



# Clear Corporation

Knowledge Management Company

Reviewed: January 2026

Next Review: January 2027

## QUALITY ASSURANCE POLICY

### Introduction

Clear Corporation Training (Knowledge Management Company) is committed to delivering outstanding, impactful, and transformative training, development, and consultancy services. As a leading one-stop firm that serves business communities, government agencies, private sector organisations, and individual clients, we place high importance on ensuring the quality, relevance, and effectiveness of all training activities. This policy sets out our approach to maintaining excellence in training and continuous improvement in service delivery.

### Purpose of the Policy

The purpose of this Quality Assurance Training Policy is to provide a clear framework that supports the design, delivery, monitoring, and evaluation of all training programmes offered by Clear Corporation. The policy ensures that all training initiatives are of high quality, client-focused, and aligned with both organisational objectives and global standards. It is designed to ensure accountability, promote consistency, and drive improvement across all areas of our training and consultancy services.

### Scope

This policy applies to all training programmes provided by Clear Corporation, including but not limited to:

- Corporate training
- Leadership and management development
- Business consultancy training
- Communication and personal development workshops
- Seminars, conferences, and special projects
- It covers all staff, trainers, consultants, and external facilitators involved in the planning, development, delivery, and evaluation of training.

## **Our Quality Objectives**

At Clear Corporation, our training programmes are underpinned by the following quality objectives:

- To deliver training that is current, relevant, and aligned with the evolving needs of industries and learners.
- To develop learning content that is outcomes-based and evidence-informed.
- To ensure that all facilitators and trainers are qualified, experienced, and committed to best practices.
- To use feedback from clients and learners to continuously improve the quality of training.
- To adopt innovative methods and technology that enhance learning and performance.
- To ensure all training activities produce measurable outcomes and real-world impact.

## **Quality Assurance Approach**

### **1. Training Needs Analysis**

We begin each engagement with a structured Training Needs Analysis (TNA) to identify knowledge and skill gaps. This helps us design training interventions that are tailored to the specific objectives and challenges faced by our clients.

### **2. Programme Design and Development**

Our training programmes are designed using principles of adult learning and human-centred design. Each programme includes clearly defined learning outcomes, real-world applications, and interactive methodologies. Content is developed by subject matter experts and reviewed periodically to ensure relevance and accuracy.

### **3. Facilitator Competence and Development**

All facilitators are selected based on their expertise, practical experience, and facilitation skills. Trainers receive continuous professional development and undergo regular performance appraisals and feedback reviews to ensure their effectiveness in delivering engaging and impactful training.

### **4. Evaluation and Feedback**

We employ a structured approach to evaluation that includes:

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- Pre- and post-training assessments
  - Participant feedback forms
  - On-site observations and trainer evaluations
  - Outcome tracking against training objectives
- Where applicable, we use the Kirkpatrick Four-Level Model to assess reaction, learning, behaviour change, and results.

## **5. Continuous Improvement**

Quality assurance is an ongoing process. Insights gathered from evaluations, client feedback, trainer input, and industry trends are used to update training content, enhance facilitation methods, and improve overall service delivery. We are committed to adapting swiftly to changes in the market and client expectations.

### **Compliance with Standards**

Clear Corporation ensures that all training programmes comply with relevant national and international quality standards, including:

- Professional development standards from recognised bodies such as ILM, CPD, BAC, and CMI
- Applicable regulatory requirements in the education, health, and business sectors

### **Stakeholder Engagement**

We value the input of all stakeholders in the training process. Clients are actively involved in the planning, customisation, and review of training initiatives. Learner feedback is consistently sought to refine training strategies and enhance the learning experience.

### **Technology Integration**

To support modern learning needs, we use a range of digital tools, including Learning Management Systems (LMS), e-learning platforms, virtual classroom tools, and data analytics. These enable us to deliver blended and remote learning options that are efficient, scalable, and flexible.

### **Roles and Responsibilities**

#### **Management**

Responsible for establishing quality goals, allocating resources, and promoting a culture of continuous improvement.

#### **Quality Assurance Team**

Oversees the implementation of this policy, monitors performance indicators, and ensures quality benchmarks are met.

## **Facilitators and Trainers**

Responsible for delivering training with professionalism, adapting to learner needs, and contributing to content development and improvement.

## **Clients and Participants**

Expected to actively engage in training activities and provide feedback that supports quality assurance and future planning.

## **Policy Review and Updates**

This policy will be reviewed annually or as needed, based on client feedback, internal audits, regulatory changes, or organisational growth. Updates will ensure that Clear Corporation continues to deliver world-class training and development services in a dynamic and fast-changing environment.

At Clear Corporation (Knowledge Management Company), we view quality not as a one-time achievement but as a continuous pursuit of excellence. Through our robust Quality Assurance Training Policy, we are committed to supporting the success of our clients, the growth of our participants, and the transformation of organisations.