

# Quality Assurance Statement

3D Coaching aims to continuously improve the programmes and coaching we deliver:

In your organisation by:

- Co-designing each programme to meet the needs of the organisation, the team and the individual participants
- Contracting for learning with the individual in their team and their organisation – before the programme and on each day
- Analysing learner feedback and taking action to improve and develop learning in response to the feedback
- Analysing employer feedback and taking action to improve and develop learning
- Striving for simplicity and excellence
- Enabling independence in your organisation rather than dependence on external providers
- Offering all participants free access to group supervision, new ideas and resources in the future
- Regularly updating training materials with current research
- Working with customers to ensure equality of opportunity in order to widen participation

In our people by

- Benchmarking trainers and coaches against recognised independent industry standards (International Coach Federation)
- Ensuring continuous professional development of our staff through regular training, supervision and continuing professional development
- Observing coaches and trainers and giving feedback to improve and simplify coaching and training
- Mentoring and developing new staff
- Partnering with researchers to ensure effectiveness of coaching interventions
- Keeping up to date with organisational needs through networking, new theory and professional journals
- Ensuring internal systems are robust enough to support quality external delivery
- Abiding by the ICF Standards and Ethics of coaching
- Substitutions are made in the event of illness only where it will not compromise the quality or effectiveness of the service