



DPN EMPLOYEE HANDBOOK

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DPN EMPLOYEE HANDBOOK

OVERVIEW

This Employee Handbook provides a point of reference for all staff throughout the organisation for various situations that may arise during their work. It contains a brief overview of the relevant policies and procedures – please note that you should refer to specific policy for more in-depth guidance.

Staff Policies can be accessed through the main drive: \\25.46.152.226\dpn 2004\Policies 2026\Staff Policies

NEW EMPLOYEE INDUCTION

Link: [Induction for New Staff Whist Working Remotely](#)

All new staff will receive a full induction which will cover the following areas.

1. Introduction and welcome

2. Contract of Employment

3. Introduction to the team - who's who, job roles and contact emails

You will be provided with a staff list and introduced to the relevant employees as part of the induction process.

4. Communication Protocols

Working remotely at a new place of work can be daunting. During your first few weeks of employment we want to prevent you from becoming

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overwhelmed. We envisage that you will mainly be communicating with your Line Manager, Mentor and Buddy. There will be times that you will need to communicate with other colleagues across the DPN team and for this you should either email, so that you have a formal written record, or if less formal use Teams video call or chat. We do encourage the use of Teams video amongst staff members.

Your Line Manager will schedule a weekly catch up. You should initially have at least one, possibly two meetings a week with your Mentor and you are encouraged to contact your Buddy as often as you need. Attached in Annex 1 are the roles of the Mentor and Buddy.

The most common modes of communication at DPN are email; Teams video call and chat (internal comms); Zoom (external comms) and telephone. You have the Communicator app installed on your laptop and you will need to arrange a tutorial from Gerson Velasquez our IT Support Manager (support@digitalpeninsula.com).

DPN has established systems in place that should be followed, these have been used successfully for a substantial period of time (e.g. Recruitment Process / Paperwork Processes). Please do not take it upon yourself to change any system that is in place without the prior agreement of your line manager.

5. Working Remotely - Hours/Availability

All members of staff are expected to be available during their contracted working hours. If for any reason you are not going to be available, please inform your line manager.

DPN has a central electronic filing system available at: \\main-server\DPN2004. Here you will be able to find our DPN Policies amongst other information. It is your responsibility to ensure that you read and digest the policies that are relevant to you and your job role, in particular:

- Equality and Diversity Policy
- Confidentiality Policy
- Safeguarding Policy & Prevent Policy
- Environmental Policy
- Information Security Policy
- Data Protection Act & Policy

- Procurement Policy

It is also possible to set up a limited access space on the \\main-server where you and your team can share files. You should liaise with Gerson to arrange this and advise him who should have access rights.

You will also have your own space locally where you can save files that do not need to be shared.

6. Health and Safety

Due to the remote nature of employees working from an alternative location it would be practically impossible for DPN to carry out a home-based risk assessment. Therefore, DPN asks all homeworkers themselves to carry out a self-assessment of the risks from work activities carried out in the home.

All assessments need to identify the hazards that are present, to assess the extent of the risks and make decisions on how to manage such risks, so far as is reasonably practicable, to comply with health and safety law. Once complete, this Risk Assessment should be emailed to sioban@digitalpeninsula.com who will liaise with you.

This video from HSE gives some ideas on a setup and support whilst working with DSE (Display Screen Equipment): <https://youtu.be/Af7q5j14muc>

Your work equipment is provided by DPN and has been checked prior to handover. Please ensure that it is used at an appropriate workstation for you and that it is plugged in safely to an electrical point. Parts of the homeworkeer's domestic electrical system, including electrical sockets and the system itself are the home-owner's own responsibility.

RIDDOR rules are still in place.

7. Online Security

Awareness that personal logins will be saved to the computer either as History or Saved passwords if you agree to prompts like 'Save password'. Whilst this may seem OK, anyone else using the same account will be able to access this

information. Using your laptop for personal reasons is strongly discouraged, however if you do, please ensure that you use an incognito browser (private browsing) and do not save details. On the same lines, please do not delete history whilst signed into the dpn.staff account as this is a shared account for accessing the calendar - removing history effects other users and can cause problems.

When you use webcams for work - take a few moments to check what is potentially visible onscreen and make an informed decision to how this will represent you and the organisation. Also consider if the area behind you is a family thoroughfare, in this case consider a virtual background so that family members are protected.

8. Payroll and expenses

Mails Buckingham is the Finance Officer at DPN. She is responsible for payroll and for processing any expenses. All new members of staff are required to complete the HMRC Starter Checklist - please see Annex 4 and email it back to Mails on finance@digitalpeninsula.com. Please refer to the Expenses Policy for guidance on what can be claimed via expenses. Please see Annex 5 for an expenses claim form, this should also be emailed to Mails for processing.

9. Absence due to sickness or unplanned circumstances

All staff are required to notify DPN on the first day of absence due to sickness or unplanned circumstances. Please call by latest 9.30am to your line manager.

10. Overtime

All overtime must be approved in advance by your line manager/Managing Director. Please refer to DPN Annual Leave / Overtime policy.

11. Holiday entitlement / how to apply for leave

Please refer to DPN Annual Leave / Overtime policy for process and necessary forms to complete.

12. Change of address

Should you change your address or bank details during your employment with us, please can you inform (finance@digitalpeninsula.com).

13. Probation and Appraisal

All new employees are subject to a 6-month probationary period. On successful completion of the probation period, all staff will take part in the annual appraisal process. Staff will be given the up to date forms in advance.

16. Internal/External training opportunities

DPN encourages staff actively take part in training and development opportunities. Please refer to DPN Training Policy for full details.

ABSENCE MANAGEMENT

Link: [Absence Management Policy](#)

Please gain permission from your Line Manager if you need time off work e.g. for a medical appointment or emergency time off to care for dependents. This may be treated as paid holiday or you may be able to make up the time if this is practicable.

Refer to the policy for specific details for Jury Service, public duties e.g. magistrate, Trade Union representative.

DPN will treat compassionate leave on a case-by-case basis.

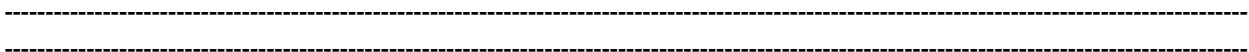
If you are sick or injured, let your Line Manager know as soon as possible, with a reason for your absence and the expected date of return. You should contact your Line Manager on each subsequent day off work and provide an anticipated return to work date, unless you have agreed a different process.

If you are absent for less than a calendar week you must complete a sickness absence self-certification on your return to work.

If you are absent for more than a calendar week you must obtain a doctor’s certificate (Fit Note).

Statutory Sick Pay (SSP) is paid instead of your salary, usually starting on the fourth day of absence, meaning you will be unpaid for the first 3 days of absence.

If you are off work long-term or persistently absent, DPN will work with you on an informal or formal basis to ensure you are properly supported. This may include provision of medical evidence and interview with an occupational



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health expert, a return-to-work programme, and/or reasonable adjustments to your role and/or workspace.

If you are unable to return to work or fail to meet deadlines set for improved attendance, you may be given notice of dismissal.

ANNUAL LEAVE, OVERTIME AND TIME OFF IN LIEU (TOIL)

Link: [DPN Annual Leave_Overtime_Toil Policy](#)

Annual Leave

DPN's holiday year runs from 1st January to 31st December.

Holiday entitlement cannot be carried forward unless there are exceptional circumstances and with approval from the Managing Director.

The standard holiday entitlement for a full-time DPN employee is 28 days.

The Finance officer will advise on the pro-rata entitlement for part-time employees, and those in their first/last year of employment.

Annual leave must be authorized in advance, with as much notice as possible. DPN reserve the right to refuse a particular date if it conflicts with business needs.

If you are unwell during your annual leave, you should contact your Line Manager and Finance Officer immediately so that your leave can be reimbursed.

On the termination of your contract, you will be paid in lieu for any accrued annual leave outstanding, whilst the value of any unearned annual leave will be deducted from your final salary payment.

Overtime / Time Off In Lieu (TOIL)

Any extra work must be agreed with the Managing Director prior to the additional hours being carried out.

Additional hours may be paid to an employee (at the employee's normal rate unless pre-arranged with the Managing Director) or claimed back as time off in lieu (on a like-for-like basis)

The appropriate record sheet must be completed and signed by the employee and Managing Director.

ANTI-FRAUD, BRIBERY AND CORRUPTION

Link: DPN: Anti-Fraud, Bribery and Corruption Policy

Employees at all levels will lead by example to ensure high standards of propriety and accountability, and DPN takes a zero-tolerance stance on any form of fraud, bribery or corruption.

Whilst the Managing Director and DPN Board are responsible for the prevention and detection of fraud, employee vigilance also aids detection. If you have concerns of fraud or irregularity which has been or is being perpetrated against DPN, you should report this to the Managing Director. If your concern is regarding the Managing Director, you should report directly to the Chairman of the Board.

BUSINESS CONTINUITY / DISASTER RECOVERY PLAN

Link: DPN Business Continuity Disaster Recovery Plan

DPN has processes in place should critical technology platforms and infrastructure fail due to an unforeseen disaster or emergency which interrupts information systems and business operations.

The Primary Crisis Manager is the Managing Director, with support from the Health & Safety Officer.

In the event of a disaster, you will be communicated with via telephone or online and advised of any required actions.

CENTRE CONTINGENCY AND ADVERSE EFFECTS

Link: [DPN Centre Contingency and Adverse Effects Policy](#)

This relates to ensuring a consistent and effective response in the event of a major disruption to course delivery and assessment e.g. illness of key tutors/assessors, failure of IT systems, that will safeguard the interests of learners whilst maintaining the integrity of the qualification and assessment process.

CONFIDENTIALITY POLICY

Link: [DPN Confidentiality Policy](#)

“Confidentiality” relates to the transmission of personal, sensitive or identifiable information about individuals or organisations. No information given to DPN will be shared with any other organisation or individual without the user’s expressed permission, in line with the UK General Data Protection Regulations (GDPR)

This includes information about DPN staff, users and members.

If you feel that confidentiality should be breached e.g. where there is a risk to the individual, the public at large or it is illegal, you should contact the Managing Director immediately. Note: the Managing Director is also the Designated Safeguarding Lead.

If you feel there has been a breach in GDPR, you should immediately inform the DPN Data Protection Officer Sioban Osborne sioban@digitalpeninsula.com

CONFLICT OF INTEREST

Link: [Conflict of Interest Policy](#)

A possible conflict of interest may arise when a DPN tutor, assessor or internal verifier is connected to a learner or external organisation and this could adversely affect their judgement or objectivity in business activities and assignments.

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Relevant staff should disclose any actual or potential conflict of interest to the Managing Director so that appropriate actions can be implemented.

EQUALITY AND DIVERSITY

Link: [Equality and Diversity Policy](#)

DPN will promote equality of opportunity and elimination of discrimination in service provision and employment. This means that course structures will be designed in a flexible way to meet learning needs wherever possible and the curriculum will be devised to positively promote all aspects of Equality and Diversity.

For DPN Staff, this may include reasonable adjustments to working hours or the supply of equipment.

Equality and Diversity statistics will be gathered and reviewed by the DPN Board to ensure compliance and to promote engagement with groups or individuals with Protected Characteristics (age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation)

DPN Staff will undergo regular Equality and Diversity training.

EXPENSES POLICY

Link: [DPN Expenses Policy](#)

DPN will reimburse all approved and reasonable expenditure incurred in undertaking company duties. This includes travel, entertainment and sustenance.

You must complete an expenses form and provide original receipts, invoices or similar.

HARASSMENT AD ANTI-BULLYING

Link: [Harassment and Anti-Bullying Policy](#)

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This policy relates to both students and DPN Staff. Any issue should be reported to the Managing Director and the primary objective is to encourage a return to acceptable behaviour through informal action. However, formal action will be taken if appropriate.

Bullying and harassment can be defined as behaviour that makes someone feel intimidated or offended. It can happen face-to-face, by letter, by email or by phone. Examples include spreading malicious rumours, unfair treatment, regularly undermining someone. Harassment is illegal when the unwanted behaviour is related to one of the 9 Protected Characteristics.

DPN will not tolerate victimisation of staff who complain of harassment/bullying and any such instances will be treated with particular severity.

HEALTH AND SAFETY

Link: [DPN Health and Safety Policy](#)

Employers and employees are responsible for ensuring a safe working environment.

The Managing Director is accountable for the implementation and maintenance of the health and safety system at DPN. This includes ensuring all equipment is properly maintained, ensuring all staff are properly trained, ensuring any workplace injuries/incidents are investigated and regular risk assessments are carried out.

You are required to ensure you engage with all required training and follow all required protocols.

WORKING FROM HOME

Link: [Homeworking Policy](#)

The Managing Director is responsible for considering the necessity and viability of employees working from home.

DPN will ensure you have all the required equipment and access to DPN's main server and video conferencing platform (Microsoft Teams) to carry out your duties.

All DPN policies will apply to home working e.g. annual leave, sickness reporting, health and safety. Be particularly mindful of GDPR to ensure that members of your family or third parties do not have access to confidential information.

IT ACCESS CONTROL

Link: [DPN IT Access Control Policy](#)

Your access to certain folders on the main server will depend on your job role. You should liaise with your Line Manager in the first instance if you are not able to open a relevant folder.

This policy provides guidance and advice on password usage to reduce security risks and any impact on confidentiality, integrity or availability of DPN computers and systems.

LONE WORKER AT CENTRE EMERGENCY PROCESS

Link: [Lone Worker at Centre Emergency Process](#)

If you are working alone at the DPN Centre, you must advise your Line Manager.

You should be aware of the location of the first aid kit and the emergency contact list, should the need arise.

LONE WORKING POLICY

Link: [Lone Working Policy](#)

This includes working in a remote location, travelling in the course of work or working from home. Health and safety concerns include personal safety as well as physical and mental wellbeing.

Ensure you have provided up to date contact details for yourself to a designated responsible person and that you have current contact details for other DPN staff members.

Check in/out with a designated responsible person. This can include a check-in with your Line Manager via an MS Teams message during the working day.

MALPRACTICE AND MALADMINISTRATION

Link: [DPN Malpractice and Maladministration Policy and Procedure](#)

This relates to the delivery of DPN training programmes for approved qualifications.

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of assessments and/or the validity of certificates.

Maladministration is essentially any active or practice which results in the non-compliance with administrative regulations and requirements.

These may be acts of omission or commission i.e. failing to do the right thing or actively doing something wrong.

Any concerns around the integrity of the qualification process should be raised with the Managing Director.

ONLINE CONDUCT AND E-SAFETY

Link: [DPN Online Conduct and E-Safety Policy](#)

You should consider anything you post online is permanent and effectively public. DPN requires you to act professionally in your social networking and internet activities and you should create a clear distinction between your social and professional lives and protect the reputation of DPN.

Communications between staff and current/prospective students should only take place for legitimate, professional reasons. This would include accepting any invitation to friend/follow a current/prospective student's personal network, or vice-versa.

Email contact should be channeled through the DPN system.

Please be aware that DPN may need to monitor staff and student email and use of the internet via DPN's internet link.

If you become aware of critical or unprofessional comments posted online about DPN you should contact the Managing Director.

PREVENT

Link: [Prevent Policy](#)

Prevent is the government initiative to identify individuals at risk of radicalisation and put in place processes to avoid them committing acts of terrorism.

- Radicalisation is the process by which a person comes to support terrorism and forms of extremism that may lead to terrorism.
- Extremism is vocal opposition to fundamental British Values (democracy, rule of law, individual liberty, mutual respect and tolerance of different faiths and beliefs).
- Terrorism is an act or threat of violence to influence the government or to intimidate the public in the pursuit of a political, religious, racial or ideological cause.

You will receive regular Prevent training to help you identify those who may be vulnerable to grooming from extremist groups, recognize signs of radicalisation and the appropriate action to take.

Whilst DPN will endeavor to encourage legitimate discussion, debate and learner activities relating to extremism, you should report any concerns you may have to the Managing Director. This may be related to a learner or colleague and may be based on a verbal comment/conversation or material they may have shared.

PROCUREMENT

Link: [Procurement Policy](#)

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This relates to any staff who seek to purchase goods and services on behalf of DPN. This would include accessing funding for training.

DPN must demonstrate it achieves value for money in the procurement of goods and services and that cost effective procurement practice is consistently applied and is legal, ethical, open and transparent.

Staff involved in procurement activity must ensure that they are fair and unbiased when making a procurement decision and should declare any personal interest that might influence a purchasing decision to the Finance Manager.

All purchases require prior approval of the Managing Director.

QUALITY ASSURANCE

Link: [Quality Assurance Policy](#)

DPN aims for continuous improvement in the quality of all aspects of its services to help learners and employees achieve the highest possible standards.

This includes:

- Observations of teaching and learning.
- Feedback from learners and employers on their learner journey experience.
- Internal and external verification of assessments.
- External verification of quality assurance processes.

As part of this process you should review your work regularly and forward any feedback to your Line Manager or Managing Director.

Outcomes and actions plans resulting from the QA process will be shared with you via team and/or individual meetings.

RISK MANAGEMENT

Link: [Risk Management Policy](#)

“Risks” in this context are operational, financial and commercial activities that might adversely influence the effective and efficient operation of DPN. This includes:

- Adherence to policies and procedures.
- Comprehensive reporting to monitor and limit risks.
- Business planning and budgeting.
- Self-Assessment process.
- External audits and third party reports.
- Risk Management Process.

You should advise the Managing Director if you have any concerns.

SAFEGUARDING POLICY

Link: [Safeguarding Policy](#)

DPN has a statutory duty of care in the safeguarding, safety and wellbeing of its learners and members of staff.

You will undertake regular safeguarding training to ensure that you are confident to pass on any concerns to the Designated Safeguarding Lead or their Deputy.

Please refer to the designated Safeguarding folder on the Main Server within Staff Policies & Procedures for the quick reference guidance and disclosure form.

SAFER RECRUITMENT

Link: [Safer Recruitment Policy](#)

DPN ensures that its recruitment policy will identify and reject applicants who are unsuitable for work with children, young people and vulnerable adults.

Where referees have been contacted, you are entitled to see copies of the supplied reference, if requested.

You will be required to complete a satisfactory 6 month probation period to ensure that you understand and can comply with the DPN standards of performance.

You will be required to continue to receive satisfactory clearance of up-to-date enhanced DBS disclosure applications during your employment.

STAFF GRIEVANCE/DISCIPLINARY PROCEDURE

Link: [Staff Grievance-Disciplinary Procedure](#)

If you feel you have been treated unfairly or have a cause for complaint against DPN, you should initially raise this with your Line Manager. If you are not satisfied with the resolution, you can escalate the complaint to the Managing Director, then ultimately the Chair of the Board of Directors.

Disciplinary action will be taken if your standard of work or attendance becomes unacceptable or if you are considered guilty of any act of misconduct. The primary aim of this process is correct and encourage a return to acceptable work performance.

If DPN reasonable forms the view that you are guilty of gross misconduct you may be summarily dismissed.

TRAINING POLICY

Link: [DPN Training Policy for Staff](#)

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DPN is committed to providing relevant training and development opportunities for all staff, with a recommendation that you undertake at least five days' appropriate personal development activity, on average, a year.

Additional training needs may be identified during the initial Probation period. Appropriate actions will be identified and it may be that the probation period is extended. If the performance issues identified are not resolved, you may, in exceptional circumstance, have your employment terminated.

You will complete a mandatory annual appraisal with your Line Manager, which will include a self-review form and the agreement of individual development plans.

You can raise any additional training needs outside of this process with your Line Manager. Please note any associated training costs must be approved prior to the training with the Managing Director.

WELLBEING

Link: [Wellbeing Policy](#)

WHISTLEBLOWING

Link: [DPN Whistleblowing Policy](#)

If you wish to raise a concern about an activity not covered by other policies, e.g. grievance, bullying, you should contact the Managing Director or Chair of Board of Directors.

Examples of whistleblowing might include:

- Conduct which is an offence or breach of law.
- Serious health and safety risks.
- Possible fraud and corruption.
- Abuse of authority.

All allegations will be treated in confidence and every effort will be made not to reveal your identity. Allegations can be made anonymously.

No disciplinary or other action will be taken against a whistleblower who makes an allegation in the reasonable belief that it is in the public interest to do so even if the allegation is not substantiated by an investigation.

Action may be taken if the allegation has been deemed to be frivolous, malicious or for personal gain.

ANNEX 1: ROLE OF MENTOR AND BUDDY

Mentoring is essentially about helping people to develop more effectively. It is a relationship designed to build confidence and support the mentee so they are able to take control of their own development and work.

Mentoring is not the same as training, teaching or coaching, and a mentor doesn't need to be a qualified trainer or an expert in the role the mentee carries out.

They need to be able to listen and ask questions that will challenge the mentee to identify the course of action they need to take in regards to their own development

A mentor is different from a line manager in that they will not have direct responsibility for the mentee's work performance but they will be responsible for encouraging the mentee to work towards their own individual objectives and be a motivating guide for the mentee on their journey.

Mentoring can be used for a wide variety of situations and different points in someone's working life for example:

- Induction for a new starter.
- Individuals working towards promotion.
- Staff who have changed roles in the department or across the organisation.
- Staff on structured learning programmes for example ILM programmes.

- Changes to job roles for example following a restructure.
- Continuous Professional Development (CPD).

What is a Mentor?

A mentor is defined in the Oxford Dictionary as an “experienced and trusted adviser”. This description reflects how we would like to see mentors work with their mentees. Your mentor will cover at least some of the following:

- Listen
- Ask questions to help develop your understanding of a situation or problem
- Provide information and knowledge and share informal networks
- Provide advice on career development
- Offer different perspectives
- Provide support and encouragement
- Provide an insight into your work and career
- Offer guidance and advice in regard to qualifications
- Be a sounding board
- Be a critical friend
- Encourage self-reflection
- Help identify areas for development

Why Mentoring?

- It has flexibility – mentoring can happen in so many ways and under lots of different circumstances

- Is an offline activity- it is not a role carried out by the mentee’s line manager although mentoring conversations can become part of day to day activity and don’t always need to be scheduled
- It relates to work and the job
- It is individual - each relationship will be unique to those two individuals involved
- It is people centred
- It provides a feedback system- feedback is central to mentoring and is a great tool to enhance and embed learning
- It is broad in focus - it should meet the needs of the mentee and mentor
- It is not exclusive - but complements other methods of learning

The Aim of the Buddy Scheme

Having a ‘buddy’ at work can make a huge difference to the speed at which new recruits manage to settle into the role and DPN. Just knowing there is someone there to listen who is genuinely interested in helping them can make new staff members feel supported.

Your ‘buddy’ will be:

- A contact
- A friendly face
- An informal source of information on the team and organisation
- Someone who knows how things work across DPN and is prepared to share that experience

ANNEX 2: DSE WORKSTATION CHECKLIST

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