

Jessanol Ltd – Quality Assurance Policy

1. Policy Statement

Jessanol is committed to delivering high-quality learning services, digital content and consultancy support that are practical, accurate, accessible and fit for purpose.

This policy outlines how we maintain standards across our work and continuously improve the quality of our services.

2. Our Quality Principles

We aim to ensure that all services are:

- clear and professionally presented
 - aligned to client needs and objectives
 - accurate and evidence-informed
 - accessible and inclusive where appropriate
 - delivered reliably and on time
 - reviewed and improved through feedback
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3. How We Assure Quality

Discovery and Scope Clarity

Projects begin with clear conversations to understand needs, objectives, audience and success measures.

Structured Development Process

Where relevant, work is planned through agreed stages such as scoping, scripting, review, build, testing and sign-off.

Content Accuracy

Jessanol takes reasonable steps to ensure content is accurate at the point of delivery. Where specialist or regulated subject matter is involved, client subject matter experts may be asked to review and approve materials.

Accessibility and Learner Experience

We aim to design learning that is clear, usable and inclusive, taking account of accessibility good practice where relevant to the service provided.

Review and Testing

Outputs are checked before release. This may include proofreading, functionality checks, learner flow review, technical testing or stakeholder review depending on project type.

4. Feedback and Improvement

We welcome client and learner feedback and use insights gained to improve future services, products and delivery methods.

5. Issue Resolution

If quality concerns are raised, Jessanol will respond promptly, investigate fairly and work with the client to identify an appropriate resolution.

6. Responsibility

Responsibility for this policy sits with Jessanol leadership.

7. Review of Policy

This policy will be reviewed annually or as required.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: 21/4/26

Next Review: 21/4/27