



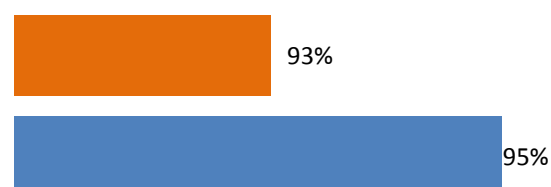
DSA-QAG

Newsletter

September 2014

July AC KPIs National Averages

- Report sent to student or funding body within 10 working days of assessment
- Students seen within 15 working days of contacting centre



Interim Outreach Auditor

To assist DSA-QAG in meeting our commitment to conduct outreach audits for main centre's with outreach/HEI outreach centres within 4 weeks of their audit, the organisation has recruited an interim auditor.

David Blakemore joins the team for 2 months to conduct audits through the summer vacation.

David has a many years in quality assurance and quality system auditing and after induction and training with QAG staff is conducting outreach audits around the regions. We welcome David to the team.

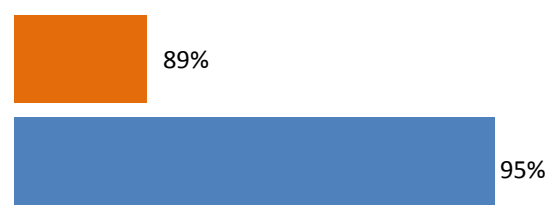
SFE Travel Allowance

SFE recently announced a change to the travel allowance process. When recommending travel, needs assessors should discuss with the student whether or not they are in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP) and have a Mobility Car.

Details of a pilot for a new DSA returner application form for Post Graduate, Part-time and DSA only students were announced. To read the story in full, please visit <http://www.slc.co.uk/stakeholders-partners/latest-news.aspx>

July ATSP KPIs National Averages

- Onsite repair within 2 days
- Delivery of equipment (including set-up & overview) within 10 working days of contacting the supplier



Quality Assurance Framework

We would like to thank everyone for their valued feedback and contribution during the BIS QA review. This has allowed the sector to be fully involved in the production of a revised 2014-15 quality assurance framework for assessment centres. The revised QAF issued in August will take effect from 1st November to coincide with the start of the new audit cycle for centres.

Below is the table of implementation dates which have been issued by QAG, you should consider the dates with your centre staff -

Description	Date of Issue	Implementation Date	Comment
New - Single Fee (Refer to QAF standard 2.6.4)	28/8	Mid-September (w/c 15/9)	Centres to take steps to comply with the implementation date of the single fee standard.
Draft QAF	28/8	1 November	QAF issued to give centres time to review, address and implement any changes required for 1 st November. Note: For all students assessed from 01/11/14, centres are required to issue the mandatory pre-assessment form. The actual period of issue of the form in advance, is subject to each centre's waiting list.
KPIs Reduced reporting categories 4 (originally 9).	w/c 25/8	1 November	KPIs standards have been reduced due to the changes from the QAF revision (refer to QAF appendix 4, page 59). Centres are required to submit the reduced KPI categories for the month of November, submission in December. Note: Although KPIs have been reduced. There is no change to timescales for the remaining KPI categories, centres may decide to leave their systems 'as is', and report on the 4 remaining categories.

Please contact Stephen Elliott, Operations Manager, should you have any queries or require clarification on any of the above.

BDO Training

Ahead of the new audit cycle, two training sessions were conducted with the BDO audit team on the release of the 2014-15 QAF, the new QAF points and measures. The sessions took place in London and Manchester, where the auditors were also able to ask questions about new and existing audit points. Revised audit tools for 2014-15 have been created and will be issued to the audit team in due course.

Central NMH Database

At the June 2014 QAG board meeting, it was agreed that QAG would take over managing a central Non-Medical Help (NMH) database to standardise NMH data and facilitate the accuracy of data published. QAG provided an update and proposal at the recent September board. It was agreed by the trustees and associate membership, the NMH information would sit within the DSA QAG website with a new 'NMH Search' function deployed for consistency for 'users' who are familiar with the assessment centre, ATSP and disability officer search functions.

Work has begun on this project to collate and produce standard information. QAG will be contacting a sample of NMH provider's, public and private organisation to agree a standard template and the collection exercise methods. Practitioners will also be given the opportunity to review the proposed NMH standard data template and feedback. Below is a provisional timetable of events:

Task	Period
<ul style="list-style-type: none">Produced standard template incorporating organisation key data/NMH bandingsIssue to practitioners, NMH organisations (HEI, non HEI)	September
<ul style="list-style-type: none">Review & finalise feedbackDevelopment QAG websiteCollection Exercise	October
<ul style="list-style-type: none">TestingLaunch	November

DSA QAG Website - Student Insurance Page

At the June 2014 DSA-QAG board meeting, associate members requested DSA-QAG to include a specific 'insurance' information page on the company website. This is to assist student with the insure process. We liaised with the ATSP representatives before publishing the pages. To access the page, please click on the link: <http://www.dsa-qag.org.uk/student-insurance.html>

Outreach Audit Fees

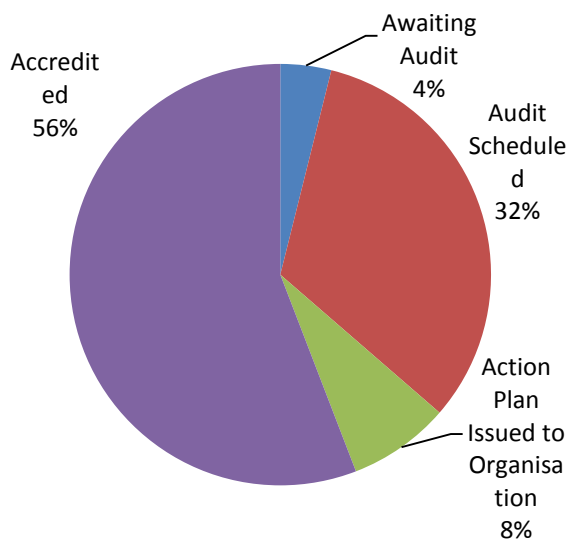
The annual outreach registration and audit fees were issued via the portal on 1st September 2014. A payment deadline of 22nd October 2014 has been given; this offer's centres an 8 week payment timescale. The invoices cover the audit cycle commencing 1st October 14 - 30 September 15.

If you require assistance retrieving your invoice from the portal, please contact administration on 0141-548-8006.

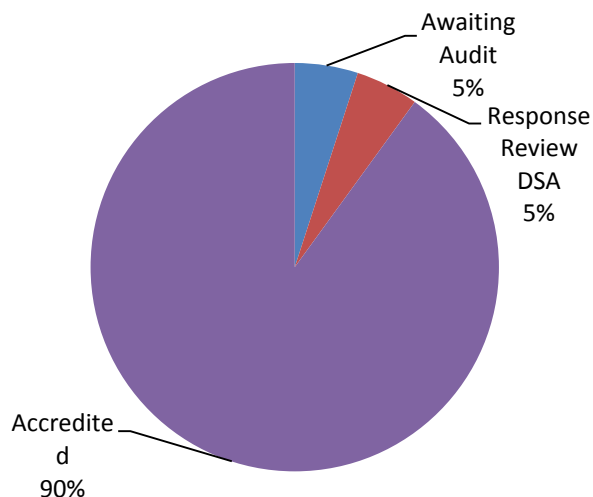
2013/14 Audit Cycle Data - As At 25/8/14

We would like to 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:

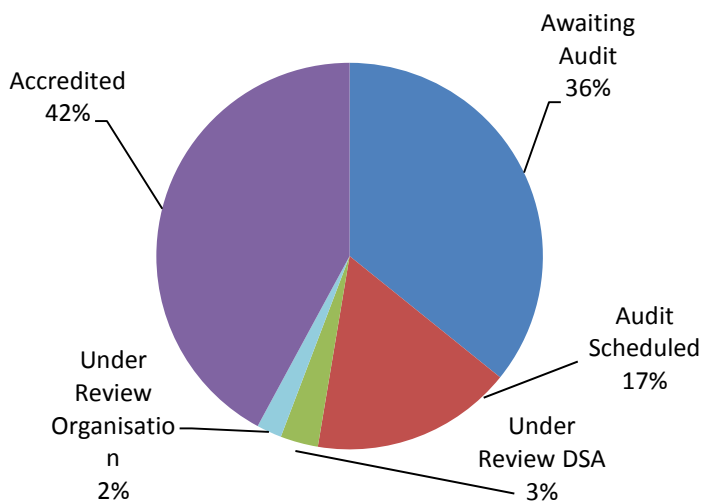
Assessment Centres



Assistive Technology Service Providers



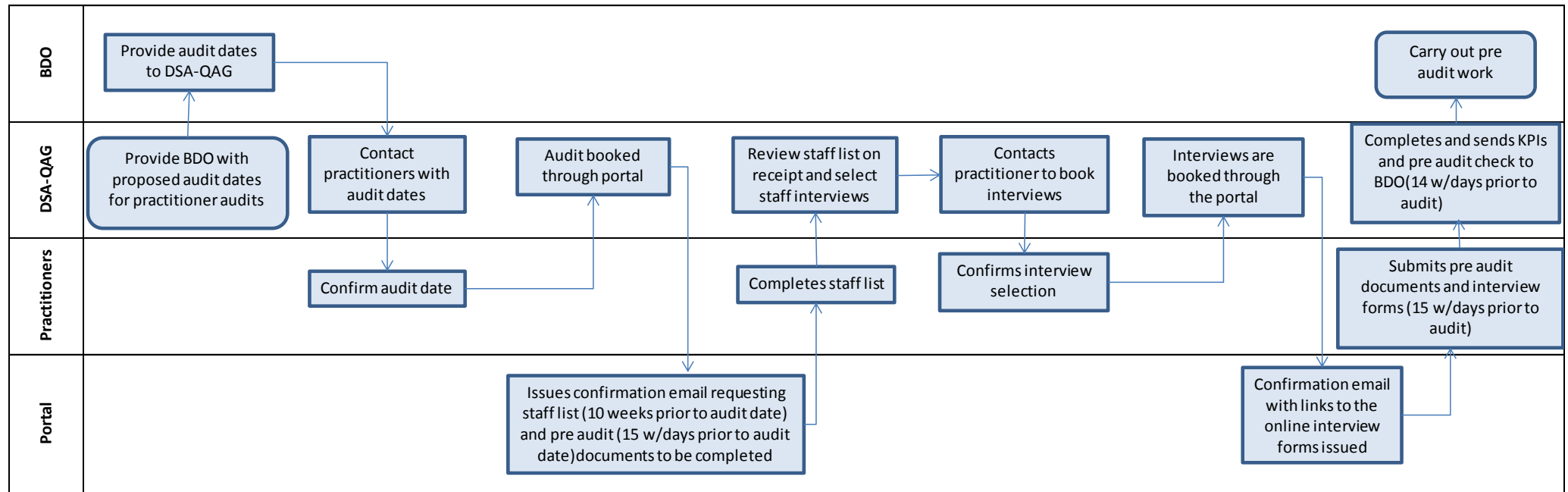
Outreach Centres



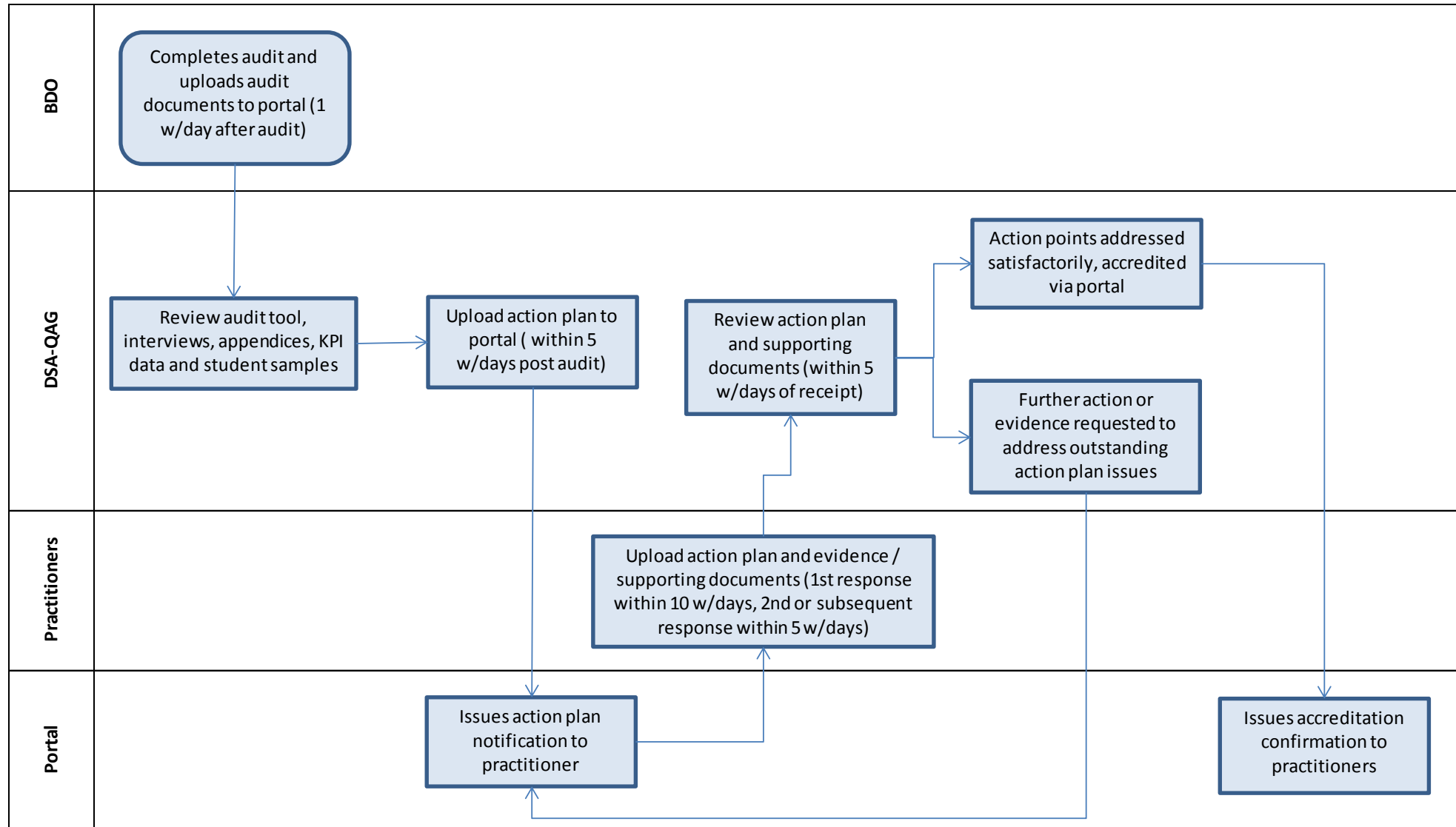
DSA-QAG Process Maps – Pre Audit & Post Audit

In this issue of the DSA-QAG newsletter, we want to give new practitioners and stakeholders an insight of the audit process. These are displayed in the process maps below and are categorised into ‘pre-audit’ and ‘post-audit’.

Pre Audit



Post Audit



Useful Contacts

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DSA-QAG is committed to providing a quality service to practitioners, students and stakeholders. We welcome all suggestions you may have for our consideration.

Please email your suggestion to administration@dsa-qag.org.uk