

Quality Assurance Policy

Purpose

This policy sets out how Thale Labs Ltd assures the quality of the training and consultancy it delivers, how quality is measured, and how findings are acted on.

Competence of trainers

All training is delivered by people with current practical experience in the subject they teach. Where an associate delivers on our behalf we review their experience and their materials before delivery, and we verify credentials specifically where the subject touches personal data, security or regulated activity.

Currency of content

Course content is reviewed at least annually, and immediately whenever something changes that affects it. For data protection courses this includes legislation, ICO guidance and enforcement action, and relevant case law. For data and technology courses it includes platform and tooling changes. Technical detail is verified against primary sources rather than secondary summaries.

Fitness for the client

Every course is adapted to the client before delivery, using their systems, terminology and examples. Scope and level are agreed with the client in advance and recorded.

Measurement

Feedback is collected at the end of every session covering relevance to role, clarity, pace and level, quality of materials, and whether delegates can apply what they learned. Results are shared with the client in full, including negative feedback. On engagements of more than one session we check in with the client during delivery so that problems can be corrected while they still matter.

Improvement

After every engagement we record what worked, what did not, and what we would change. That record drives the annual content review. Repeated questions, or exercises that consistently stall, are treated as evidence that content requires change.

Complaints

Complaints about the quality of delivery can be raised at unni@thalelabs.co.uk. We respond within five working days and agree a remedy with the client.

Review

This policy is reviewed at least annually.

Adopted 11 August 2026. Reviewed annually. Owner: Director, Thale Labs Ltd.