

Quality Assurance Policy

E Safety Training Limited

Organisation	E Safety Training Limited
Document type	Quality Assurance Policy
Review cycle	Annual, or sooner if contract requirements, legislation, delivery arrangements or organisational risks change
Owner	Director / Senior Responsible Person

1. Policy Statement

E Safety Training Limited is committed to delivering high-quality, safe, accessible and effective online safety services for schools, colleges, local authorities, police forces, safeguarding partnerships, parents, carers, children and young people. Quality assurance is central to how we design, deliver, review and improve our work.

2. Scope of the Policy

This policy applies to all services delivered by E Safety Training Limited, including I-vengers, Special Agents, AI-vengers, training, consultancy, audits, written reports, resources, digital content and commissioned projects.

- employees, directors, consultants, subcontractors and delivery partners;
- face-to-face, online, digital, telephone and written delivery;
- work delivered to schools, special schools, alternative provision, local authorities, charities, police forces, safeguarding partnerships and other commissioned settings.

3. Purpose of the Policy

The purpose of this policy is to provide a consistent approach to quality across all areas of service design, delivery and review.

- services are delivered consistently and professionally;
- content is accurate, current and aligned with relevant statutory guidance;
- resources are accessible, inclusive and appropriate for the intended audience;
- safeguarding considerations are embedded into all delivery;
- feedback, complaints, risks and learning points are identified and acted upon;
- commissioners and partners can have confidence in the quality and impact of our services.

4. Quality Assurance Principles

- quality is everyone's responsibility;
- safeguarding and child welfare sit at the centre of all work;
- services are evidence-informed and aligned to current guidance;
- materials are age-appropriate, needs-appropriate and accessible;
- children and young people's voices inform service design where possible;
- feedback is actively sought and used to improve delivery;
- errors or concerns are addressed openly and promptly;
- quality assurance supports consistency while allowing professional judgement.

5. Roles and Responsibilities

The Director has overall responsibility for ensuring that effective quality assurance arrangements are in place, including approving key materials, monitoring service quality, reviewing feedback and responding to serious concerns or complaints.

The Safeguarding Lead is responsible for ensuring that safeguarding is embedded into service design, delivery and review, particularly where resources or training address sensitive themes or vulnerable groups.

All staff, consultants and subcontractors are responsible for delivering services in line with agreed standards, using approved materials, raising concerns, recording feedback and following safeguarding, data protection, health and safety and equality requirements.

6. Service Design and Content Development

All new services, resources and training materials will be developed with consideration of the audience, purpose, safeguarding implications and practical use in education and safeguarding settings.

- age, stage and additional needs;
- current statutory guidance and inspection expectations;
- accessibility and inclusion;
- online safety risks and behaviours;
- cultural sensitivity and non-stigmatising language;
- evidence, professional experience and sector learning;
- practical application for schools, families and professionals.

7. Review and Approval of Materials

Key materials will be reviewed before use to ensure they are accurate, current, clear, professionally presented, appropriate for the audience and consistent with organisational values.

- training slides and speaker notes;
- handouts, digital missions and video scripts;
- policy templates, reports and audit documents;
- parent and carer resources;
- children and young people's resources;
- bid, contract and commissioner documents;
- public-facing communications.

8. Delivery Standards

All delivery must be professional, prepared and appropriate to the audience.

- start and finish at agreed times wherever possible;
- use current and approved materials;
- adapt delivery to the needs of the audience;
- create a safe and respectful learning environment;
- manage sensitive discussions carefully;
- signpost to appropriate support;
- record safeguarding or welfare concerns promptly;
- respond honestly and within professional competence;
- maintain clear professional boundaries.

9. Quality Assurance of Digital Programmes

Digital programmes such as I-vengers, Special Agents and AI-vengers will be reviewed to ensure that content remains current, accessible, safe and effective.

- programme structure and mission content;
- video content and supporting resources;
- school usability and accessibility;
- safeguarding messages and age-appropriateness;
- SEND suitability;
- technical functionality where within organisational control;
- school feedback, completion data and engagement patterns;
- emerging online safety trends and risks.

10. Monitoring Performance and Impact

E Safety Training Limited will use proportionate methods to monitor service quality, learner experience and impact.

- participant feedback forms;
- commissioner and school feedback;
- parent, carer and learner voice where appropriate;
- attendance, engagement and completion data;
- review of recurring questions and themes;
- safeguarding learning;
- complaints and compliments;
- post-delivery reflection by trainers or consultants;
- review meetings with commissioners or partners.

11. Feedback and Evaluation

Feedback will be actively encouraged and reviewed constructively. Positive feedback will be used to identify effective practice, while critical feedback will be used to strengthen future delivery.

- surveys and evaluation forms;
- emails and verbal feedback;
- review meetings and case studies;
- school reports and commissioner monitoring;
- informal reflections after delivery.

12. Complaints and Concerns

Any complaint or concern about the quality of a service will be taken seriously, acknowledged, reviewed and responded to proportionately.

- quality of delivery or accuracy of content;
- professionalism, communication or missed deadlines;
- accessibility, equality or inclusion;
- safeguarding practice;
- digital access issues;
- subcontractor performance.

13. Managing Errors and Non-Conformance

Where an error, omission or quality issue is identified, the organisation will consider what happened, who was affected, what immediate action is needed, whether the client or commissioner should be informed, and what learning should be applied.

14. Subcontractor and Partner Quality Assurance

Where subcontractors or delivery partners are used, E Safety Training Limited will take reasonable steps to ensure they are suitable and competent for the work they undertake.

- relevant experience and professional competence;
- safeguarding understanding and DBS status where relevant;
- insurance and references where appropriate;
- understanding of the project specification;
- ability to meet agreed deadlines and standards;
- compliance with organisational policies.

15. Accessibility and Inclusion

Quality includes ensuring that services are accessible and inclusive. We will consider the needs of children and adults with SEND, neurodivergence, communication needs, sensory impairments, trauma histories, care experience and differing levels of digital confidence.

16. Safeguarding and Quality

Safeguarding is a key measure of quality. All services must promote safe, proportionate and responsible messages, avoiding scaremongering while being clear about risk and routes for help.

17. Data Protection and Confidentiality

Quality assurance activity may involve reviewing feedback, case examples, safeguarding themes, survey results or school information. All such information will be handled in line with data protection requirements and organisational procedures.

18. Document Control and Version Management

E Safety Training Limited will maintain appropriate version control for key documents and resources to ensure that staff and clients use the most current and accurate materials.

- document dates and review dates;
- version numbers where appropriate;
- named document owners;
- clear file naming and secure storage;
- withdrawal of outdated materials;
- records of significant updates.

19. Continuous Improvement

E Safety Training Limited is committed to ongoing improvement, using feedback, safeguarding learning, sector knowledge and commissioner expectations to strengthen services and outcomes.

- reviewing changes in statutory guidance;
- responding to emerging online safety risks;
- incorporating feedback from schools and commissioners;
- strengthening accessibility;
- developing new content in response to identified need;
- learning from complaints, compliments and incidents.

20. Review of this Policy

This policy will be reviewed at least annually, or sooner if guidance, commissioner requirements, organisational services, delivery models, complaints or safeguarding learning indicate a need for review.

21. Commitment

E Safety Training Limited is committed to delivering services that are safe, effective, accessible, professional and responsive to need.

Declaration and Sign-Off

This policy has been approved by E Safety Training Limited and will be reviewed at least annually, or sooner where changes to legislation, contractual requirements, organisational arrangements or service delivery require it.

Signed	Traci Gregory
Name	Traci Gregory
Position	Director
Organisation	E Safety Training Limited