



DPN QUALITY ASSURANCE POLICY

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DPN QUALITY ASSURANCE POLICY

1. DPN STATEMENT

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation.

DPN will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners and employees achieve the highest possible standards.

2. POLICY AIMS

- To provide a continuous check on the consistency and quality of delivery and the consistency, quality and fairness of marking, grading and overall assessment of student's work
 - To meet the standards set by the QCF and relevant awarding bodies
 - To ensure that valid assessment decisions are reached for all our students and that external requirements are fully met
 - To support academic staff in their classroom delivery and assessment by affording them the opportunity to receive critically supportive comment and be able to conduct peer observation
 - The quality procedures will seek the views and perceptions of learners for whom the services of DPN exist
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3. RESPONSIBILITY FOR IMPLEMENTATION

The Managing Director of DPN has a responsibility to ensure that all Quality Assurance Policies are being followed and that the appropriate evidence is being correctly completed and submitted.

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The Quality Assurance Policy is integral to the induction process and all staff have a responsibility to give full and active support for the policy by ensuring that it is known, understood and implemented by all.

4. FOCUS OF QUALITY ASSURANCE

- To encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims
- To develop and sustain a diverse range of programmes which provide opportunities for progression and which provide learners with experiences and wherever appropriate, qualifications suited to their learning aims
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies such as OCR, BCS and Pearsons.
- To provide information which supports strategic planning for DPN's business development
- To monitor and evaluate the procedure for providing information advice and guidance to learners at entry and throughout their training with DPN

5. TUTORS/ASSESSORS

The role of the tutor/assessors is to:

- Ensure that techniques used on courses will be selected to ensure a balance of learning opportunities to encompass a variety of learning styles
- Regularly review training materials used on courses to ensure that they remain relevant to the objectives of the course
- Provide an introduction at the start of each training course that includes relevant points from Health and Safety policy such as seat position, monitors etc, actions in case of emergency, and the timetable for the day, including rest breaks.
- Recognise when a learner is struggling with the training and ensure that appropriate support is provided for their specific needs without negatively impacting the rest of the class
- Have relevant and appropriate experience to deliver, train and assess (where applicable) the qualification identified

- Ensure that learning is continuously taking place through ongoing affirmation and consolidation of learning aims and to make continuous improvements with the aim of achieving the highest level of learning possible at all times
- Ensure that each learner is aware of his/her responsibility in the collection and presentation of evidence
- Agree and record assessment plans with each learner
- Fully brief learners on the assessment process
- Observe learners' performance through formative assessment and/or in simulated situations, and/or conduct other forms of assessment in accordance with the qualification requirements
- Ensure that assessment of performance by observation is unobtrusive
- Judge the evidence and record assessment decisions against the standards/syllabus
- Provide learners with prompt, accurate and constructive feedback
- Manage the system of assessment from assessment and planning through to marking and recording assessment decisions
- Ensure validity, authenticity, currency and sufficiency of evidence
- Maintain accurate and verifiable learner assessment and achievement records
- Confirm that learners have demonstrated competence/knowledge and have completed the required documentation
- Agree new assessment plans with learners where further evidence is required
- Demonstrate commitment to anti-discriminatory practice and equal opportunities
- Ensure maintenance of confidentiality for sensitive information
- Take an active part in regular observations of teaching, learning and assessment by internal and external assessors.
- Maintain own Continuous Professional Development record.

6. INVIGILATION

DPN will ensure that any invigilated assessments will be performed in line with the relevant awarding organisation requirements. DPN will maintain a list of approved invigilators who will undertake appropriate training and be formally observed for their first invigilation and then at least annually by a suitable member of staff to ensure relevant test regulations are being followed. Corrective action will be taken where there are non-compliances.

Awarding organisation appropriate documentation will be completed and retained for audit purposes.

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7. CONFLICTS OF INTEREST IN ASSESSMENT

DPN will take all reasonable steps to avoid any part of the assessment of learner being undertaken by any person who has a personal interest in the result of the assessment. This includes internal quality assurance activities.

Individuals should not be involved in the assessment of the quality assurance of assessment decisions where they have a personal interest or, where this happens, they must ensure that the assessment process is subject to scrutiny by those without personal interest. The appropriate awarding body maybe notified, if required by their specific policies.

8. STAFF

- To ensure quality standards are met by all employees DPN will:
- Regularly review the performance, training and developmental needs of all employees through the operation of DPN’s annual review and appraisal scheme
- Offer training and development to individuals from induction and throughout their employment
- Monitor and evaluate performance and developmental needs through internal observations
- Monitor and evaluate the effectiveness of training and development against DPN’s strategic goals

9. LEARNERS

- All learners at induction will be made aware of the quality standards at DPN
- All learner feedback, review meetings and exit questionnaires will be analysed and acted upon
- All learner files will be continuously and rigorously assessed for quality
- All learners’ performance in the workplace will be monitored and evaluated where appropriate

Employers

- All employers will be made aware of the quality standards of DPN
- All employers will be assessed for safeguarding procedures

- All employers will be monitored and evaluated on the quality of placement offered

10. PROCEDURE

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learner perceptions and achievements.

- Internal Verification processes will follow the rules outlined in the relevant awarding organisation documentation e.g. BTEC Centre Guide to Internal Assessment.
- Standard feedback forms will be used to collect information from delegates on course and tutor effectiveness and on venue quality following each course
- Quality control will be carried out against agreed criteria which will incorporate performance indicators
- Statistical analysis will be carried out against criteria which will incorporate performance indicators
- Review will be supported by analysis of learner and employers’ views and perception, gathered via questionnaires, surveys and review meetings. Feedback from Awarding Bodies and Partner Organisations will be used to improve the quality of course delivery and associated processes.
- DPN will carry out regular proactive observations of teaching, learning and assessment:
 - All tutors and courses will be observed at least once per year.
 - New tutors will be observed and supported by the Senior Tutor and Internal Quality Assurance Manager to meet DPN quality standards.
 - Newer courses will be observed more frequently as feedback-based changes and other adjustments are made to ensure quality of learning.
 - Training materials will be regularly sampled to ensure they are relevant, accessible, and current.
 - Assessments will be sampled in line with the relevant Awarding Organisation requirements.
- DPN will carry out reactive teaching observations in response to any issues raised by stakeholders e.g. learner feedback, external observers.

11. MONITORING AND EVALUATION

This policy will be monitored by the Managing Director and through established quality audit procedures. Where discrepancies are found, or evidence of

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malpractice or maladministration is found, then an appropriate policy will be initiated by the Managing Director of DPN.

The outcome of these processes will provide information:

- To inform the process of DPN self-assessment and development planning
- To action plan for improvement at DPN team level
- To highlight issues that need consideration by DPN
- That supports DPN's business and strategic planning cycle
- That supports DPN's contract compliance to an exemplary standard

Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings.

The outcomes and action plans which result from the process will form the basis of the annual DPN Self-Assessment Report.

12. QUALITY ASSURANCE PROCESS

1. All staff review their own work regularly.
2. EV and IV feedback from reviews and observations of teaching, learning and assessment.
3. Quarterly Quality and Standardisation meetings held considering steps one and two.
4. All learners/employers receive feedback questionnaires at applicable points throughout the duration of their course.
5. Quarterly Team meetings look at feedback from learners and employers.
6. RAS rates circulated at team meetings and discussed in more depth with appropriate staff groups.
7. All information is collated and shared with the Managing Director.