

Procedure Name:	GCA Educational Organisation Management System (EOMS) Policy		
Procedure Number:	GCAOP-001 Rev. 0		
Implementation Date:	21 Oct 2026		
Author:	Michael Henderson 	Date:	11 Oct 2026
Approved by:	Shanaka Fernando 	Date:	20/10/26
Last revised by:	-	Date:	-

1. GCA Educational Organisation Management System (EOMS) Policy

Aurora21 sets out the strategic goal to “Strengthen the GAC way of doing business across the Group.”

To support this, the Academy provides GAC employees with high-quality training that drives improved service levels, competency, and business performance.

The GAC Academy delivers structured, engaging courses that support measurable outcomes and enable standardisation and higher service levels across the Group.

As part of GCA’s charter, we are committed to the following core areas, supported by the actions required to meet applicable ISO 21001:2025 requirements:

- Design and deliver high-quality training that enhances competency, improves service quality, and ensures adherence to core processes.
 - Delivering effective learning and development programmes that enhance employee competence, service excellence, operational effectiveness, and business performance.
 - Establishing and reviewing learning, quality, and strategic objectives that support the purpose, mission, vision, and strategic direction of the GAC Group.
 - Promoting learner engagement, inclusiveness, measurable learning outcomes, and evidence-based decision-making.
 - Monitoring and applying relevant learning, scientific, technological, and industry developments to enhance learning effectiveness and the learner experience.
- Provide a structured onboarding experience, ensuring the right training reaches the right employee at the right time.
 - Conducting learning activities in a socially responsible, ethical, inclusive, and sustainable manner.
 - Meeting the needs and expectations of learners and other relevant interested parties.
 - Providing the resources, infrastructure, and learning environment necessary to achieve intended learning outcomes.
- Support adoption of Group systems, processes, and standards across all business areas.
 - Establishing, implementing, maintaining, and continually improving an Educational Organisation Management System (EOMS) in accordance with ISO 21001:2025.
 - Meeting all applicable statutory, regulatory, contractual, and organisational requirements.
 - Protecting learning information, intellectual property, and learning resources.

This policy provides the framework for setting, reviewing, and achieving GCA’s learning and development, quality, and strategic objectives. It shall be maintained within the EOMS, communicated and applied across the organisation, made available to relevant interested parties, and periodically reviewed to ensure continued suitability, effectiveness, alignment with GAC Group strategy, and compliance with ISO 21001:2025.

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2. Definitions

Term	Definition
GCA	GAC Corporate Academy or the Academy, the Group function established to providing training throughout the GAC organisation.
Employee	Anyone employed by GAC and eligible for training, including sub-contractors
Learner	Synonymous with Participant, anyone enrolled in a course provided by the GCA.
GCA Charter	The GCA's foundational document that sets out the purpose, Aims, objectives and functions of the Academy.