



DSA-QAG Update

News for Assessment Centres and Suppliers

November - February 2012

DSA QAG KPI System and In-house Database

Since the last update DSA QAG has been busy implementing the new KPI data base with CC Technologies, which will result in a number of benefits to our Members and DSA QAG. The KPI database will allow Members to upload their monthly KPIs in the DSA QAG portal, provide automated reminders for KPI returns and allow Members to view their individual KPI reports online. The portal will also allow Members to view their KPI reports over a range of months against the national average.

Below is a high level update of the phased approach to date and the areas completed:

| Phase | What | Go Live |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Phase 1 (Suppliers) | <ul style="list-style-type: none"> • Delivery of online KPI form for Suppliers • MI Reports for DSA QAG performance Monitoring • MI Reports for Suppliers | <ul style="list-style-type: none"> • 09/12/2011 • 13/02/2012 • 09/03/2012 |
| Phase 2 (Assessment Centres) | <ul style="list-style-type: none"> • Delivery of KPI form for Assessment Centres. • MI Reports for DSA QAG performance Monitoring • MI Reports for Assessment Centres | <ul style="list-style-type: none"> • 11/01/2012 • 02/03/2012 • Under Construction w/c 12/03/2012 |
| Phase 3 (i) (QAG) | <ul style="list-style-type: none"> • User Portal • Administration Console • Complete MI & Audit Reporting Suite • Online collection Audit Documentation (3rd party Auditors) | <ul style="list-style-type: none"> • 10/01/2012 • 10/01/2012 • Under Construction • Under Construction |
| Phase3 (ii) (Suppliers & ACs) | <ul style="list-style-type: none"> • Online facility • Submit Audit Documentation • Accreditation certificates • Fee invoice collection | <ul style="list-style-type: none"> • Under Construction |

DSA-QAG would like to thank the volunteers who took part in User Acceptance Testing (UAT) of the system before the live release. The feedback received from the KPI users since go live has been very positive.

DSA QAG the implementation of the in house database will further benefit Members and also DSA QAG staff. The in house database will allow Members to upload Pre Audit documents direct to the DSA QAG portal and to access Action Plans from the DSA QAG portal. The in house database is currently under construction and a further update will be provided to Members as the database implementation progresses.

The introduction of the online KPI system and the in house database will improve the efficiency and services provided by DSA QAG to meet our Service Level Agreement with members.

Audit Cycle Update

The new 2011-2012 Audit Cycle for Assessment Centres commenced in October 2011 and the Suppliers Cycle commenced in Jan 2012.

To date in the 2011-2012 Audit Cycle, DSA QAG has completed:

| Assessment Centres | | Suppliers | |
|--------------------|---------------------------------------------------|-----------|------------------------------------------|
| 5 | Assessment Centres audited awaiting accreditation | 3 | Suppliers audited awaiting accreditation |
| 5 | Assessment Centres Accredited | 1 | Supplier Accredited |
| 9 | Assessment Centres with audits scheduled | 11 | Suppliers with audits scheduled |
| 51 | Assessment Centres with audits to be scheduled | 4 | Suppliers to be scheduled |

DSA QAG are now providing Members with a minimum of 6-8 weeks advance notice for Audit bookings, this is to allow Members additional notice to gather their pre audit information. DSA QAG hopes that the additional time allows for a more streamlined Audit process for our Members.

SLA update issued for all Assessment Centres

DSA QAG carried out a review of the Outreach Centre/Facilities Service Level Agreements which had been received in support of applications, following the guidelines issued in the 2010 QAF. This exercise commenced on the 16 January 2012.

This has been a very successful exercise with only a few Assessment Centres still outstanding. This exercise ensures that a high level of service is in place for Students using outreach provision within host institutions.

DSA QAG will be following this exercise up with the delivery of an Outreach Centre Audit Proposal. This is currently being drafted and will be circulated shortly for member's views before agreement to implement.

BDO Auditors complete Suppliers Training Course

DSA QAG was pleased to have BDO Auditors in Glasgow in December 2011 to complete the Supplier Audit Training. This was a very successful exercise and allowed the Auditors to gain a clear understanding of the Suppliers processes and procedures.

A select number of Auditors attended the event, this allowed DSA QAG to maximise the face to face transfer of skills and knowledge, allowing the auditors to identify best practice in completing the Suppliers Audits first hand.

DSA QAG continues to liaise with BDO on a week to week basis, sharing information with the BDO Audit Manager which is then disseminated to the Auditors.

DSA QAG Restructure

Many of you will know that DSA QAG is going through a restructure at present. This is to improve the service to our Members and to make the necessary changes within the organisation from the outsourcing of on-site audits, the introduction of the automated online KPI systems for Members and QAGs internal database. DSA QAG will endeavour to ensure that Member service is not impacted whilst we complete the restructure process.

To keep you up to date, Robyn Mullen joined DSA QAG as an Administration Assistant on the 4th of January 2012. Karen Girvan has been promoted to Senior QA and Audit Officer in January 2012 and DSA QAG is currently in the process of recruiting an Operation Manager.

Lorraine Hill left the organisation on Monday 16th January 2012 and Elaine Urquhart who joined QAG for a short period finished up with QAG, on Tuesday 17th January 2012.

FSA exercises completed for SFE

DSA QAG was asked to complete a review of the Insurance provided by Accredited Suppliers to Students for Student Finance England. This included confirmation of FSA Accreditation, a review of the insurance policy documentation and insurance coverage.

This exercise was completed and a Summary Report compiled and submitted to SFE. The report confirmed that all Supplier brokers who provide insurance are FSA accredited and that policies provided by the Suppliers do not carry any excess, which the Student would become liable to pay (as noted in the QAF, Template 5: Insurance Summary).

The exercise was supported through the provision of information to DSA QAG from selected Suppliers, thank you for your assistance.

DSA QAG will provide an update to Members on receipt of feedback from SFE.

Licences Software

DSA QAG has been informed that quotes to Suppliers are not always inclusive of the request for a licensed antivirus and spyware product. This is a QAF/SFE requirement to be included and supplied for all Students.

The security software should always be a licensed product rather than a free version and must last for the duration of the student's course.

Register of Interests Paper Update

After a number of meetings and workshops DSA QAG issued the first draft of the proposed Register of Interest Paper to the DSSG members for review. Only a few minor amendments were received, and the document will now progress for discussion at the DSSG meeting on the 13th March 2012.

Once the DSSG, BIS and SFE have given their approval, the new Register of Interest Form will be issued to all Assessment Centres and Suppliers with instructions on how to complete and return the forms to DSA QAG.

Microsoft Changes

Microsoft is making a number of changes to its worldwide Microsoft Office student channel over the coming months, to simplify its offerings, standardize verification and to reach more students.

Currently DSA Suppliers make use of Microsoft Office Professional Plus 2010 and Office for Mac 2011 under the Student Select licensing program. These products will no longer be available for purchase through this program starting 31 March 2012. As of this date, Suppliers will no longer be able to provide these products.

Microsoft is committed to continuing to support the inclusion of Microsoft Office as part of the Disabled Student Allowance (DSA) program from 1 April 2012.

Microsoft is producing special editions of the new Office University 2010 and Office for Mac University 2011 products available specifically for this program. Microsoft has been working closely with the sector on the upcoming changes.

If you require further information on this update, please contact Claire Riley from Microsoft who will be happy to assist: Clare.Riley@microsoft.com

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SFE Orders / DSA-QAG Suppliers Quotes vs. Orders

Please find below information relating to the Suppliers Quotes to Orders ratio.

Table 1 - Highlighting the number SFE Orders on a monthly basis along with the number of orders given to non DSA-QAG Suppliers.

Table 2 - From the monthly KPI data submitted by Suppliers, this table shows the number of quotes issued by Suppliers in response to NAR quotations from Centres / Assessors and the number of successful orders received.

Table 1

| Month | SFE Funding Body Orders | SFE orders for Non QAG Suppliers |
|--------|-------------------------|----------------------------------|
| Oct-11 | 3360 | 2 |
| Nov-11 | 3124 | 4 |
| Dec-11 | 2717 | 2 |
| Jan-12 | 2918 | 2 |

Table 2

| Month | Supplier Orders from KPI returns | Supplier Quotes from KPI returns |
|---------|----------------------------------|----------------------------------|
| Oct-11* | 3398 | 9040 |
| Nov-11* | 3628 | 10,958 |
| Dec-11* | 2740 | 8936 |
| Jan-12* | 4125 | 9414 |

*Please note data is awaiting 1 supplier figures.



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