



DPN THIRD PARTY DELIVERY POLICY

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DPN THIRD PARTY DELIVERY POLICY

1. INTRODUCTION

DPN is committed to providing high-quality adult education and skills training that meets the needs of our learners, employers, and communities. In order to deliver a broad and flexible offer, we may engage third parties—including individual tutors and support staff—through subcontracting or partnership arrangements.

This policy outlines our approach to the selection, management, quality assurance, and monitoring of subcontracted provision. It ensures compliance with relevant funding body rules, promotes transparency, and maintains the integrity and quality of our education delivery.

2. PURPOSE AND OBJECTIVES

The purpose of this policy is to:

- Ensure that all subcontracted or third-party delivery aligns with DPN’s mission, values, and quality standards
- Promote fair, open, and transparent subcontracting arrangements
- Set out clear expectations and responsibilities for both DPN and its subcontractors
- Ensure that learners receive a high-quality, safe, and inclusive learning experience
- Ensure that all delivery meets relevant regulatory and funding body requirements (e.g., Department for Education)

This policy is also designed to provide confidence to learners, partners, and funders that all third-party delivery is well-managed, risk-assessed, and regularly reviewed.

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3. SCOPE OF SUBCONTRACTING

This policy applies to any arrangement where a third party delivers education or support services on behalf of DPN. This may include:

- Subcontracted tutors delivering accredited or non-accredited learning
- Learning support staff delivering one-to-one or small group interventions
- Partners involved in outreach, learner engagement, or pastoral support (where delivery forms part of a funded learning programme)

We do not subcontract full programmes of learning without direct oversight and quality assurance from our internal team. All subcontracted activity must be aligned to our strategic goals and offer demonstrable value and benefit to learners.

4. RATIONALE FOR SUBCONTRACTING

Subcontracting or third-party delivery may be used for the following reasons:

- To extend the range or geographic reach of our provision
- To access specialist expertise or niche subject areas not available in-house
- To respond flexibly to learner or employer demand
- To support the delivery of targeted community or outreach programmes
- To ensure continuity of service where internal capacity is limited

We do not subcontract to generate income without direct learner benefit or to delegate our responsibility for quality.

5. SUBCONTRACTOR SELECTION AND DUE DILIGENCE

All subcontractors will be subject to a thorough due diligence process before any agreement is made. This process will include:

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- Company and legal status verification (e.g. Companies House, VAT registration, insurance)
- Review of policies including safeguarding, health & safety, equality & diversity, and data protection
- Financial health checks and references
- Curriculum vitae and qualifications of proposed staff
- DBS checks for all staff working with learners
- Evidence of past delivery and quality assurance systems

Only subcontractors who can demonstrate capacity, capability, and a strong track record of learner-centred delivery will be approved.

6. CONTRACTUAL ARRANGEMENTS

A formal written contract will be in place with every subcontractor. The contract will clearly state:

- Roles and responsibilities of both parties
- Delivery expectations and learning outcomes
- Learner safeguarding, health and safety, and data handling obligations
- Payment and invoicing terms
- Quality assurance and monitoring procedures
- Termination and dispute resolution clauses

All subcontractors must agree to follow DPN’s relevant policies, including those on teaching and learning, safeguarding, assessment, and complaints.

7. QUALITY ASSURANCE AND MONITORING

DPN retains full responsibility for the quality of any provision delivered by third parties. We apply rigorous quality assurance processes to all subcontracted activity, including:

- Induction and ongoing CPD for subcontracted staff

- Scheduled teaching observations, learning walks, and learner feedback collection
- Regular review meetings and performance monitoring
- Internal verification and assessment moderation where applicable
- Safeguarding audits and learner welfare checks

Where subcontracted delivery is found to fall below expectations, support will be offered. Persistent underperformance may result in contract termination.

8. LEARNER EXPERIENCE

All learners taught or supported by subcontracted staff will have equal access to the support, guidance, and enrichment opportunities available to other learners at DPN.

Learners will be informed (at enrolment) if any aspect of their learning is delivered by a subcontractor, and will be provided with the same mechanisms for giving feedback or making complaints.

Safeguarding remains paramount. All subcontracted staff must comply with our Safeguarding and Prevent Policy and complete appropriate training.

9. FEES AND PAYMENT TERMS

Subcontractors are paid based on agreed delivery milestones, such as learner enrolments, attendance, completion, or achievement. The fee structure is negotiated in advance and included in the contract.

DPN may retain a management or administration fee from any funding received for subcontracted learners. This fee typically reflects the level of support provided, including:

- Quality assurance
- Learner record and data management
- Safeguarding oversight
- Internal verification

- Staff training and development

All fees will be fair, proportionate, and fully transparent. A breakdown of retained fees and support provided will be shared with each subcontractor.

10. RISK MANAGEMENT

We assess and manage risks associated with subcontracted delivery through:

- A central risk register for subcontractors
- Annual contract reviews and audits
- Formal escalation routes for safeguarding, quality, or compliance concerns
- Internal reporting to senior leadership and governance

We reserve the right to terminate any subcontracting arrangement where serious risk or breach is identified.

11. POLICY REVIEW AND PUBLICATION

This policy is reviewed annually or more frequently if required by changes in regulation or funding guidance. Updates are approved by senior management and shared with all relevant stakeholders.

In line with transparency requirements, this policy is published on our website and made available to current and prospective subcontractors.