



DSA-QAG Update

News for Assessment Centres and ATS Providers

April 2014

Plain English Campaign

We are delighted to announce that, to ensure our website, communications and organisational message is clear as possible, we are now a registered member of the Plain English Campaign.

Launched in 1990, and the first mark of its kind, the Crystal Mark is used by over 1600 organisations who want to provide the clearest possible information.



The first step was a comprehensive review of the DSA-QAG website. Recommendations were sent to QAG, which have now been actioned.



As a result, we are delighted to announce that the QAG website has been granted the Crystal mark, which is now displayed on the website.

DSA-QAG remain committed to providing clear organisational communications, through staff training and development.

Website Enhancements



Practitioner and student website feedback surveys were issued on 21st February 2014. Firstly, we would like to thank all practitioners that took the time to leave provide feedback. We would also like to thank all practitioners that shared the student survey link.

The student survey was also kindly distributed by NUS.

Based upon the feedback, a website enhancement proposal will be presented at the June DSA-QAG board meeting.

Annual Statistics – Assessment Centres

The annual statistics form was issued to all assessment centres on 4th April. The online submission date for returns is 16th May 2014. QAG would greatly appreciate the prompt submission on annual statistics. Should you have any queries on the online submission, please do not hesitate to contact the office for assistance.

ATSP Insurance Matrix

As some of you may be aware, as part of the ATSP QAF review, it was suggested that all ATSPs display an summary insurance matrix on their website. This is to aid students and assessors to view, at a glance, inclusions and exclusions within their policy.

Students do receive a copy of their full policy document, along with a policy summary. However, this has been completed to show that all ATSPs provide the same key points within their insurance policies.

Please note, all ATSPs have been requested to display the below matrix, on their website by Tuesday 22nd April 2014.

DSA Insurance – Key Facts

Item	Inclusion	Exclusion
Zero excess policy	✓	
Accidental damage, fire theft and malicious damage (3 rd party)	✓	
Theft from unlocked / unsecured premises or vehicles		✓
If an item is lost or misplaced		✓
Full reinstatement of all hardware and software to at least the standard originally supplied	✓	
Worldwide cover can be provided, if requested	✓	
Will not be limited to a single claim	✓	

*Please note, the above matrix is a summary. For full policy details, please [click here](#). Alternatively, please contact us (*insert number*)*

*If you were awarded your equipment before (*insert date*), please contact us for full policy details.*

ATSP Student Calls

As part of the ATSP annual review of the quality assurance framework (QAF) and taking into consideration the BIS initiative to improve quality, it was agreed by the working group that DSA-QAG introduce a process of gathering direct feedback from students.

With this in mind, DSA-QAG drafted a proposal document and issued a survey on 27th January to all ATSPs requesting feedback. Feedback provided by ATSPs (5/20), which was taken on-board by DSA-

QAG, with changes being made to the proposal document. Further late ATSP feedback resulted in a delay to the collection exercise and additional amendments to the process was made by QAG,

We are happy to advise, given the late alteration made, all ATSPs will be able to participate in the student feedback calls exercise from the 13th May onwards.

Feedback results will be issued to each ATSP on a monthly basis; this will be completed when all calls have been completed. DSA QAG will share national data with practitioners on a quarterly basis.

BIS QAF Review Survey

DSA-QAG would like to thank all practitioners that submitted feedback on the BIS QA review of QAF standards. The survey to gain feedback was issued to all practitioners on 23rd January 2014 with an extended deadline of 24th February 2014.

A review of the feedback is on-going by BIS & QAG and an update will be issued in due course to practitioners and stakeholders

Staff List Entries

We would like to highlight to practitioners that staff members who have multiple job roles, should only be entered once on the staff list on the portal. In the 'Job Title' column, please list the job roles that apply to the staff member.

New ATSP Representatives

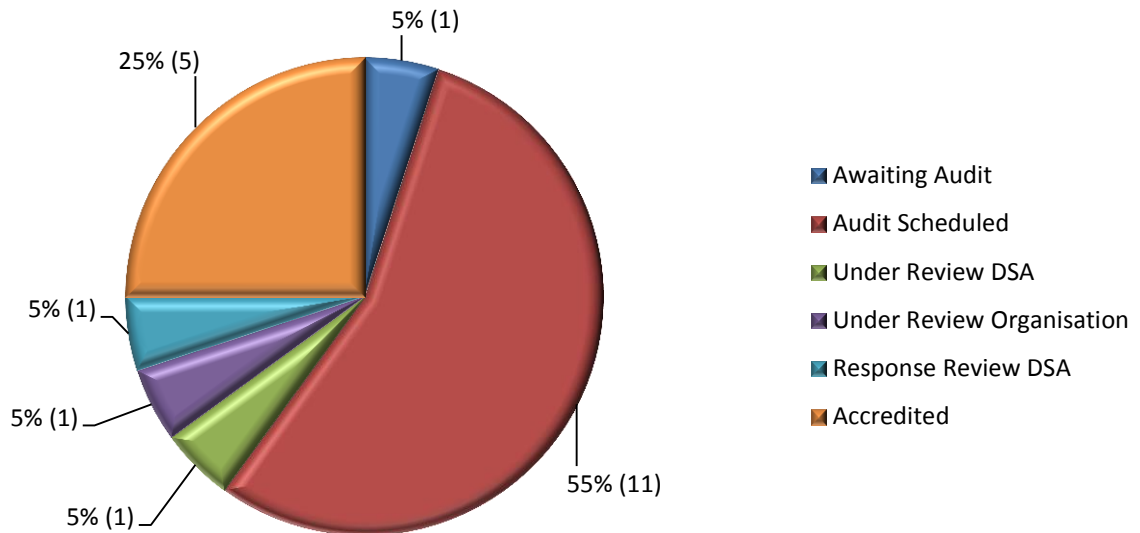
We would like to welcome Jonathan Rouse and David Baxter-Williams as the new ATSP representatives.

A big thank you to Sion Evans for his participation over the years as an ATSP representative.

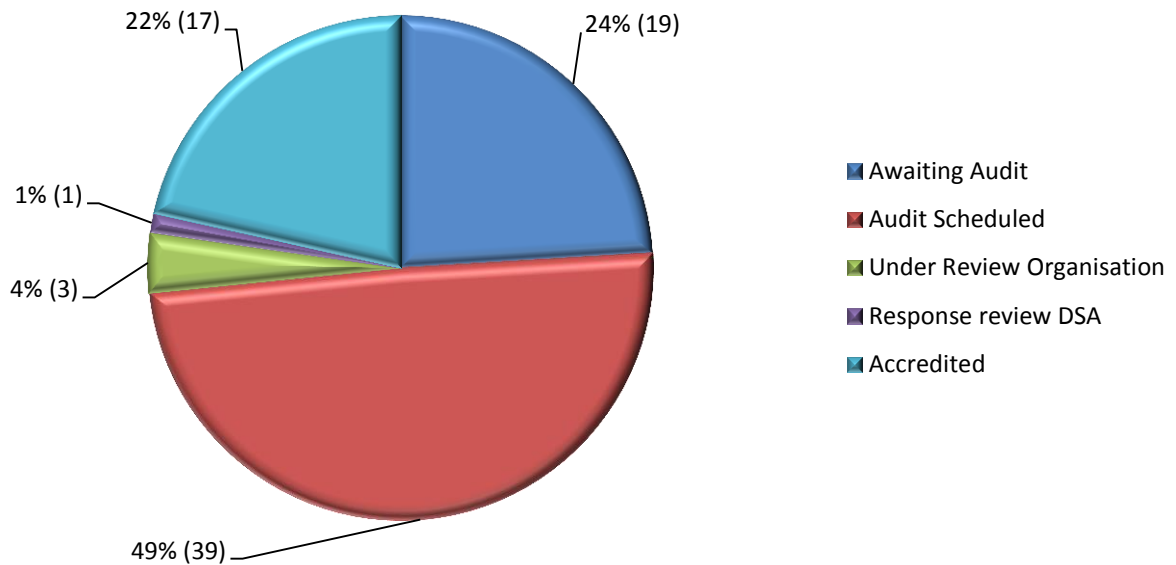
2013/14 Audit Cycle Data - As At 4th April 2014

We would like update practitioners on the progress being made with the 2013/14 audit cycle. To date in the 2013-2014 audit cycle, the following has been completed:

ATSP 2013/14 Audit Cycle



Assessment Centre 2013/14 Audit Cycle



Useful Contacts

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