



DSA-QAG Update

News for Assessment Centres and Suppliers

June - August 2012

DSA-QAG Audit System Launched – June!

DSA-QAG is pleased to advise the DA QAG Audit System was launched in June and on schedule. This was the final phase of the DSA QAG database introduced by the charity to improve and streamline internal systems for CAU staff and members.

The Audit System introduces a new and improved way for QAG to work with members when arranging audits, and for members to have a facility to upload pre audit information and submit online staff interviews prior to the member's audit. This removes the need for members to return pre audit information via email to DSA-QAG. Audit documentation will be held in a central area for each organisation and can be accessed by the member, DSA QAG and the BDO auditor at any time. Members can now upload the undernoted to the audit system-

- Staff List
- Pre-audit documents
- Interview documents
- Audit Action Plans & additional related documents

Members who had audits scheduled in August have been the first to use the new system - QAG would like to thank those members for their constructive feedback. Within the System User Guide available to members on the portal, you will find guidance to assist you with the Audit System. The DSA QAG Team is available to assist and guide you through any areas which you may need assistance with.

The DSA QAG Team have prepared the top three FAQs from the calls received from members who have used the system, we hope this will be of assistance to you should you have a forthcoming audit scheduled -

Q. I have completed my staff list but it does not show on the system that it is 'complete'

A. Once the staff list has been completed, you must ensure that you select the 'submit' button, once you have selected the submit button, the system confirms to DSA QAG that you have completed your staff list and it is ready for review.

Q. I have uploaded all my pre- audit documentation but it is sitting at 'in progress'.

A. The pre- audit documentation will move to the status 'complete' when you have submitted your pre audit information, this must include your completed staff interview documents.

Q. I have completed my interview document, but my pre-audit document will not 'submit'.

A. All interview documents must be completed by staff via the link provided within the confirmation of interview booking email. If the interview document is not completed via this link, the pre- audit documents cannot be progressed to 'complete'.

Final Instalment of 2012-13 Fees

We would like to remind all our members that the final 20% payment is due to be paid by the 1st October to DSA QAG. Please liaise with your Finance Department to arrange payment.

Member	100% Payment To Date	20% Payment Outstanding
Assessment Centre	69%	31%
Suppliers	38%	62%

QAF Review – Update Exercise 2012-13

The QAF Review Working Groups for Assessment Centre and Suppliers have now been established. The groups are made up of Stakeholders and interested parties to undertake the review of the Quality Assurance frameworks.

The Assessment Centre Working Group met on the 22rd August and the update exercise is now in progress. The aim for the group is to issue an updated QAF late September. The Supplier workshop will meet on the 5th September.

DSA QAG and your nominated representatives will keep members informed of the progress being made.

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
May- 12	2736	1
June - 12	2472	2
July - 12	3170	1

Table 2

Month	Supplier Orders from KPI returns	Supplier Quotes from KPI returns
May - 12	3292	10660
June- 12	2405	8080
July - 12	2954	9508

100% Compliance Audit – Cheltenham Assessment Centre

DSA-QAG would like to congratulate Cheltenham Assessment Centre and their staff for achieving 100% compliance during the recent audit. Well done!

DSA QAG Website Review

DSA QAG would like to announce that Alienation Digital have been selected to work with DSA QAG to deliver a new, modernised student focused site.

We will also be adding additional facilities for our members to obtain various framework documents, guidance along with a Members Forum.

We aim to launch the website in October.

System Downtime – DSA QAG Portal- KPI and Audit System

With the launch of any new IT system, we may require the Developers to perform updates to the system, maintenance work or tweak the design of screens since launch.

To avoid any inconvenience to members, we will aim to give members 48 hour notice; the exception would be a critical system issue.

System Downtime – DSA QAG Website

Many of you will be aware that the DSA QAG website was taken down on 8th August. This was due to a website security breach at our Internet Service Provider (ISP). As a precautionary measure, the ISP removed access to all of customer websites while investigation work was carried out. This was out with DSA QAGs control.

DSA QAG informed our members as soon as we were aware of the situation; however, it appears that the message issued through our new IT system did not clearly advise members that the downtime referred to the website and not the portal. In future, DSA QAG will ensure that the message to our members is clear to avoid confusion.

Annual Statistical Figures – Needs Assessments 2011/2012

The table below identifies the cumulative data of the annual statistical returns, for the period of 1st April 2011 to 31st March 2012 - 69 Assessment Centre's returned data with 1 Centre not providing the data requested for the 2011/2012 cycle.

Disability	2012 Volume	2012 Percentage	2011 Volume	2011 Percentage
No Known Disability	95	0.2%	N/a	N/a
Student has Autistic Spectrum Disorder or Asperger's Syndrome	952	2.2%	742	2%
Student is blind/partially sighted	647	1.5%	599	2%
Student is deaf/hard of hearing	762	1.8%	707	2%
Student has an unseen disability, e.g. diabetes, epilepsy	2216	5.2%	1,639	5%
Student has a mental health Condition, such as depression	3404	8.0%	2,468	7%
Student has specific learning difficulty, e.g. dyslexia, dyspraxia or AD(H)D	26928	63.3%	23,708	66%
Student is a wheelchair user/has mobility difficulties	1619	3.8%	1,287	3%
Student has a disability or special need not listed above	1097	2.6%	1,074	3%
Student has two or more of the above disabilities/special needs	4845	11.4%	3,731	10%
Totals	42,565	100%	35,955	100%

Useful Contacts

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