



# DSA-QAG

Newsletter

December 2014

## Nov' AC KPI National Averages

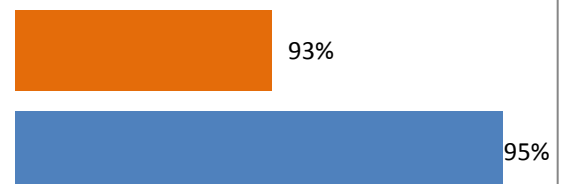
### Administration Support Officer



DSA-QAG is delighted to welcome to the team Gemma Nimmo. Gemma takes up the role of Administration Support Officer.

Gemma brings experience of working in similar roles, one of which was with Response Handling, SFE third party contact centre overflow team, with knowledge of student finance and the disabled student allowance processes.

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



### SFE Travel Allowance

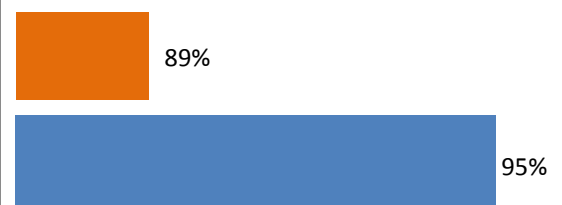
SFE announced a change to the travel allowance process. When recommending travel, needs assessors should discuss with the student whether or not they are in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP) and have a Mobility Car.

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>

## Nov' ATSP KPI National Averages

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



## NMH Database Update

As reported in the last newsletter, 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.

The following progress has been made thus far:

Task	Period	Status
Produced standard template incorporating organisation key data/NMH bandings	September	✓
Issue to practitioners, NMH organisations (HEI, non HEI)	September	✓
Review & finalise feedback	October	✓
Development QAG website	October	✓
Collection Exercise	October	✓
Testing	November	✓
Launch	November	On hold –insufficient responses from NMH providers

On the 3<sup>rd</sup> November, QAG issued a communication to 938 NMH providers. Also, communications were issued via ASASA, PATOSS, ADHSE. A standard NMH data template was issued to public and private providers, with a deadline submission date of 31/11/14.

As of 9/12/14, only 25% (231) NMH providers have provided the required information. Reminders were issued by QAG on 20/11/14 & 26/11/14. DSA-QAG continues to proactively chase those that have yet to submit the data. Due to low responses, the launch has been put on hold until the New Year.

If you offer NMH services and have not made a return or require further information, please send your queries to [NMHdatabase@dsa-qag.org.uk](mailto:NMHdatabase@dsa-qag.org.uk)

## DSA-QAG Accessibility Training

During November, the DSA-QAG team received an accessibility training session from the SFE online team. We are delighted to report a positive response from SFE regarding the accessibility of our website which scored highly from the initial tests conducted. As part of QAGs ongoing commitment to website enhancements, the team will be reviewing all content using the following tools which you may be familiar with:

- Flesh Kincaid Reading Ease
- Automated Readability Index

The QAG team have already identified enhancement areas, with the student section as priority pages. These changes will be made over the forthcoming months. In addition, QAG have already embedded videos provided by SFE into the website, 'DSA in a minute' and 'your application in a minute.'

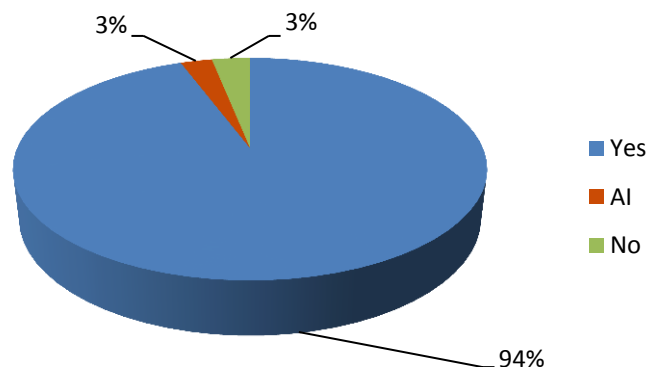
As is the case with any website, QAG realise that continual enhancements to enhance the student experience is required to ensure an up to date and fit for purpose website is available to visitors at all times.

In addition to the website review, the QAG team also received accessibility training on documents.

### Outreach Audits

QAG can report that the 2013/14 outreach audit cycle is complete. The compliance statistics, shown in the chart to the right, displays a high compliance rate of 94% was achieved by centres operating outreach services.

Furthermore, the statistics show that there were 3% areas for improvement (AI) and 3% non-compliances.



The outreach audits took the same form as main centre or ATSP audits, where centres were given an audit action plan for any areas for improvement or non-compliances. Centres were required to submit evidence that any areas requiring action had been addressed. Centres were accredited on completing their action plan.

The analysis of outreach audits will be included in the 2013-14 assessment centre audit analysis report which will be issued to practitioners before the Christmas break.

### AC KPI Guidance

QAG would like to inform all assessment centres that the new KPI guidance document was issued to all centres on 27th November. As you will be aware, following the QAF reviews, KPIs have been significantly reduced for the 2014-15 cycle (refer to QAF, appendix 4).

DSA-QAG has removed the now obsolete KPI fields from the portal and updated the KPI guidance document to reflect the changes.

Should you have any queries on KPIs, please contact Stephen Elliott who will be happy to assist.

### ATSP QAF & Audit Cycle

The 14/15 ATSP QAF was issued to ATSP managers on 21st November for the audit cycle beginning in January 2015. With regards to the 14/15 framework; the updates are limited. These updates were made following the various BIS consultation exercises which practitioner organisation fed into earlier this year. You will find the QAF updates noted at the table of changes (page 2). You can access the framework via the website <http://www.dsa-qag.org.uk/Members-Log-In/atsp-qaf.html>

### **Festive Season – CAU Office Closure**

The DSA team would like to wish our practitioners and stakeholders a happy Christmas and best wishes for the New Year ahead.

The office will close on Wednesday 24<sup>th</sup> December and re-open on Monday 5<sup>th</sup> January'15.



## Useful Contacts

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### DSA-QAG Board Member

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