



## Mission Statement

*“To deliver high-quality, bespoke education and training programmes that bridge knowledge gaps, build confidence, and support every learner to achieve their potential.”*

### How We Plan to Achieve This

DRL Services Ltd (“DRL”) is committed to providing high-quality, flexible training that develops the skills, knowledge, and behaviours of every learner. We are open and honest in all that we do and are dedicated to delivering what we promise.

### Our Approach to Delivery

Our programmes are designed primarily for online and blended delivery, ensuring access for learners balancing employment, study and personal commitments. Where face-to-face interaction supports learning outcomes, this is planned purposefully. Every learner receives a programme tailored to their individual starting point, job role, and career goals.

### Teaching, Learning and Continuous Improvement

We are passionate about making learning relevant, stretching and rewarding. Our staff bring both subject expertise and professional training practice to every interaction, underpinned by ongoing continuing professional development. We actively encourage learner participation and create an open, inclusive environment in which questions and contributions are welcomed at all times.

### Working with Employers

We work collaboratively with employers to design and deliver training that has direct impact in the workplace. Learner and employer feedback is reviewed regularly to drive continuous improvement across all aspects of our provision, in line with our Quality Assurance Policy.

### Our Commitments

Our commitment to equality, diversity and inclusion, learner safety and wellbeing, British Values, safeguarding, and information, advice and guidance is detailed in full within our Equality, Diversity & Inclusion Policy, Safeguarding Policy, Prevent Policy, Learner Support Policy, and CEIAG Policy.

*“The beautiful thing about learning is that no one can take it away from you.” – B.B. King*