



Policy Document	Quality assurance
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Signed	

Quality assurance policy

This Quality Management Policy has been developed in alignment with ISO 9001:2015 Quality Management Systems standards. Our operational procedures, training delivery processes, documentation controls, and continuous improvement activities are designed to meet ISO 9001 requirements.

While we are currently working towards formal ISO 9001 certification, this policy reflects our commitment to:

- Customer focus and satisfaction - understanding and meeting CTMUHB and learner needs
- Leadership and engagement of people - clear roles, responsibilities, and competence
- Process approach - managing activities as interconnected processes
- Evidence-based decision making - using data and analysis to inform improvements
- Continual improvement - systematically improving our training quality and delivery
- Risk-based thinking - identifying and addressing risks to training quality

We review this policy regularly to ensure continued alignment with ISO 9001 standards and evolving best practices in quality management.

Compliance with Regulations:

Evolve PMVA training programs comply with local and national regulations governing the prevention and management of violence and aggression in alignment with RRN standards and the General Services Association (The GSA) Best practice Guidelines. When carrying out any work for Evolve PMVA all tutors must comply with nest practice.

Evolve PMVA training is based on evidence-based practices and guidelines to ensure its effectiveness and alignment with standards.

Regular Review and Updating:

All information will be regularly reviewed and updated for training content to reflect changes in best practices, guidelines, and legislation.

Qualified Instructors:

Evolve PMVA ensures all instructors delivering PMVA training are qualified, experienced, and up to date with the latest information and techniques. All tutors must have attended an initial GSA 3-week tutors' course , and a recent tutor update in the last 12 months.

Participant Assessment:

Evolve PMVA will implement assessments to evaluate participants' understanding and proficiency in the PMVA techniques taught during the training along with theoretical assessment. This is ongoing throughout any course, with learners being continually assessed.

Feedback:

Evolve PMVA will establish a feedback mechanism for participants to provide input on the effectiveness and relevance of the PMVA training. Feedback is reviewed regularly to help develop courses, course content and tutor practice. It allows Evolve PMVA to continually develop training and practice.

Learner Satisfaction Assurance

Evolve PMVA is committed to ensuring a high level of learner satisfaction across all training courses.

We actively seek feedback from all participants through post-course evaluations and use this information to measure satisfaction levels and identify areas for improvement.

Where concerns or dissatisfaction are identified, they are reviewed by the directors, and appropriate corrective action is taken promptly.

Our commitment to quality and learner satisfaction is central to our continuous improvement process, ensuring all learners receive professional, engaging, and supportive training experience.

Documentation and Record-Keeping:

Evolve PMVA will maintain comprehensive documentation of the PMVA training, including attendance records, assessment and physical health questionnaires. All documentation is stored securely and safely, complying with GDPR guidelines

Continuous Improvement:

Evolve PMVA will foster a culture of continuous improvement, encouraging feedback from participants and instructors to identify areas for enhancement in the PMVA training program.

Monitoring and Auditing:

Evolve PMVA will monitor and audit processes to ensure that the PMVA training is consistently delivered according to established standards.

Peer Reviews

All tutors are required to take part in an annual peer review process, which enables tutors to be reviewed to enable a high standard of practice and to ensure all tutors are aligned with the most up to date, and best practice guidelines. Upon occasion external individuals may attend a training course to peer review the tutor and to ensure all courses are running to the required standards.

Integration with Policies and Procedures:

Evolve PMVA training is integrated with broader organisational policies and procedures related to safety, security, and the management of challenging behaviour through The General Services Association, Bild Accreditation and RRN standards.

Risk Assessment and Mitigation:

Evolve PMVA includes risk assessment processes in the training to help participants identify potential risks and implement strategies to mitigate them. This includes a venue risk assessment prior to course commencement and all ongoing risk assessments throughout the duration of any course.

Governance & Accountability

Responsibility for quality management rests with the Directors of Evolve PMVA, who oversee compliance, review outcomes, and ensure that improvements are embedded across the organisation.

Complaints & Escalation

Evolve PMVA has a clear complaints and escalation process to ensure any concerns from clients or participants are addressed promptly, investigated thoroughly, and used as learning for continuous improvement.

Trainer CPD (Continuing Professional Development)

All tutors complete annual CPD, including refresher training, legislative updates, reflective practice, and peer review. CPD is documented and monitored to maintain tutor competence and compliance with industry standards. All tutors are required under GSA best practices guidelines to complete and submit a GSA Tutor Portfolio annually, with completed teaching logs and evidence of CPD.

Data Security & Confidentiality

All participant records, assessments and health questionnaires are stored securely in compliance with GDPR. Access is restricted, and data is only retained for as long as necessary for regulatory or contractual purposes.

External Benchmarking

Quality processes are benchmarked against external standards, including BILD ACT accreditation, RRN standards and GSA best practice guidelines, to provide assurance to clients that training meets nationally recognised requirements.

Equality, Diversity & Inclusion (EDI)

Evolve PMVA is committed to ensuring equality, diversity and inclusion within all training delivery, and adapts training to meet the needs of different learners, including reasonable adjustments for accessibility.

Standardisation of Training Delivery

Evolve PMVA ensures constant standards across all its courses through a robust standardisation process.

All tutors are required to work to GSA best practices guidelines and to teach techniques that are outlined in the GSA Core Curriculum. Evolve PMVA have course timetables and lesson plans in place that clearly outline the running of all courses that all tutors must adhere to. Course materials are

standardised following the same structured framework and topics. All Evolve PMVA teaching materials are regularly reviewed to ensure they align with current policies, frameworks and best practice guidelines. Evolve PMA lead tutors meet regularly to discuss and review course evaluations and to discuss any issues raised. If less experienced tutors are delivering training for Evolve PMVA they will be assigned to work alongside an experienced tutor.