

Quality Assurance

Quality is assured through robust testing of materials and a comprehensive onboarding and CPD programme for trainers. It is maintained through a well structured delivery programme and an ongoing monitoring process.

Where applicable training for professionals are independently CPD accredited

Trainers use materials designed and tested by our creative team. Once completed the resources are not changed unless they go through a further testing and development process. This ensures that the message is consistently delivered as written.

Our training team receives training in all aspects of delivery including the content, delivery techniques and the evidence base that underpins our resources. We ensure our team is trained to understand the 'how' as well as the 'what' and the 'why'.

Finally the team is monitored with ongoing observations from senior colleagues including unannounced observations.

Post activity feedback forms provide opportunities for participants to highlight aspects of delivery that may need attention and short surveys on the website provide rapid feedback on digital delivery.

Measures

We recognise that evaluation is an important part of maintaining standards and ensuring that interventions have the desired impact. We therefore embed evaluation into training design and structure to ensure ongoing data collection and feedback. Evaluations are fed into both content updates and trainer CPD. Where possible we work with independent evaluators.

Risk management

A specific risk register is developed for each programme and refined in consultation with relevant partners and stakeholders to ensure we identify, monitor and mitigate all relevant risks across workstreams.

All Parent Zone staff receive safeguarding training as part of their onboarding and this is refreshed annually. We have robust and tested safeguarding procedures in place for working with both children and vulnerable adults.

Our events team is highly experienced in planning and risk assessing in-person events and we have extensive practical experience working with local partners and venues to ensure training and events are delivered safely and effectively.



As part of our wider security strategy all of our digital systems are routinely monitored and updated to ensure they are consistently available, secure and fit for purpose.