



Policy

Quality Policy

Owner: Head of Quality and Continuous Improvement

Ascent Flight Training (Management) Limited

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Quality Policy	QMS Ref:	POL/QMS/001
	COE / Service:	QMS
	Revision:	2A

Date	Rev	Reason for Issue / Revision	Author	Reviewer	Approver
01/05/26	2A	Appendix 1 added	P Millichip	T. Durston	M Templeton
01/04/26	1D	Annual review	P Millichip	T. Durston	M Templeton
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20/02/23	1A	Initial Issue	YR	TJ	RB

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1. Purpose

This Quality Policy outlines our commitment to delivering high-quality flight training services in accordance with ISO 9001:2015 standards. It serves as the foundation for our Quality Management System (QMS) and guides our continuous improvement efforts.

2. Scope

This policy applies to all training operations including ground school, simulator training, flight instruction, maintenance of training aircraft and administrative support. The Ascent QMS, its digital platform and the methodology on which it is based:

- Is fully aligned with our strategic direction,
- Is easily accessible and applies to everyone across the Company,
- Enables us to provide products & services that satisfy all customer, regulatory & statutory requirements,
- Is a baseline for continuous improvement,
- Is the single source of truth and connects all working procedures, standards and systems we are required to follow, and
- Enables us to deliver on our Values.

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3. Quality Commitment

Ascent is committed to delivering exceptional, safe, and customer-focused training experiences that empower students to achieve their goals. We uphold the highest safety standards, employ skilled professionals, and continuously improve our programs to ensure excellence. By fostering trust and satisfaction, we aim to retain our valued students while growing our reputation as the premier choice for training in aviation. We will achieve this through a Quality Policy that focuses on our five business objective areas as specified in our Balanced Business Scorecard illustrated in Figure 1 and our Excellence, Flexibility, Sustainability and Growth Initiatives which are available to all staff within the Ascent Business Plan.

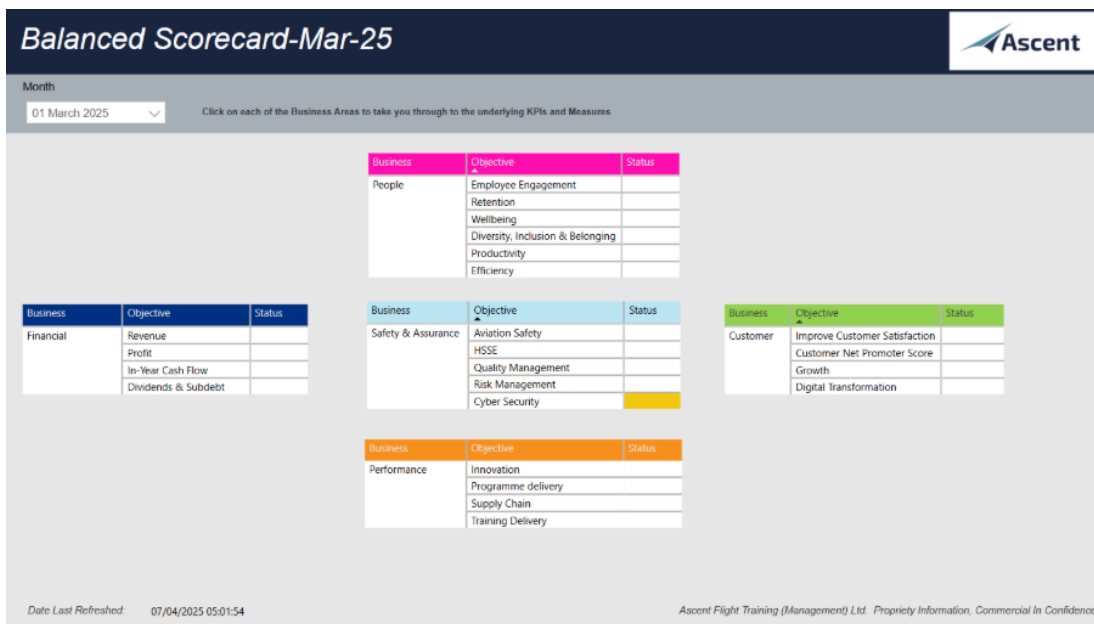


Fig 1 – Balanced Business Scorecard

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4. Quality Objectives

We focus our quality objectives to satisfy our tactical and strategic needs. Every employee has the accountability for delivering on their commitments, maintaining compliance and for ensuring that the expected level of quality is achieved. We are all the first line of defence for assuring quality, proactively shaping the Ascent QMS to reduce risk and drive efficiency and effectiveness.

Objective Theme	How will we achieve this?
Improve Customer Satisfaction	<ul style="list-style-type: none"> • Student Pass Rate • Annual Customer Survey • Student InVal • Candidate Change • Courseware Enhancements
Improve Process Management & Compliance	<ul style="list-style-type: none"> • Audit Program • QMS Training & Awareness • Quality Reporting Form (QRF) • Non-Conformance Management incl. CAPA
Foster a Continuous Improvement Culture	<ul style="list-style-type: none"> • SQCDPE • Daily Management • Continuous Improvement Forms • Problem Solving Training • Learning From Experience (LFE)
Foster a Quality Culture & Improve QMS Engagement	<ul style="list-style-type: none"> • ISO9001 Training & Awareness • Quality Policy Comms • Lead Audit Training & Development

5. Compliance & Standards

We adhere to:

- CAA/EASA/FAA regulations (where applicable)
- ISO 9001:2015 Quality Management System principles
- Internal Quality Policy & Standard Operating Procedures
- Safety Management System (SMS) protocols

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6. Continual Improvement

- Encouraging feedback from students, staff and customers
- Management of Balanced Business Scorecard
- Reviewing performance metrics regularly
- Driving improvements into process standards
- Implementing Corrective & Preventive actions and robust problem-solving
- Learning from Experience
- Investing in modern training tools & aircraft

7. Competence and Professionalism

We maintain a team of qualified professionals by:

- Providing ongoing training and development.
- Promoting a culture of excellence and accountability.
- Ensuring staff are equipped to deliver high-quality instruction.

8. Policy Review and Communication

- Communicated to all employees and relevant stakeholders.
- Reviewed annually for continued suitability and effectiveness.
- Available to interested parties upon request.

9. Appendix 1 – Quality Policy Statement

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QUALITY POLICY STATEMENT - ASCENT FLIGHT TRAINING

10 Our Commitment

Quality and safety are integral to everything we do and is the responsibility of **every member of the organisation**.

Ascent Flight Training is committed to providing safe, compliant, and high-quality flight training that consistently meets:

- Customer, student, and stakeholder requirements
- Applicable aviation regulations (CAA / EASA / UK CAA as appropriate)
- ISO 9001:2015 Quality Management System requirements

11 We Will Achieve This By:

- Maintaining a robust Quality Management System (QMS) aligned with ISO 9001:2015
- Ensuring regulatory compliance with all applicable aviation & flight training standards
- Providing competent instructors, staff & resources appropriate to our scope of training
- Setting and reviewing measurable quality objectives
- Monitoring performance, conducting audits, and addressing risks and opportunities
- Committing to continual improvement through data, feedback, & review.

12 Our People

We ensure all personnel are:

- Appropriately trained, qualified, and competent
- Aware of this Quality Policy and their role in achieving it
- Empowered to contribute to quality, safety, and improvement.

13 Our customers

We strive to:

- Deliver training that meets or exceeds customer expectations
- Support student progression, satisfaction, and safe outcomes
- Build long-term relationships based on professionalism and trust

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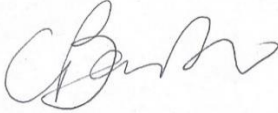
14 Leadership Commitment

Senior management takes full accountability for the effectiveness of the Quality Management System and ensures this policy is:

- Communicated
- Understood
- Implemented
- Reviewed regularly for continuing suitability

Managing Director Approval

I confirm my commitment to this Quality Policy and to the continual improvement of the Quality Management System.

Name	Chloe Barker
Position	Managing Director
Signature	
Date	13/05/2026