Policy – Quality Management Policy			
Document Reference No. 7	**Revision Level: 1**	**Approved By: S Scott**	
References: Strategic		**Originator:** CEO	**Date Approved:** 23/7/2025

1. Purpose

Trauma Informed Parenting (TIP) is committed to delivering high-quality, evidence-based training and support to caregivers, professionals, and families affected by trauma. TIP's training is CPD accredited, ensuring that all learning

opportunities meet professional development standards and recognised competency frameworks.

This policy ensures continuous improvement, accountability, and service excellence, aligning with national trauma-informed outcomes to support parents and professionals effectively.

2. Scope

This policy applies to:

- All TIP staff, volunteers, trustees, and service providers involved in training and support.
- Service delivery, CPD-accredited training, stakeholder engagement, and governance.
- Continuous improvement initiatives.

This policy should be read in conjunction with TIP's Strategic Risk Management Policy and Financial Governance Policy to ensure quality is embedded across all operations.

3. Quality Management Principles

TIP is committed to:

- Delivering accredited, high-quality training aligned with CPD requirements.
- Ensuring transparency, accountability, and ethical standards in all operations.
- Regularly evaluating and improving services, ensuring effectiveness and stakeholder satisfaction.
- Aligning training content with Scotland's national trauma-informed parenting outcomes.

4. Trustee Responsibilities in Quality Management

4.1 Governance & Oversight

Trustees must:

- Ensure TIP meets CPD accreditation and trauma-informed practice standards.
- Review service effectiveness and stakeholder feedback.
- Monitor risk areas affecting quality, ensuring appropriate mitigation strategies.

4.2 Compliance & Continuous Improvement

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- Support investment in training, development, and service evaluation.

5. Quality Assurance & Service Standards

5.1 Training & Service Delivery

TIP ensures:

- High standards in CPD-accredited training and programme facilitation.
- Evidence-based methodologies to enhance impact and effectiveness.
- Clear policies and procedures guiding staff and volunteer engagement.

5.2 National Trauma-Informed Parenting Outcomes

TIP training aligns with Scotland's national trauma-informed outcomes as stated in Scottish Government's Policy **Psychological trauma and adversity including ACEs-**https://www.gov.scot/publications/psychological-trauma-and-adversity/

including:

1. Increased Awareness – Parents and professionals recognise the impact of trauma and adjust their approach accordingly.
2. Improved Emotional Regulation – Children and caregivers develop better coping mechanisms and resilience.
3. Stronger Relationships – Trauma-informed parenting fosters secure attachments and trust.
4. Reduced Challenging Behaviours – Parents apply calm, connection-based strategies to support children effectively.
5. Long-Term Wellbeing – Trauma-informed approaches contribute to better mental health, reduced stress, and improved life outcomes.

5.3 Stakeholder Engagement & Feedback

TIP will:

- Collect regular feedback from caregivers, service users, and training participants.
- Conduct regular service evaluations, assessing impact and identifying improvements.

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- Ensure inclusive communication, respecting diverse needs and experiences.

5.4 Performance Monitoring & Quality Audits

TIP will:

- Use measurable Key Performance Indicators to assess service quality.
- Adapt strategies based on evaluation results, continuously improving service delivery.

6. Continuous Improvement & Innovation

TIP fosters a culture of learning and development, ensuring:

- Ongoing training for staff and volunteers, enhancing competency.
- Investment in research and evidence-based practice.
- Adoption of innovative approaches to strengthen trauma-informed support.
- Developing new partnerships.

7. Policy Monitoring & Review

This policy will be **reviewed annually**,

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1	**Reviewed**	**CEO**	**23/7/26**

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Trauma Informed Parenting SCIO

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8. Related Policies & Procedures

- Strategic Risk Management Policy
- Financial Governance Policy
- Complaints, Comments & Compliments Policy
- Safeguarding Policy