

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Version Control, Content Approval and Feedback Policy

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Approved by	Scott Ward (CEO)
Policy owner	CEO

Document control: This document is controlled. Printed copies may not be current. The latest approved version is held by Humanise Solutions. Changes are recorded in the version-control register and approved by the policy owner.

CITY & GUILDS ASSURED ALIGNMENT

Controlled learning materials, a defined content-approval workflow mapped to learning outcomes, and structured feedback loops assure the currency and quality of content — central to City & Guilds Assured endorsement of programme content and delivery, and to our audit trail.

1. Purpose and scope

This policy sets out how Humanise Solutions controls its learning materials and content, approves content before release, and gathers and acts on feedback to maintain quality. It applies to all learning content, including e-learning on the Digital Academy and in-person workshop materials, and to all staff and associates involved in creating, approving, delivering or reviewing content.

2. Version control and document control

- All learning materials and controlled documents are catalogued with a version number, the date of creation or revision, and the author's name.
- A master register records the current approved version of each item; superseded versions are archived and clearly marked.
- Changes are recorded in a change log so that the history of a document can be traced for audit purposes.
- Only the current approved version is issued for use; printed copies are treated as uncontrolled.

3. Content approval and review process

Content is developed and approved through a defined workflow that ensures accuracy, relevance, mapping to learning outcomes and compliance with educational standards:

- All content begins as a written script supplied by Scott Ward.
- The script is converted into a digital delivery for e-learning by the designated content-approval lead and returned to Scott Ward for comments and changes via the online system.
- Scott Ward provides comments and changes via the system; these are amended and returned for sign-off.
- The designated content-approval lead checks accuracy, relevance and mapping to learning outcomes before final sign-off by Scott Ward; only then is content released.
- For in-person delivery, participants complete replicated questions from the e-learning materials to confirm understanding; these are reviewed in person and, on successful completion, learners receive their digital badge and/or certificate.
- At quarterly meetings, Scott Ward and Serena Kersten review the questions answered correctly and incorrectly to identify trends and any amendments needed.

4. Mapping to learning outcomes and internal quality assurance

All content is mapped to the defined learning outcomes of the relevant programme. Content is subject to internal quality assurance, including sampling and review against the outcomes, so that materials remain accurate, current and fit for purpose and the mapping evidence is available for City & Guilds Assured review.

5. Content review cycle

Content is reviewed on a planned cycle and additionally in response to feedback, audit findings, changes in best practice or legislation, or quality-assurance findings. Out-of-date or ineffective content is revised or withdrawn promptly, with changes recorded under version control.

6. Feedback mechanisms

- Pre and post surveys: participants complete surveys before and after programmes to assess impact and effectiveness.
- Post-workshop staff feedback: staff provide feedback on delivery, engagement and areas for improvement after each workshop.
- Client staff surveys: client staff are surveyed before and after the programme to evaluate satisfaction and the application of learning in the workplace.
- Learner voice: collected through forums and direct feedback to facilitators and quality leads throughout the programme.

Feedback is analysed for trends and themes, actions are assigned, and resulting changes are recorded and communicated.

7. Data management and compliance

All participant data is stored on the Humanise Solutions Learning System and handled in line with the UK GDPR and our Data Protection Policy. Access is restricted to authorised personnel, and data is retained only as long as necessary in line with our retention schedule.

8. Quality assurance and continuous improvement

- All quarterly meetings are minuted and documented, with actions, owners and review points.
- Quality assurance includes observing the teaching practice of all staff, recorded via a written observation report, conducted by Serena Kersten or Scott Ward.
- Policies and content are reviewed annually, or following a quarterly review and observations.
- Regular audits of learning materials and feedback processes support continuous improvement and compliance with educational standards.

9. Confidentiality and security

All staff handling participant data sign a confidentiality agreement, and robust technical and organisational measures protect against unauthorised access, disclosure, alteration or destruction of data and content.

10. Roles, related policies and review

The CEO owns content and sign-off; the designated content-approval lead manages the build and approval workflow; the Quality Assurance Lead assures content against learning outcomes. This policy should be read alongside the Data Protection Policy and the Performance, Quality Tracking & MI Policy, and is reviewed annually or as needed to remain in line with current regulations and best practice.