complaint records.
- Corrective action logs.
- Policy and evidence registers.
- Management review notes.

Reporting concerns

Questions, concerns or requests for further information should be raised through the relevant manager or through the group compliance contact at compliance@ignitetalentgroup.co.uk.

Concerns involving wrongdoing, unsafe practice, exploitation, bribery, unlawful discrimination, data protection or serious non-compliance may also be escalated under the Whistleblowing and Speak-Up Policy.

Approval and review

Approved by	Nicholas Ryan
Position	Director
For and on behalf of	Ignite Talent Group Ltd
Date approved	12 June 2026
Approval method	Approved electronically
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