



DSA-QAG Update

News for Assessment Centres and ATS Providers

May 2013

DSA-QAG Website

We are delighted to report that the DSA-QAG website has had well over 20,000 visitors to the new website.

With a bounce rate, which is 10% lower than the national average, it shows that website users are finding the content on the site useful and engaging.



Also, we received feedback from one of our practitioners that, as some images did not have alt text, screen readers could not read them. Stemming from this, QAG took the action of adding alt text to all images on the website.

We are open to on-going feedback on the website and would welcome suggested enhancements to the site. Please email enhancements to administration@dsa-qag.org.uk

Student Comments

Nathan Jolley (Ref: 135) ★★★★★
I found the supplier very friendly and helpful with a really good knowledge of the products and a calm teaching style which put me at ease.

Anonymous (Ref: 136) ★★★★★
Very helpful and friendly engineer. Service was excellent. Highly recommended.

Chros Hannaford (Ref: 137) ★★★★★
I have just received all my equipment from Remtek Ltd. and I have also been shown how to use it all correctly and efficiently. The service I was given when it was delivered to me and all demonstrated to me was excellent. I feel like I know all my new equipment back to front now. Thank you to everyone who has made my life a great lot more easier. I look forward to receiving help in the future now, if I need it!

Anonymous (Ref: 139) ★★★★★
Very helpful and friendly, explained everything easily and gave an overview of all the programmes installed on the system. Happily answered any questions I had. Excellent.

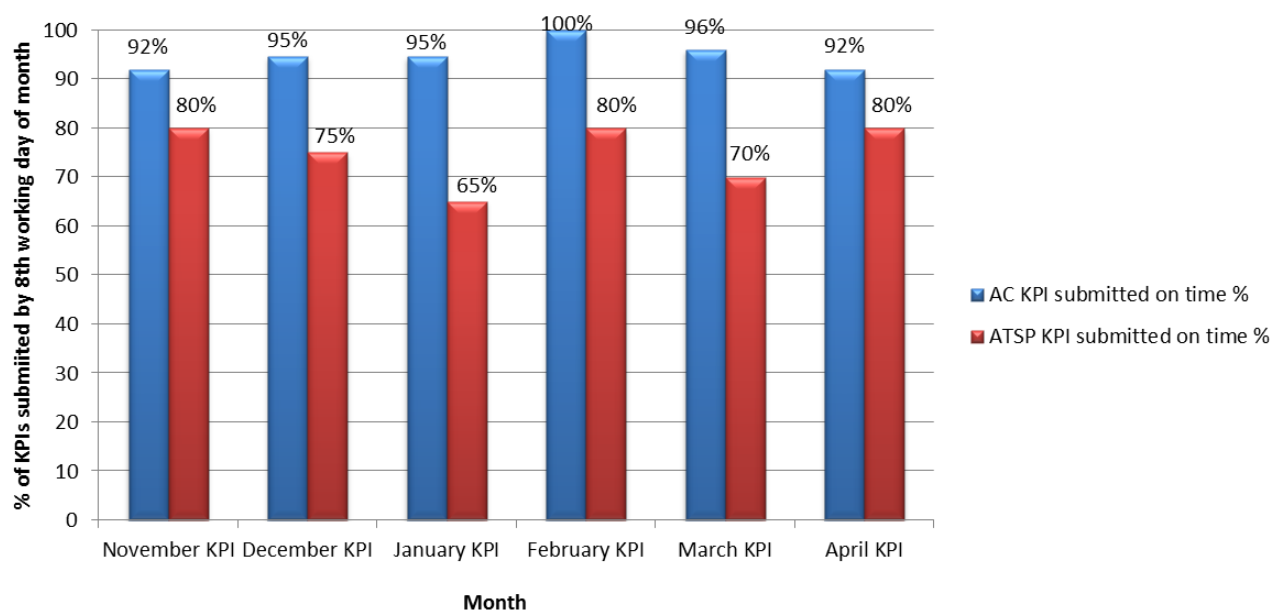
We are delighted to say that, since the launch of the new DSA-QAG website, there have been over 160 student comments submitted. 153 of those comments have been positive.

We would like to thank those centres and ATS providers that have taken the time to promote this website feature to students.

We would also encourage other centres and ATS providers to make students aware that they can leave feedback on the DSA-QAG website.

Monthly KPI Data Submission

We continue to have issues with KPI data being submitted on time. The graph below shows the number of KPI data submission made on time over the past 6 months. We would like to reiterate that monthly KPI data needs to be submitted to DSA-QAG by the 8th working day of each month. This enables us to analyse the statistics, carry out any performance monitoring calls and send the KPI figures to SFE for the 13th working day of each month.



Disclosure and Barring Service Checks

We would like to advise that QAG continues to work on finding a resolution to the DBS checks issue. As you will be aware, some ATS providers and assessment centres reported to having had difficulty renewing/applying for DBS checks for staff.

For background, during the QAF assessment centre working group meeting, the group discussed whether the requirement for CRBs should remain in the QAF with the revision to CRB regulations during 2012.

The SFE representative in attendance at the workshop informed the working group, it was a requirement for the SFE DSA Team to hold a CRB even though their staff would not normally have any contact with students.

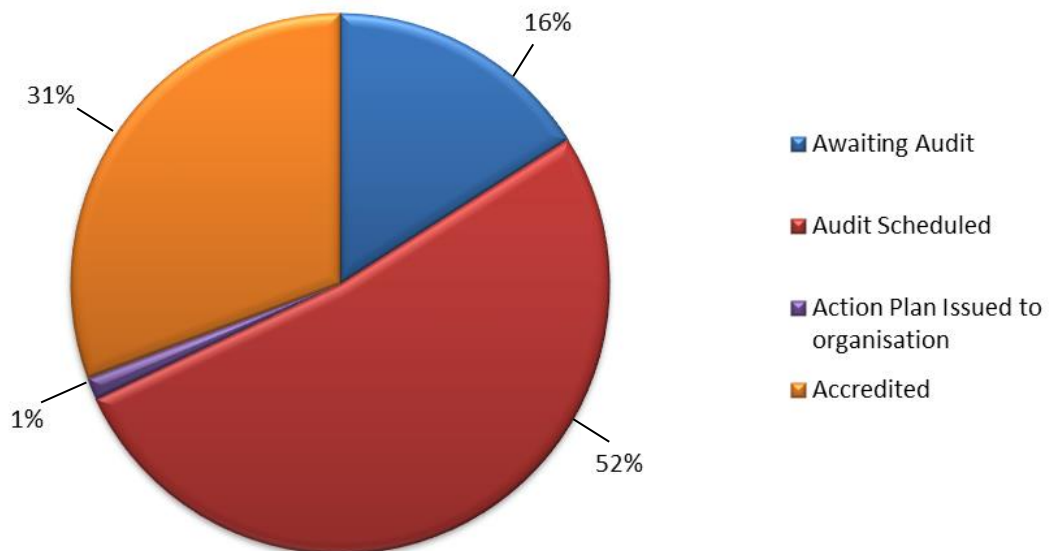
The assessment centre working group reps and SFE agreed that it was good practice for all organisations assessment centres and ATS providers to continue to have a CRB or DBS (Disclosure and Barring Service) check. This was mirrored in the ATS providers QAF.

QAG are in direct dialogue with DBS on the matter, who have advised that 'everybody within the pre-10 September 2012 definition of regulated activity will remain eligible for enhanced CRB checks, whether or not they fall within the post-September 2012 definition of regulated activity.' We will advise you in due course of the advice offered by DBS, when applying for new applications for DBS checks.

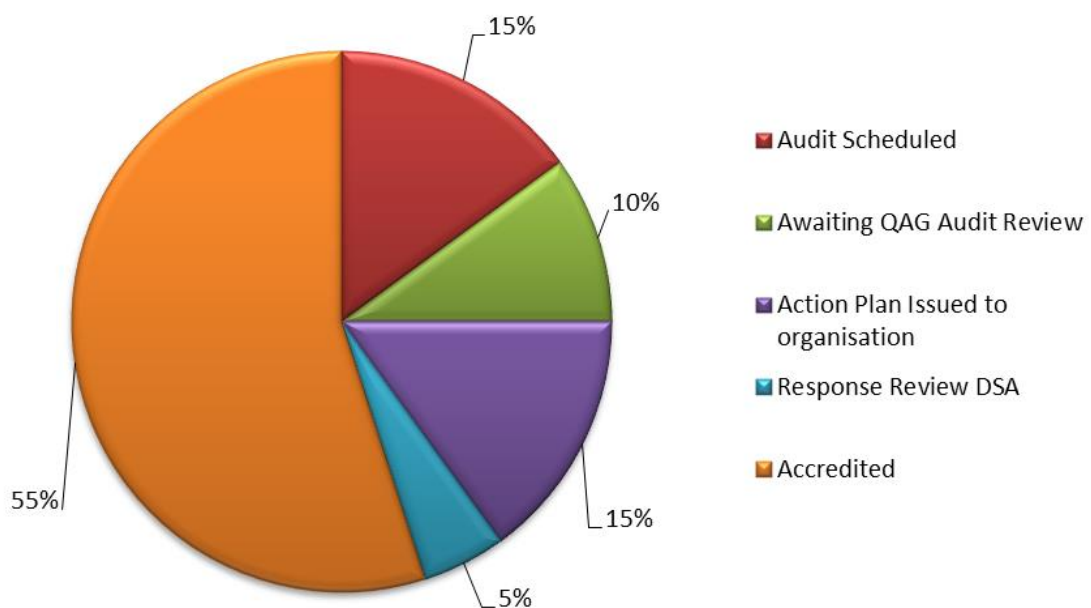
2012/13 Audit Cycle Data

We would like update practitioners on the progress being made with the 2012/13 audit cycle. To date in the 2012-2013 audit cycle, the following has been completed:

Assessment Centre 2012/13 Audit Cycle



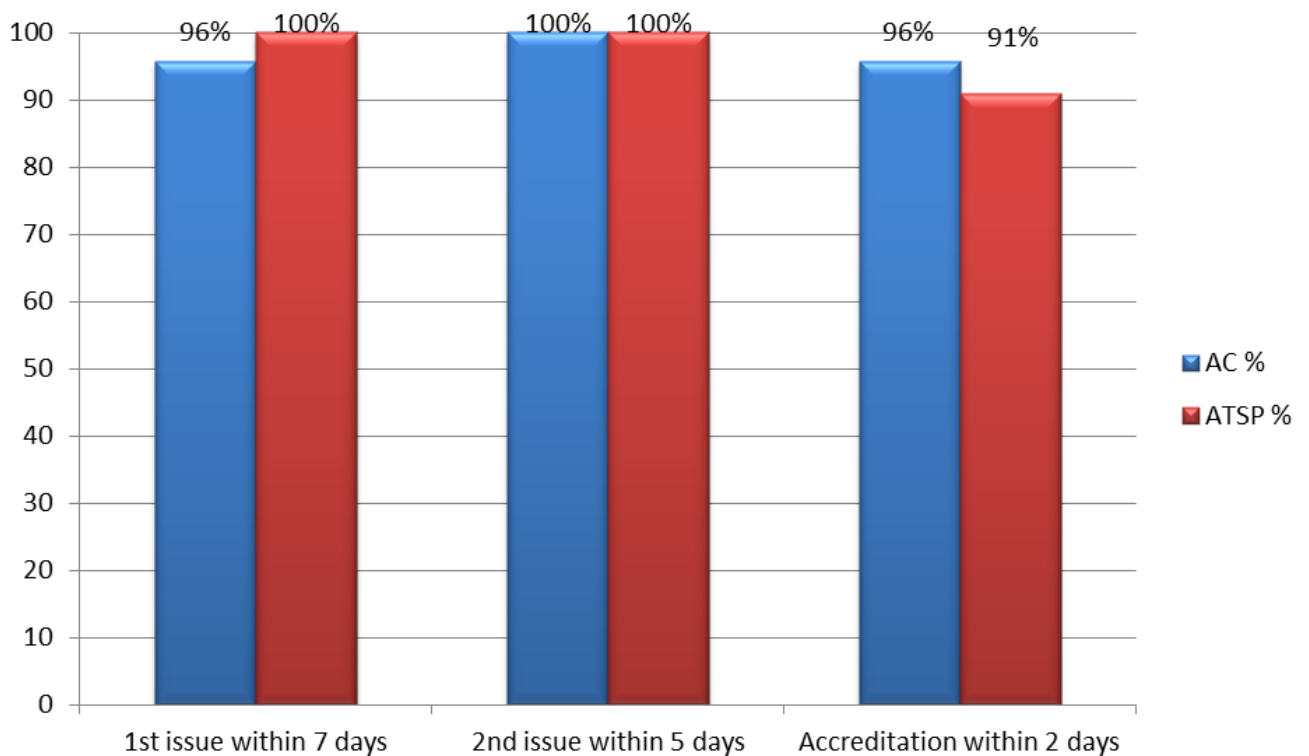
ATSP 2012/13 Audit Cycle



Audits Completed Within SLA – 18th October 2012 to 31st May

The table below shows DSA-QAG's internal statistics in accordance with our SLA with practitioners for the period October 2012 to May 2013. The figures relate to accredited practitioners.

- **1st issue** – this relates to the 1st review of the practitioner's completed audit file and supporting documentation submitted by the auditor to DSA QAG and the subsequent issue of the audit action plan by DSA QAG within 7 working days, as per the SLA.
- **2nd issue** – this relates to the review of the practitioner's action plan response, to ensure all the action points have been satisfied. If they have not, a second action plan is sent by DSA QAG within 5 working day
- **Accreditation** –on completion of an audit action plan review where all non-compliances/and or areas for improvement have been addressed, this statistic relates to the timescale of DSA QAG awarding accreditation.



DSA-QAG Disability Officer Communication

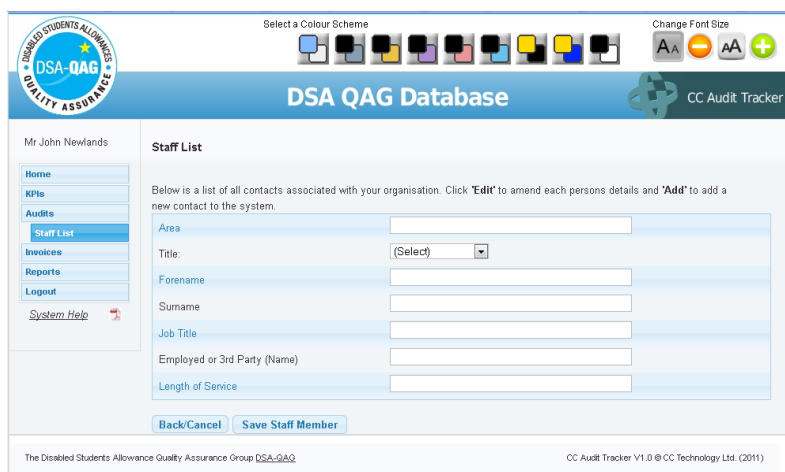
DSA-QAG issued a communication to Disability Officers on 18th April, making them aware that students can attend any assessment centre for their needs assessment report. It was stated that, once a student has received their eligibility letter from the funding body, the aim is to get students attending a centre for their assessment as soon as possible. This allows the student to receive delivery of equipment and services recommended by the needs assessor, which will aid the student in their studies.

In some circumstances where an assessment centre has a lengthy waiting list for appointments, this can delay the student in receiving their needs assessment. Therefore, to ensure the student is not delayed, we would request that the student is informed that they can attend another centre, with a shorter waiting list.

Portal Staff Lists – Dual Roles

Please note, when completing your staff lists on the DSA-QAG portal, please note in circumstances where a member of staff holds more than 1 role within your organisation, they should only be entered on the staff list once.

This will avoid duplicate staff entries. If you are unsure, please contact the office for assistance when updating staff lists on the audit system.



The screenshot shows the 'Staff List' page in the DSA-QAG Database. The page header includes the DSA-QAG logo, a 'Select a Colour Scheme' dropdown, and a 'Change Font Size' section with 'A A' and 'AA +' buttons. The main content area is titled 'Staff List' and contains a form for adding or editing staff members. The form fields are: Area (text input), Title (dropdown menu), Forename (text input), Surname (text input), Job Title (text input), Employed or 3rd Party (Name) (text input), and Length of Service (text input). Below the form are 'Back/Cancel' and 'Save Staff Member' buttons. The footer of the page reads 'The Disabled Students Allowance Quality Assurance Group DSA-QAG' and 'CC Audit Tracker V1.0 © CC Technology Ltd. (2011)'.

Portal and Website Logins

We are aware that some practitioners have been trying to log into the DSA-QAG website using their portal login details. However, login details for the portal and DSA-QAG website are not the same. If you require your login details for the website to resent to you, please do not hesitate to contact the QAG central administration unit.

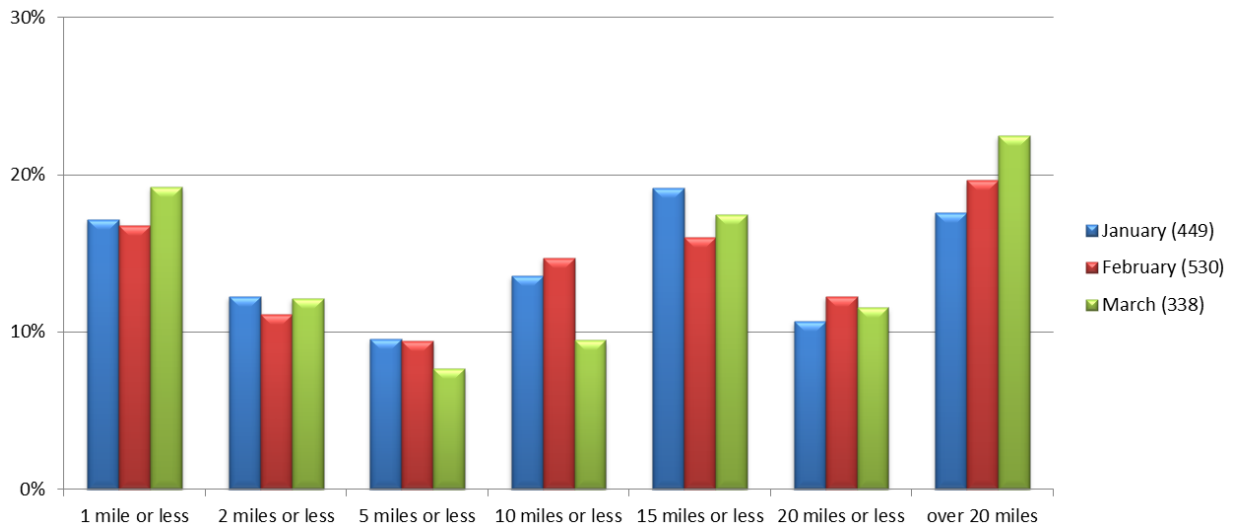
Annual Statistical Figures – Needs Assessments 2012/13

The table below shows the annual statistical returns for needs assessments carried out during the period of 1st April 2012 to 31st March 2013.

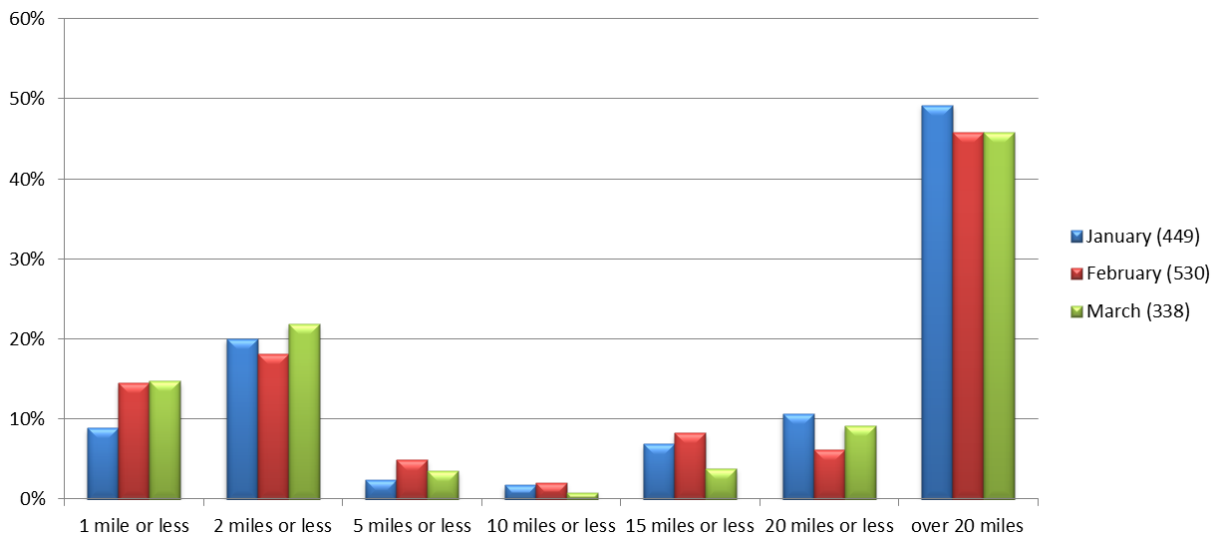
Disability	2013 Volume	2013 Percentage	2012 Volume	2012 Percentage
No Known Disability	87	0.2%	95	0.2%
Student has Autistic Spectrum Disorder or Asperger's Syndrome	843	2.3%	965	2.2%
Student is blind/partially sighted	465	1.2%	655	1.5%
Student is deaf/hard of hearing	646	1.7%	768	1.8%
Student has an unseen disability, e.g. diabetes, epilepsy	2233	5.9%	2243	5.2%
Student has a mental health Condition, such as depression	3216	8.6%	3425	8.0%
Student has specific learning difficulty, e.g. dyslexia, dyspraxia or AD(H)D	24627	65.5%	27181	63.3%
Student is a wheelchair user/has mobility difficulties	1237	3.3%	1641	3.8%
Student has a disability or special need not listed above	807	2.2%	1102	2.6%
Student has two or more of the above disabilities/special needs	3428	9.1%	4880	11.4%
Totals	37,589	100%	42,955	100%

Note: The figures above are for 74/75 registered centres and excludes the Open University statistics; the OU was unable to provide the information by the required deadline.

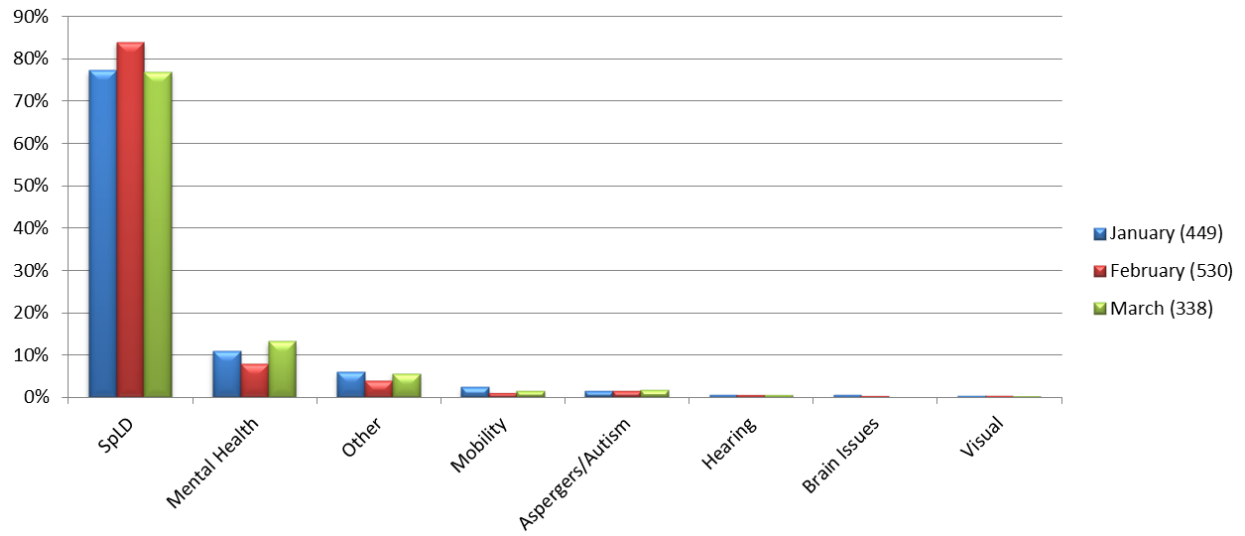
Distance from Outreach Facility to Assessment Centre



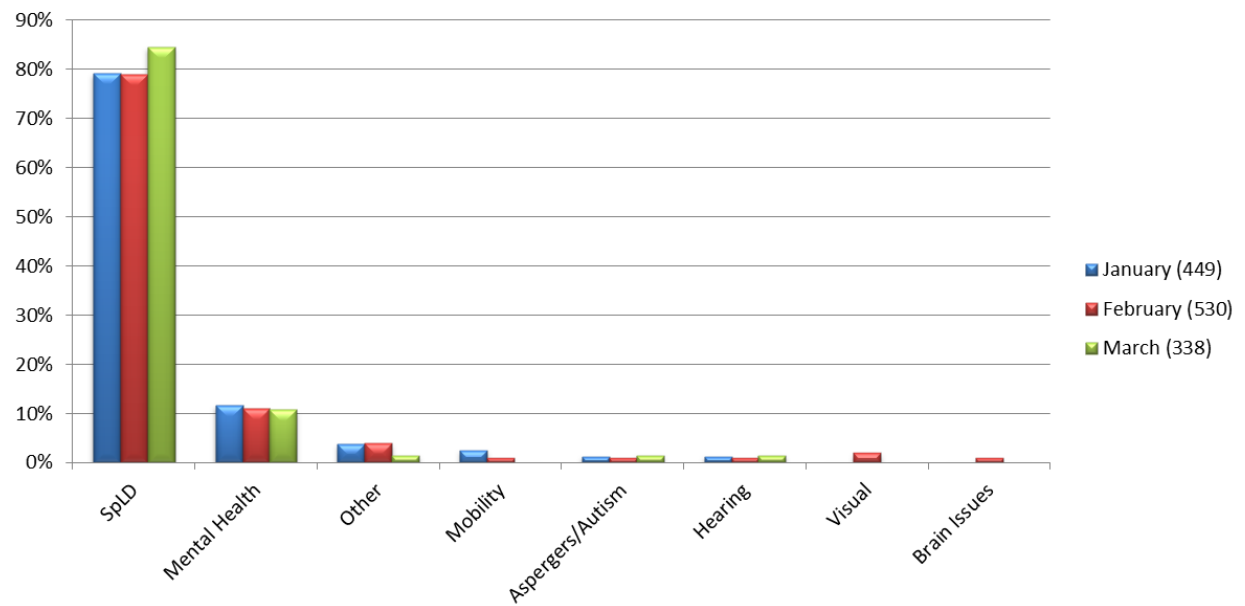
Distance from Outreach Facility to Outreach Centre



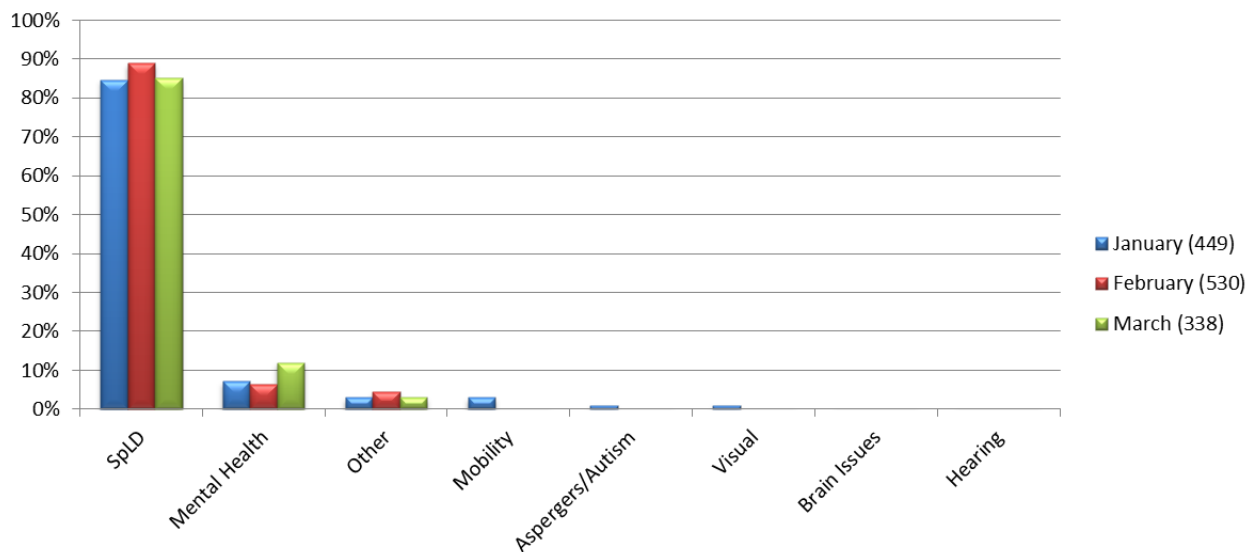
Breakdown of Disability Categories



Disability Categories – 1 Mile or Less from Assessment Centre



Disability Categories – More Than 1 Mile but Less Than 5 Miles from Assessment Centre



New Outreach Models

DSA QAG would like to thank the outreach working group in the development of the new outreach model definitions issued to assessment centres. As you will be aware from our recent communication, if you offer outreach services, you are required to advise DSA QAG of your notice of intent by 1st June. This refers to bringing outreach facilities in line with the outreach centre (OC) or HEI outreach centre (HOC) criteria or advising QAG that you will cease to operate the facility service. In addition, for those centres who already operate outreach centres, you should advise DSA QAG of the outreach model you are adopting by the deadline.

The implementation date for the new models is 1st September.

If you have any queries on the outreach model criteria, please contact the office for assistance.

Useful Contacts

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