

Quality
Assurance
Procedure

GMTS (Tayside) Ltd.

“You can be certain that we will do our utmost to make sure that you have the best instruction we can offer, in a safe environment, for the lowest cost, and with the biggest amount of FUN we can fit in!!”

We Promise:

1. To review our Policies every year, to ensure that they are effective and current
2. To monitor our Instructors at least every 3 months in line with the recommendations of the Motorcycle Approved Training Body (ATB) Manual
3. To calculate our test pass rates and strive to improve them by 2% on a yearly basis
4. To collect feedback from our clients by text, email, Google review and phone, as well as on Feedback forms, and action any points raised by this within 3 months.
5. To keep up-to-date with all advice and amendments within the Motorcycle Training Industry.
6. To hold your data in accordance with our data protection policy, to ensure it is kept securely and destroyed by shredding/burning/deleting no more than 6 months after your last training appointment or expiry of CBT
7. To have a meeting of all staff at least 3 times a year to ensure a cohesive team approach.

