



DSA-QAG Update

News for Assessment Centres and ATS Providers

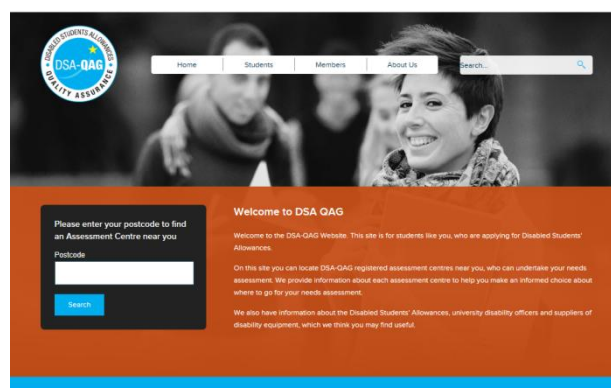
February 2013

DSA-QAG Website Launch

DSA-QAG is pleased to announce the new, fresh and student focused website launched at the end of January.

The aim, when developing the website, was to introduce a completely new look and feel, making it more user friendly with clearer search facilities for students.

We believe the improved navigation will help students when searching for their nearest DSA-QAG assessment centre or ATS provider.



The website also includes agreed measures taken from key performance indicators (KPI) data. We believe this information will provide students with quantifiable timeframes. The data will be displayed in the individual organisation pages. The data will only be displayed for members who have given DSA-QAG authorization to publish KPI data.

The KPI data, which will be published for each assessment centre will be for the following KPI measures:

- ❖ Percentage of students seen within 15 working days of contacting centre
- ❖ Percentage of reports sent to student or funding body within 10 working days of assessment

As we have had recent queries with regards to the KPIs published, we would like to clarify that the calculated KPI percentages excludes 'exceptions' as these are student led and out with the centre's control. This ensures that centres and ATS providers are not penalised for student led delays.

The KPI data for ATS providers has still to be agreed. At the moment, national averages are published for each supplier for the following KPI measures:

- ❖ Percentage of delivered equipment within 10 working days
- ❖ Percentage of onsite repairs booked within 2 working days

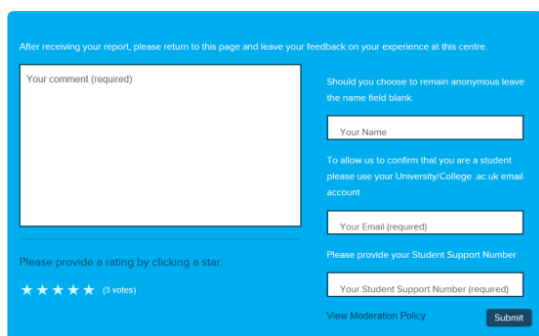
Students seen within 15 working days of contacting centre	100%
National Average	94%
Report sent to student or funding body within 10 working days of assessment	100%
National Average	91%
Email the Centre	
View the website	

We would like to encourage you to take a look around to see what has changed. We very much see the development of the new website as an iterative process, where we will continue to take onboard member and student feedback with the view of progressive enhancements being made.

We would also encourage members' who have not included an image of their venue to please send it into administration@dsa-qag.org.uk . This is particularly helpful for students attending an assessment centre and will help students familiarise themselves with the venue before visiting.

In addition, if you have not yet given DSA QAG authorisation to publish your KPI data, allowing students to view your KPI performance with other nearby centres , please do not hesitate to get in touch and we will re-issue the authorisation template.

Website Comments



The screenshot shows a feedback form with a blue header and footer. The main content area is white. At the top, it says "After receiving your report, please return to this page and leave your feedback on your experience at this centre." Below this is a large text box for "Your comment (required)". To the right of the comment box, there are several fields: "Should you choose to remain anonymous leave the name field blank." followed by a "Your Name" field; "To allow us to confirm that you are a student please use your University/College .ac.uk email account" followed by a "Your Email (required)" field; and "Please provide your Student Support Number" followed by a "Your Student Support Number (required)" field. At the bottom left, there is a star rating system with five stars and "(3 votes)". At the bottom right, there is a "Submit" button and a link to "View Moderation Policy".

As you will be aware, the new website gives students the opportunity to leave comments and a star rating for their ATS provider and assessment centre.

Congratulations to RNIB and Hamer Technology Limited, who are the first assessment centre and ATS provider respectively to have feedback left by a student.

We are delighted to say that the comments left for RNIB and Hamer were very positive. We would encourage all assessment centres and ATS providers to direct students, who have had a positive experience with them, to the comments section of their DSA-QAG website profile page. This will encourage students to leave feedback on their experience with your organisation and provides the sector with invaluable 'real' student experiences of the services provided by assessment centres and ATS providers.

Monthly KPI Statistics

We would like to remind members that monthly KPI statistics need to be returned 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.

We would like to take the opportunity to highlight that late KPI returns, impacts the calculation of the national average KPI figures before publishing on the DSA-QAG website. Please note, national averages are calculated on all submitted KPI data, including the figures of those who have declined publication of their data. Due to the late submission of KPIs by a small number of assessment centres and ATS providers, DSA QAG will be raising this issue at the forthcoming DSA QAG board meeting for guidance.

New DSA-QAG Operations Manager



Stephen Elliott took up the post of DSA-QAG Operations Manager in November 2012.

Having studied Quality Management at University, Stephen successfully implemented and maintained a Quality Management System for a multi-national transportation company.

In addition to this, he has over 8 years experience as a Business Development Director, driving organisational growth and change.

Stephen looks forward to working with all the DSA-QAG members and welcomes your calls or emails. Stephen will be arranging to meet with assessment centres and ATS providers in due course. You can contact Stephen on stephen.elliott@dsa-qag.org.uk or by telephone on 0141 548 8006.

A Farewell to Karen Girvan (Snr. QA&Audit Officer) & Rupy Kaur (Trustee)

After 3 years with DSA QAG, Karen Girvan has moved on to pastures new, we are sad to see Karen leave and wish Karen all the best in the future. We will be recruiting for Karen's position in due course, however, if you have any queries, please contact Stephen or Robyn who will be happy to assist you.

It is with regret that the DSA QAG Board of Trustees announces the resignation of Rupy Kaur (Independent Trustee). The board and DSA QAG would like to thank Rupy for her contributions and participation as a Trustee of the board for 2.5 years. We also wish Rupy all the best in her new ventures.

Standard Quote Template- Security Cables & USB pens

We have been informed by SFE and would like to remind you that that security cables for laptops and USB pens are no longer funded under the DSA Allowances. The standard quote template completed by assessors and AT Providers has been updated by QAG to remove reference to these items. The amended standard quote template can be found in the Quality Assurance Frameworks v3.0 issued by QAG.

SFE 'Top Up' Definition

You may be aware that SFE issued a communication to assessment centres at the end of 2012 outlining the sanctioning of 'new' needs assessments (top up). SFE having reviewed their internal processes agreed a position with BIS on the sanctioning of new needs assessment; the following

circumstances were outlined by SFE (extract of SFE communication) which we would like to remind you of:

Students who request a new Needs Assessment

a) The student's disability may have changed in some way since their original assessment. In these cases, further disability evidence will need to be provided to support this.

b) The student has changed to a substantially different course. To allow us to evaluate this, we will need to be provided with some information on why it is felt that the course is substantially different. We may need to request further information from the HEI and/or Needs Assessor in these cases to help with decision making.

Students moving from undergraduate to Post Graduate study who request a new Needs Assessment

Where a student has just graduated and is proceeding directly to postgraduate study, the DSA needs assessment that was undertaken in respect of the undergraduate course should be sufficient to identify the student's support needs in respect of the postgraduate course.

Other Circumstances which may be appropriate for a new Needs Assessment

a) The student's disability may have changed in some way since their first assessment. In these cases, further disability evidence will need to be provided to support this.

b) The student's PG course is substantially different to their UG course. To allow us to evaluate this, we will need to be provided with information on why it is felt that the course is substantially different. We may request further information from the HEI and/or Needs Assessor in these cases to help with decision making.

c) There has been a gap of at least 2 years since graduation from the undergraduate course.

We would like to re-highlight to centres that all requests for new needs assessments (top-ups) are being overseen and signed off internally by the SFE DSA Management Team. Centre Managers should ensure that assessors adhere to the above guidance. This will avoid any unnecessary delays to the processing of the student's report should SFE need to query a top up assessment.

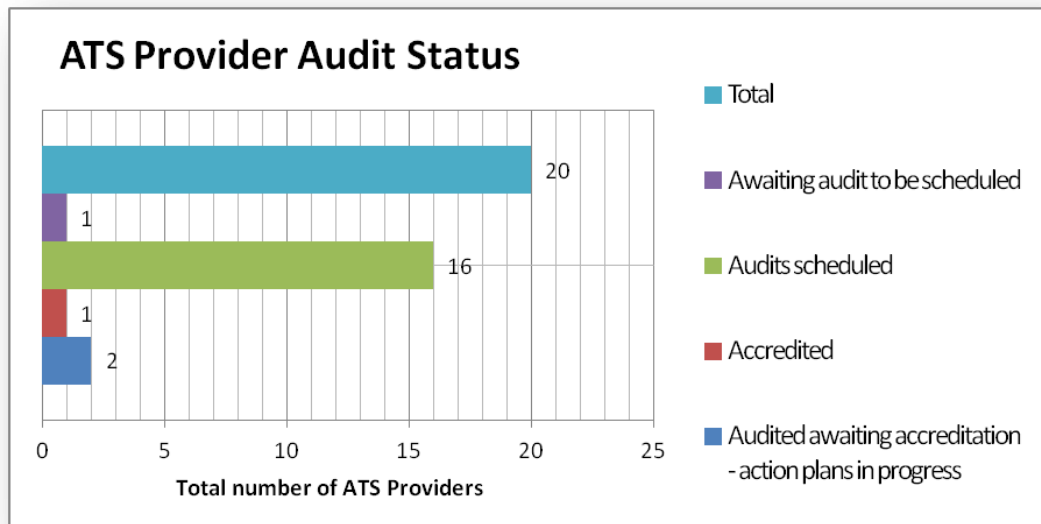
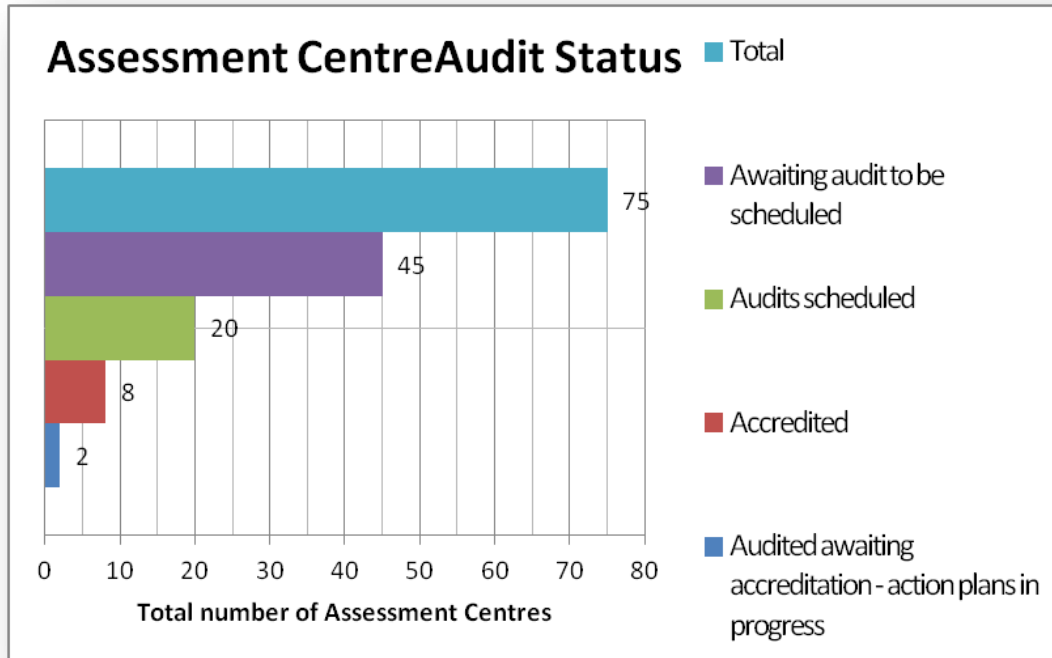
Acceptance of needs assessment reports (NARs) – DSA-QAG registered centres

We are often asked whether SFE will process reports from non QAG registered centres, this was also discussed at a QAF working group meetings.

DSA-QAG would like to advise our accredited centres that SFE will only process reports submitted by QAG registered centres.

Audit Cycle Update

To date in the 2012-2013 Audit Cycle, the following has been completed:



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 of SFE orders on a monthly basis along with the number of orders passed 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 -Non QAG AT Providers
August	2632	0
September	2317	1
October	3236	2
November	2967	5
December	3184	5

Table 2

Month	AT Providers Orders from KPI returns	AT Provider Quotes from KPI returns
August	4145	9641
September	4302	10396
October	4915	12848
November	4516	12839
December	3312	9395

Useful Contacts

DSA-QAG Central Administration Unit

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Robyn Mullen – Trainee QA & Audit Officer
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Lesley Carey (SFE)
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