



OCN London Assured Mark



OCN London Assured Mark is our symbol of trust in organisations to deliver quality learning experiences.



Benefits to your organisation

- your learning resources, management and quality assurance of provision will be reviewed by an external body, enhancing its reputation;
- you will be able to use the OCN London Assured Logo when promoting your organisation as a centre of learning.



OCN London Assured organisations

- operate with integrity;
- maintain high standards of provision;
- continually monitor & improve their practice.

With this initiative, we want to recognise good practice in the management and delivery of educational provision.. To ensure that you have robust policies and quality systems in place, the OCN London Assured mark is an excellent standard to work towards.



Who is the OCN London Assured mark for?

The OCN London Assured mark is suitable for organisations that would like a recognised badge of quality that signifies it has appropriate resources and effective learning provision quality assurance systems in place. Interested parties can therefore be assured that the learning provision will be effectively managed and delivered.

OCN London Assured process

1. Initial meeting with the OCN London Assured assessor

The purpose of this meeting is for you to find out if the OCN London Assured mark is suitable for your organisation. The assessor will discuss your organisation's needs and demonstrate how meeting the key criteria used in the review process will help you to evaluate and improve the practice and procedures of your learning delivery.

After this initial, free of charge meeting, the assessor will produce a tailored quote setting out the cost of the OCN London Assured review process for your organisation. This will reflect which, if any, of the optional services available as part of our service you wish to receive. These include:

- training for members of your staff
- external quality assurance of the assessment of learning evidence
- confirmation of participation in learning for your staff and/or customers.

Email: enquiries@ocnlondon.org.uk to arrange your free initial meeting.

2. Self-evaluation by your organisation

Your organisation will complete the self-evaluation form and provide supporting evidence to show how you meet the key criteria. We will provide guidance to assist with this process.

3. Review by the OCN London Assessor

The assessor will review the self-evaluation form and supporting evidence, and may make a further visit to your organisation. Following the review, the assessor will produce a report highlighting good practice and may identify areas that need improvement. As a consequence of this report, the organisation will be awarded the OCN London Assured mark or be required to submit additional evidence.

When additional evidence is submitted a further review will take place. If the evidence is still not sufficient and a third submission and review are required, an additional charge will be made.

Centres will not have fees refunded if OCN London decides they do not meet the criteria set out, and so are not awarded.

OCN London Assured Process



Enquiry

OCN London arranges a meeting between the assessor and the enquiring organisation. The organisation is sent this brochure.



Meeting

The organisation meets with the assessor. OCN London sends the organisation a quote for the cost of the review process.



Self-evaluation

The organisation completes the self-evaluation form and produces supporting evidence.



Approval review

The assessor reviews the submission against set criteria.



Report by the OCN London assessor

The assessor writes a review for the submitted evidence.



The organisation submits additional evidence, which is reviewed by the assessor.



Further evidence is required.



On the assessor's recommendation; the organisation receives the OCN London Assured mark.

KEY CRITERIA

1. Operate with integrity

Key Criteria	Why this is a mark of quality
<p><i>1.1 The organisation has sufficient and appropriate RESOURCES to deliver its learning effectively.</i></p>	<p>Organisations that operate with integrity will not disadvantage learners by offering any development process that they are not equipped or resourced to deliver safely and effectively.</p> <p>It is important that the learning experience is not marred by overambitious promotions or an inappropriate environment.</p> <p>The organisation should clearly communicate to those delivering the learning, the resources and facilities available to them. Clear lines of responsibility and accountability between all of those involved, including managers, should exist.</p> <p>Resources can include:</p> <ul style="list-style-type: none"> • staff to deliver, manage and administrate the learning experience; • facilities, which should be accessible for all; • specialist equipment, where relevant to the learning. <p>Financial accounts for the organisation will also be considered.</p>
<p><i>1.2 The learner RECRUITMENT process is fair and transparent.</i></p> <p><i>The OCN London Assured Assessor will advise whether this criterion is relevant.</i></p>	<p>Learners should be clear about what to expect. The learning promised in promotional materials (print, website, presentations) should reflect the experience provided by the organisation.</p> <p>Initial assessment or another diagnostic exercise should be carried out to ensure that the learning experience will be suitable for the individual. Learners who are accepted should be ready to achieve the expected outcomes. Candidates who are not selected for a learning programme should be provided with information on alternative and more suitable learning opportunities.</p>

2. Maintain high standards of delivery

Key Criteria	Why this is a mark of quality
<p>2.1 <i>The process is INCLUSIVE and accessible to learners.</i></p>	<p>An organisation that maintains high standards will use learning and development practices that are appropriate to learners from diverse backgrounds and learners with diverse learning styles.</p> <p>The methods by which the learning will be delivered should be made clear before or at the beginning of the process, so that participants can determine whether it is suitable for them and to communicate any specific needs to the learning provider. This will enable reasonable adjustments to be made as necessary.</p>
<p>2.2 <i>Those delivering learning have suitable EXPERTISE to do so.</i></p>	<p>Organisations should be able to demonstrate that those delivering learning have the requisite competence through experience and/or qualifications.</p> <p>Ensuring that people have the necessary expertise to deliver learning shows a commitment to enabling learners to achieve.</p>
<p>2.3 <i>The learning is RELEVANT to the context in which is delivered</i></p>	<p>Learning delivery methods should be used that are relevant to learners, the aims of the learning programmes, and to the organisation.</p>

3. Continually monitor and improve practice

Key Criteria	Why this is a mark of quality
<p>3.1 EVALUATION <i>of learning is undertaken to ensure that it is improved.</i></p>	<p>Organisations that offer learning provision should be committed to continually improving their practice and ensuring that this remains fit for purpose.</p> <p>Evaluation methods should be in place to ensure that those who deliver learning are accountable and improvements can be monitored.</p> <p>Evaluation methods could include:</p> <ul style="list-style-type: none"> • feedback from participants; • reflections from those delivering; • internal quality assurance; • standardisation of delivery practice (where more than one person is involved); • observation of delivery (where appropriate); • an annual review process.
<p>3.2 CONTINUING PROFESSIONAL DEVELOPMENT <i>is supported so that trainers can improve their skills and practice.</i></p>	<p>Organisations should encourage those who deliver learning to keep their skills up to date and engage in Continuing Professional Development (CPD). As an organisation applying for the OCN London Assured mark, your staff will be eligible to attend OCN London CPD and training sessions at a reduced rate.</p>

Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you get the very best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money.
- We are committed to the belief that learning can change lives.

Our impact

- We have helped tens of thousands to fulfil their dreams of a university education through our Access to HE qualifications.
- We have enabled many people from disadvantaged education backgrounds to develop and progress.
- We have helped to empower people in communities to take control of their lives.
- We are opening up new opportunities in health and social care for people to progress in their careers.
- We have supported small businesses to get started, expand and thrive.
- We have helped to give people a new start in life...and a new career.

Where to find more information

Click [here](#) to visit the OCN London Assured page

Visit the website www.ocnlondon.org.uk for information about

- fees for individual qualifications and units, membership and centre approval evaluation
- funding and Advanced Learner Loans
- unit development and approval
- how to get replacement certificates
- training and development courses.

Alternatively contact us on [020 7278 5511](tel:02072785511) or enquiries@ocnlondon.org.uk.



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