

PROCESS FOR NEW ORGANISATIONS APPLICATION

Background:

The Quality Assurance Group (QAG) is made up of representatives of all the stakeholders in the Disabled Students' Allowances process.

The Quality Assurance Framework (QAF) has been produced by DSA QAG following extensive consultation with all the organisations working in the sector. The policies and procedures within the QAF forms the essential criteria with which assessment centres and suppliers providing services within the Disabled Students' Allowances sector, will be required to comply with and the criteria on which they will be audited. The objective of the QAF, which includes standard operating procedures, is to provide guidance to organisations in England and Wales to facilitate delivery of a quality assured service.

"New" organisations wishing to apply for registration status will be required to complete an application form including the provision of evidence to register their intention to commit to the QAF and agree to operate in compliance with QAF. Once their application is approved by DSA QAG, the organisations will be scheduled within the audit cycle for a full audit, in order to gain full accreditation.

ACTUAL PROCESS

STEP	DESCRIPTION	WHO BY	DEADLINE	NOTES
1	Organisation downloads information on application process from DSA-QAG website	Organisation	On-going	Application packs available to be downloaded from the DSA-QAG website.
2	Application completed and returned to CAU	Organisation	On- going	Organisation must ensure the application form demonstrates their intention to meet the QAF criteria and evidence to support the application is attached (as detailed in the form)
3	Review of the application submitted	CAU	Within 10 working days, of receipt of the application form	The application will be reviewed to ensure the information provided is adequate to progress to the next stage of the application process
4	Organisation application not successful and organisation notified	CAU	Within 10 working days, of receipt of the application form	Formal communication to be issued by CAU detailing reason for rejection
4.1	Request for additional information	CAU	Within 10 working days, of receipt of the application form (as per step 3)	The organisation will be asked to provide further information. This information will be reviewed by the CAU prior to arranging an onsite visit.

STEP	DESCRIPTION	WHO BY	DEADLINE	NOTES
5	On acceptance of application, raise invoice for 20% fees	CAU	When booking registration visit	CAU will issue an invoice for the advanced 20% fee which is due to be paid before the visit. The visit will be provisionally booked at this stage and on receipt of fees the visit will be confirmed.
6	Visit to organisation (to progress application)	1-2 representatives from or appointed by DSA QAG/CAU	Within 6 - 8 week of confirming receipt of all additional information to support the application in step 4.1	Visit to include: <ul style="list-style-type: none"> • Explanation of role of QAG, CAU, and application of QAF policies and procedures • Explanation of registration process • Registration fees, available on request and are based on a per audit day rate. The allocation of audit days will depend on the size of your organisation. • Discussion on the audit process • Brief check/tour of premises • Discussion of Application form content.
7	Registration action plan issued to organisation	CAU	Within 5 working days of registration visit	The registration action plan will allow the organisation to address any outstanding issued raised during the registration visit
7.1	Registration action plan returned	Organisation	Within 10 working days of receipt of registration action plan	On receipt of the outstanding issues the organisation will complete the action plan with action taken and provide supporting evidence to DSA-QAG to validate the action taken. All areas highlighted must be addressed in full.
7.2	Request for further information, following the visit to the organisation	CAU	Within 5 working days of receiving registration action plan	This process will return to 7 and 7.1 until all outstanding actions have been addressed

STEP	DESCRIPTION	WHO BY	DEADLINE	NOTES
8	Registration completed raise final invoice for the remaining 80% fees	CAU	On receipt of payment	Once all actions have been addressed a final invoice will be issued for the remaining 80% of fees, on receipt of fees the organisation will be added to the DSA-QAG members list.
9	Application is successful (meets agreed criteria) and organisations notified	CAU	Notification within 1 week of returning action plan and providing supporting evidence to complete outstanding registration requests	Formal communication will be sent confirming registration. The communication will include an explanation of the audit timetable
10	Application not successful (doesn't meet agreed criteria and organisations can't provide evidence for steps that will be taken to meet them within next 3 months). The organisations is notified	CAU	Notification within 5 days	Formal communication to be sent out by CAU detailing list of issues. Follow-up contact by CAU to negotiate how Organisation can address issues/concerns, raised within agreed timetable. Once Organisation submits evidence of solutions/changes to address concerns, another visit to centre maybe required and Steps 7 & 7.1 followed again.
11	Application is successful (meets agreed criteria) and Stakeholders notified	CAU	Once formal communication is issued informing you that the application was successful	All stakeholders will be informed that you are a new member.