Assistive Technology Service Providers

Quality Assurance Framework

DSA-QAG

Version Control

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Details of Section	Details of Change
1. Focus on students	
2. Focus on education and assessment centres	Amended 2.3
3. Focus on funding bodies	
4. Website accessibility & standard quotations	Amended 4.3, 4.4, 4.7
5. Order configuration	
6. Pre delivery	Amended 6.1
7. Delivery, set-up and familiarisation	
8. Assistive technology software & hardware	Amended section header
9. Aftercare service – maintain and support	
10. Insurance	Amended 10.1,
11. Technical support & equipment breakdown	
12. Course-long support	
13. Complaints	
14. Data protection	
15. Internet provision	Amended 15.2
16. Financial warranty accounting	
17. Student & stakeholder feedback	Amended 17.2
18. Human resource	Amended 18.7,
19. Independence, insurance & 3rd party SLA	Amended 19.1, 19.2
20. Key performance indicators	
Appendix	Amended Appendix 3(c)
Templates	Amended Template 1
Checklists	Amended checklist 2
Terms & definitions	

Post QAF Issue Amendments

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14.1	01/02/18	Text updated to include a minimum retention period	7.1
Template 1	01/02/18	Revised template provided by SLC	7.1

Contents

Introduction

DSA-QAG (the Disabled Student Allowance Quality Assurance Group) provides a quality assurance service for Assistive Technology Service Providers (ATSP) of assistive technology hardware, software, training, support and other solutions funded by Disabled Students' Allowances (DSA) in England and Wales.

The following document represents the Quality Assurance Framework for ATSPs supplying equipment under the Disabled Students' Allowances (DSA), managed by funding bodies (including the Student Loans Company, Local Authorities, NHS and the Open University) and funded by the Department for Education (DfE).

In this document "ATSP" means a provider of complete computer systems, software, peripherals, installation, familiarisation and technical support who has:

- Registered as an "ATSP" under the Disabled Students' Allowances Quality Assurance Framework, and

- Agreed to comply with and be audited to this Quality Assurance Framework (QAF).

The main focus for the ATSP is providing a quality service to the student. To this end, all ATSPs are expected to comply with the service standards listed in this document.

The ATSP will be audited on a regular 12 month interval. If an ATSP sub-contracts out to any 3rd party then the responsibility for adhering to the QAF process regarding 3rd parties sub-contracted by the ATSP, is the ATSP's responsibility. If the ATSP does not have adequate evidence to show that the QAF is being followed by the 3rd party, a mini Audit of the 3rd party may be required at the ATSP's expense.

Data Protection

DSA-QAG will, during the audit process, request information on staff and students which may contain personal identifiable information. The collection of this information is vital to allow the verification and validation that ATSPs are delivering the services to students in line with this framework.

All information provided by NMH providers is stored in DSA-QAG's portal system which is fully compliant with current data protection regulations. Access to this information is limited to the nominated individual(s) within each ATSP and DSA-QAG staff, or nominated agents, responsible for carrying out the audit processes.

The Range of Application

Any equipment supplied under the DSA scheme is for the purpose defined during the student's needs assessment and is to support the student's study needs arising from the effects of their disability on their ability to study.

One-stop solution for all system-related items

The ATSP, as far as reasonably practicable, will be responsible for sourcing all items of equipment (other than furniture) approved by the funding body under the DSA. The ATSP will assemble the equipment in a compatible system and deliver it to the student. Thereafter, the ATSP will take responsibility for the performance of all items in accordance with this document.

The ATSP will collaborate with associate specialist equipment suppliers where this is helpful to the student and where it is reasonably practicable.

Whistle-blower

DSA-QAG has published a whistleblowing policy (http://www.dsa-qag.org.uk/whistleblower-policy) to ensure the deployment of services to and for disabled students meets the accreditation criteria agreed to by Assessment Centres and Assistive Technology Service Providers. The aim of this policy to ensure any criminal behaviour or other wrongdoing by any member organisation; or any individual undertaking work on behalf of any member organisation is reported and properly dealt with.

This Whistleblowing policy is underpinned by the Public Interest Disclosure Act 1998 (known as the Whistleblowers Act). This gives legal protection to individuals against being dismissed or penalised by their employers or any organisation as a result of publicly disclosing certain serious concerns. DSA-QAG is committed to ensuring that no one should feel at a disadvantage in raising legitimate concerns.

1 Focus on Students

The service standards relating to focus on students are listed below.

The ATSP will demonstrate:

1.1	**Thorough knowledge of the differing requirements of disabled students**
1.2	**Thorough knowledge of the range of enabling technology required to address those requirements**
1.3	**Awareness of the need for clear documentation and the ability to provide documentation in multiple and accessible formats**
1.4	**A track record of ensuring the student has access to the widest range of products**
1.5	**Thorough knowledge and understanding of the compatibility of assistive technologies**
1.6	**Commitment to staff development in the area of disability and new technologies**
1.7	**Thorough knowledge of the Equality Act and how it may impact the ATSP as goods and service providers**
1.8	**Provide a technical support and repair service**

1 Focus on Students

1.1 Knowledge of the requirements of disabled students

Standard	Measure
The ATSP will demonstrate a thorough knowledge of the differing requirements of disabled students.	• QA audit - Interview staff.

1.2 Knowledge of enabling technology

Standard	Measure
Engineers and trainers must have relevant qualifications to conduct training for the specific AT software and hardware products the individual may deliver. For audit, the ATSP must ensure their staff and 3rd party staff are able to provide evidence of the following: • Disability awareness training completed, where appropriate • Annual CPD • Evidence of relevant software and hardware training • Relevant qualifications **Note:** Refresher training on specific AT software and hardware products must be conducted within 3 months of any new updates released from the manufacturer.	• QA audit - review policies • Engineer/trainer online questionnaire and interview (employed and 3rd party) • Validation of qualifications/ certification, experience and training records

1.3 Provision of accessible documentation

Standard	Measure
The ATSP will be aware of the need for clear documentation and the ability to provide documentation in multiple and accessible formats.	• QA audit - inspect sample of student documents.

1.4 Range of products

Standard	Measure
The ATSP will demonstrate a track record of ensuring students have access to the widest range of products.	• QA audit - review of products supplied.

1.5 Understanding the compatibility of assistive technologies

Standard	Measure
The ATSP will demonstrate a thorough knowledge and understanding of the compatibility of assistive technologies.	• QA audit - review correspondence with assessors, evidence of participation in relevant forums, interview staff.

1.6 Commitment to staff development

Standard	Measure
The ATSP will be committed to staff development in the area of disability and new technologies. **Note:** Where 3rd party organisations are involved in the ATSPs operations, the ATSP is required to ensure 3rd party staff is included in the staff development requirements.	• QA audit - review policy documents and interview staff. • Validation of staff information communications issued by the ATSP inclusive of any 3rd party staff.

1.7 Knowledge of the provisions of the Equality Act

Standard	Measure
The ATSP and staff will have a thorough knowledge of the Equality Act and how it may impact on them as goods and service providers.	• QA audit - check Equality Act documentation is available, onsite inspection of facilities & interview staff awareness of Equality Act.

1.8 Provide a technical support and repair service	
Standard	Measure
The ATSP will provide on-going technical support and repair service. The level of on-going support will be limited to equipment and software (including operating system) provided by the ATSP only. Additional support for items not provided by the ATSP will be the responsibility of the student.	• QA audit - interview technical staff and onsite observation of repair department/area.

2 Focus on Education and Assessment Centres

The service standards relating to focus on education and assessment centres are listed below.

The ATSP will:

2.1	**Provide a one-stop solution with respect to enabling technology**
2.2	**Supply a range of products for disabled students**
2.3	**Provide relevant and up-to-date technical advice**

2 Focus on Education and Assessment Centres

2.1 One stop shop solution

Standard	Measure
The ATSP will provide a one-stop solution with respect to enabling technology.	• QA audit - review quotation and order documentation.

2.2 Range of products

Standard	Measure
The ATSP will provide a range of products for disabled students.	• QA audit - inspect product lists. • ATSP website

2.3 Technical advice

Standard	Measure
In accordance with the published specification matrix which is located via https://dsa-qag.org.uk/articles/audit-tools-and-essential-documentation The ATSP will provide relevant and up-to-date technical advice.	• QA audit - interview staff involved with quotation process. • Validate specification matrix version in use.

3 Focus on Funding Bodies

The service standards relating to funding bodies are listed below.

The ATSP will:

3.1	Cost changes must be referred to the funding body for authorisation
3.2	The ATSP must invoice the funding body supported by evidence of delivery
3.3	Trainers must submit a separate invoice, associated timesheet and training support record
3.4	On receipt of an SFE/SFW funding body query, the ATSP is required to respond within 3 working days.

3 Focus on Funding Bodies

3.1 Advise funding body of changes

Standard	Measure
In the event that there has been a delay in receiving 'authorisation to supply', and the (cost) price of equipment does not match the exact (cost) price quoted, the ATSP is required to contact the DSA Response Team, SFE for authority to proceed with the order. With regards to other funding bodies, the ATSP should adhere to the individual funding body's procedures. **Note 1:** Authorisation for (cost) price changes must be recorded within the student's electronic record, funding body contact name and date of authorisation. **Note 2**: The ATSP will make the necessary (cost) price deduction to the final invoice where a student has informed the ATSP an item of specialist equipment is no longer required.	• QA audit – review funding body communications. • Sample check of price changes with funding body authorisation details.

3.2 ATSP invoice the funding body providing evidence of delivery

Standard	Measure
When the ATSP has supplied and set up the equipment they must provide evidence of this, confirmed by the student (student signature) as and when required by the funding body, together with the invoice.	• QA audit - sample check invoices against the engineer's checklist (Checklist 1) and the delivery note.

3.3 Training invoice

Standard	Measure
Trainers must submit to the funding body, a separate invoice and associated timesheet and training support record which details the training activities undertaken.	• QA audit - review documentation.

3.4 Funding Body queries

Standard	Measure
On receipt of an SFE/SFW funding body query (warranty, insurance, invoicing etc.), the ATSP is required to respond within 3 working days. This is to avoid unnecessary delays to a student's DSA application. The ATSP must have a nominated point of contact who will deal with queries (and a deputy to cover annual leave, staff sickness etc.). **Note:** For other funding bodies, the individual funding body process must be adopted.	• QA audit – sample check of funding body queries and responses • Feedback from funding bodies

4 Website Accessibility & Standard Quotation

The service standards relating to quotes are:

4.1	**Web site**
4.2	**Quotations provided within 1 working day**
4.3	**Quotations use of standard template**
4.4	**Quotation specifications**
4.5	**Software media and digital download**
4.6	**Security suite**
4.7	**NMH banding**

4 Website Accessibility & Standard Quotations

4.1 Website Accessibility

Standard	Measure
The website will conform, as a minimum to the W3C Web Content Accessibility Guidelines (WCAG 2.0), refer to http://www.w3.org/WAI/intro/wcag.php. Further guidance can be found at https://www.gov.uk/service-manual/user-centred-design/accessibility The areas for audit will be website: • Usability • Layout • Font size	QA audit - review of website.

4.2 Quotation timeframe (KPI)

Standard	Measure
The ATSP will provide formal quotations, electronically within 1 working day of a quotation request from an assessor, provided that the quotation request is clear and complete.	• External – tracking process. • Assessor's feedback • QA audit – sample check quotation emails.

4.3 Quotation format

Standard	Measure
When the ATSP provides formal quotations, the content and layout will be clear and transparent. Quotations will comply with the Standard ATSP Quotation document 2 (see Template 1) The quotation will include the full equipment specification e.g. make, model etc. as outlined in Template 1 and individual quotes must include equipment/services requested and recommended by the assessor including: • VAT (all quotes will clearly indicate if they include or exclude VAT) • basic equipment package • peripherals (e.g. printer)	• QA Audit – sample check of quotations. • Sample check of quotes and invoices

- software
- antivirus & spyware
- back up devices
- USB hub
- cables
- ergonomic kit
- delivery, set-up and familiarisation
- technical support
- insurance
- maintenance & support

Please refer to Standard Quote Guidance https://dsa-qag.org.uk/practitioner/assessors
and Appendices 3 (a) (b) (c).

For reference quotation documents can be accessed via https://dsa-qag.org.uk/practitioner/framework-documents
- Quotation Document 1: Assessor Requirements
- Quotation Document 2: ATSP
- Quotation Document 3: Specialist Equipment Supplier
- Quotation Document 4: Assistive Technology Training

Note: The price applied by an ATSP to a quote must be consistent.

4.4 Quotation Specifications

Standard	Measure
The ATSP will issue quotations based on the agreed equipment specification matrix which can be found at: https://dsa-qag.org.uk/articles/audit-tools-and-essential-documentation .This is the minimum specification that can be used for quotations, regardless of the assessor's quotation request or the ATSP interpretation. For example, the assessor requests a quote for a laptop; you are required to quote the Classic Model laptop, as listed on the Equipment Specification template unless a higher specification has been requested.	• QA Audit - sample check of quotations. • Equipment specification matrix

4.5 Software Media and Digital Download Product

Standard	Measure
The ATSP will provide all software as a physical shipment product, where a digital download or activation code is supplied it is the responsibility of the ATSP to ensure the student has adequate access to the software for the life of that application. For example, download of Inspiration Concept Mapping software, the student will be provided with a copied CD of the software along with the serial number. The exceptions to this are where the student is required to download the product to a student account and the ATSP is unable to access this account, directly. The registered ATSP will document all authentication codes or download codes needed to update or reload the software. For example, App Store downloads only items, where the student is required to provide personal information at installation e.g. Adobe Educational Products / AutoCAD Applications.	• QA audit • Engineers checklist • Student feedback

4.6 Security Suite

Standard	Measure
The ATSP will provide a 'free' Licence Security Suite for the duration of the course to include Anti-virus, Spyware and Malware. Acceptable brands for example included Microsoft Security Essentials, AVG, Norton, Kaspersky, MacAfee, Symantec, F-Secure, ESET and Sophos. **Note 1**: The funding bodies no longer fund the purchase of security suite software. **Note 2**: For Mac users only, the ATSP should install their preferred, free to install and use (not demo), software only.	• QA Audit – sample check of quotations. • Engineer checklist.

4.7 NMH Banding	
Standard	Measure
The ATSP will offer NMH services in line with SFW defined NMH service roles and cost rates. The non-medical helper guide is available via - http://www.studentfinancewales.co.uk/media/196496/sfw-1718-disabled-students-allowances.pdf	• QA Audit – sample check of quotations.

5 Order Configuration & Permissible Variations

The service standards relating to order configuration & permissible variations are:

5.1	**System supplied complies with assessor's report**
5.2	**Variations must not change the functionality or original intent**
5.3	**Variations that compromise original intent referred to the assessor**

5 Order Configuration & Permissible Variations

5.1 System supplied is consistent with assessor's report and as authorised by the funding body

Standard	Measure
The system supplied will comply with the assessor's quote and ultimately the authorisation letter from the funding body. The system will include hardware, peripherals, software, aftercare (maintain, support, insurance) as noted in the authorisation letter.	• QA audit – compare delivery note to quotation or letter from funding body.

5.2 Acceptable variations

Standard	Measure
The ATSP retains the right to vary the system specification where this does not change the system's functionality reflected in the assessment. Variations (make and model) are only permissible where the new specification is equal or higher to the original system specification; this also includes variations to peripheral devices such as printer and scanners. Variations to the original must include the same or higher level of warranty cover and time period.	• QA audit – compare delivery note to quotation or letter from funding body.

5.3 Student requests upgrade

Standard	Measure
The student may upgrade the equipment supplied, at their own expense, within the options made available to them by the ATSP. In this instance, however, it is the responsibility of the ATSP to ensure that the suggested alternative product will not compromise the original intent. If the variation does compromise the original intent, it will be referred to the assessor. It is also the responsibility of the ATSP to ensure that equal or higher level of warranty, insurance and after sales service is applied to any equipment upgraded. For example, student upgrades Windows based laptop with three years warranty to Apple MacBook Pro. The additional warranty must be included on the upgraded equipment.	• Internal - history on student account & communication to assessor. • QA audit - review records.

Provide independent advice on any changes to recommended equipment whether to meet the student's wishes or otherwise. **Note 1**: All additional costs, including VAT must be recovered from the student. **Note 2:** ATSPs must not accept a student's request for the value of any items of specialist technology to be allocated towards an upgrade or change of equipment.	

6 Pre Delivery Process

The service standards relating to the pre-delivery process are:

6.1	**Order acknowledgement process**
6.2	**Delivery confirmation**
6.3	**Follow up if student does not make contact**
6.4	**Exceptional delays**
6.5	**Publish timescales for order handling and delivery**
6.6	**Terms and conditions**

6 Pre Delivery Process

6.1 Order Acknowledgement Process (KPI)	
Standard	Measure
1) The ATSP may be informed of a new order either: **Process a)** The ATSP will receive a copy of the DSA2 letter or purchase order from the funding body. Or: **Process b)** The student contacts the ATSP because they have been advised to do so (usually by the funding body). In this case the ATSP will ask the student for a copy of the funding body's confirmation letter to the student. 2) As soon as the ATSP has authorisation to supply through process a) or b) above, the ATSP will send an 'Order Acknowledgement', within 1 working day, directly to the student, by 1st class post or email. The order acknowledgment (example in Template 2) will contain as a minimum: • confirmation that the ATSP has authorisation to supply • reference details to allow students to enquire as to the progress of their order (the ATSP may provide a named contact for the student but as a minimum a department or team should be provided) • invite the student to contact the ATSP to ▪ acknowledge a £200 contribution, where applicable, is due prior to delivery. ▪ agree delivery appointment ▪ confirm delivery address • outline the specification of the equipment that has been authorised • advise the student that delivery will occur within 10 working days of receipt of the student's contribution being received by the ATSP (subject to student's availability / preference) The 10 day delivery clock will not start until receipt of any payment due from the student for the order. Details of such payment and date will be noted in the student record. At an appropriate time in the process the ATSP will discuss the bulleted items above with the student and also:	• Internal - ATSP's records. • External – tracking process. • QA audit - review sample of order acknowledgements (Template 2).

- ask the student about any relevant details effecting delivery and set up e.g.

    - access to building
    - availability of space for set up
    - availability of phone lines (for internet) & electricity points
    - relevant health & safety considerations

- confirm the student's name and contact details including;
    - telephone and mobile number
    - delivery address
    - permanent address (if different)
    - email address
    - preferred contact method(s) e.g. Braille, SMS text, email

- obtain verbal confirmation that the order is satisfactory

6.2 Delivery confirmation

Standard	Measure
When the student contacts the ATSP in response to the 'Order Acknowledgement' or the ATSP contacts the student to arrange delivery the ATSP will send the student a delivery confirmation letter in the student's preferred contact method within one working day. The layout will be consistent with the standard 'Delivery Confirmation' (refer to Template 3) and as a minimum the letter will include: • confirmation of receipt of £200 student contribution, where applicable. • phone number for the student to call with any queries regarding delivery • student's delivery address • equipment being delivered • delivery appointment (time and date) • confirm the organisation completing the delivery e.g. ATSP, 3rd party or courier details to be recorded informing the student of the delivery organisation. **Note 1:** The student must be advised to contact the ATSP direct with any delivery issues, not the 3rd party or courier.	• Internal – ATSP's records. • External – tracking process. • Student feedback. • QA audit - view sample of letters (Template 3, 7). • QA audit - view sample of letters (combined Template 2, 3, 7). • Terms & conditions – view sample of terms and conditions

Note 2: The student must be advised that they will be responsible for the cost of the ATSP to provide a subsequent delivery if they do not cancel their agreed delivery with at least 24 hours notice. Please note, the delivery date agreed must be the student's choice.

- confirmation of student's preferred delivery option

- importance of student being available to accept delivery

- data protection statement

- cancellation policy

- if the student agrees either verbally or by email to collect equipment, the delivery should be confirmed by email and noted on the student's record.

Terms and conditions, outlining the service a student can expect must be supplied with the delivery confirmation letter. This can either be a hard copy or a URL to the ATSP's terms and conditions.

Note 3: Where an upgrade has been requested the ATSP is required to send a delivery confirmation informing the students of the upgrade item (including non-upgrade items) and the delivery time within 1 working day of the students request. A sample upgrade confirmation Template 7 can be viewed at https://dsa-qaq.org.uk/file-centre/documentation/ats-provider-documentation/atsp-quality-assurance-framework/templates

As noted at 5.3, ATSPs must not accept a student's request for the value of any items of equipment/assistive technology software to be allocated towards an upgrade or change of equipment. The ATSP will make the necessary adjustment to the final invoice excluding items not supplied before submitting to the funding body.

Acceptable methods of contact for the delivery confirmation must include first class post and/or email communication. The communication method must be available for audit review purposes, as and when required.

Note 4: For ATSPs who acknowledge and confirm delivery at the same time, the student must receive a delivery confirmation which contains the elements of template 2 & 3.

6.3 Follow up if student does not make contact

Standard	Measure
If the student does not contact the ATSP within 10 working days to arrange/re-arrange a delivery date, the ATSP will attempt to contact the student again. Where no response has been received from the student, the ATSP will write to the student and advise that their DSA order may be cancelled by the funding body should the student not respond. This need not be in writing but the attempt to contact the student must be documented. The method of contact must be appropriate for the student.	• Internal - ATSP's records. • QA audit – review communication.

6.4 Exceptional delays

Standard	Measure
Delays may occur through circumstances beyond the ATSP's control (fuel shortages, sub-contractor's industrial issues, non-availability of items etc.). In these circumstances, alternative arrangements will be sought and the ATSP will keep the student informed of progress. Where the delay is expected to be more than 28 days, the ATSP will notify the student and suggest alternatives for discussion with the assessor and the Funding Body.	• Internal - ATSP's correspondence. • QA audit - review correspondence.

6.5 Publish timescales for order handling and delivery.

Standard	Measure
The ATSP will publish the target KPI timescales associated with the order and delivery process on their website, with the proviso that these targets and timescales may be adversely affected by: • changes or additions to the equipment specification • students who delay completing essential documentation, e.g. delivery details • students who delay making payment of their £200 contribution, where applicable.	• QA audit - check website.

6.6 Terms & conditions

Standard	Measure
The ATSP must provide students with a terms and conditions document outlining the services to be provided by the ATSP. As a minimum, the document will contain the following key information- • Delivery services available and timescales • Receipt of student's £200 contribution, where applicable. • Training information and training delivery timescales • Details of aftercare services available i.e. repairs and timescales and loan equipment • Complaints process and complaint handling timescales • Insurance process and insurance handling timescales • Warranty information and duration of warranty period The terms and conditions to be issued to the student in their preferred format e.g. electronic, paper or URL to the ATSP website.	• Review of terms and conditions document • Student sample check

7 Delivery, Set Up and Familiarisation

The service standards relating to delivery, set up and familiarisation are:

7.1	Delivery appointment within a 2 hour time slot
7.2	Delivery within 10 working days
7.3	Delivery, set up & familiarisation will take place at same time
7.4	Out of Hours Delivery
7.5	Pre-Configuration and Testing
7.6	Student advised of any delays in delivery as soon as possible
7.7	Engineer completes checklist of activities
7.8	Delivery appointment will last up to 1½ hours

7 Delivery, Set Up and Familiarisation

7.1 Delivery Options (KPI)

Standard	Measure
During the student's assessment, the assessor will agree a preferred delivery option with the student and record the details within the quote request. ATSP are required to provide the delivery option requested by the assessor as noted below: 1. Delivery, setup and familiarisation in one timed appointment 2. Delivery with setup and familiarisation later on that same day 3. Delivery, with setup and familiarisation at a later date 4. Delivery only At stage 6.1 Order Acknowledgement and/or 6.2 Delivery Confirmation, the ATSP will have confirmed to the student the delivery option requested to the agreed delivery address within a 2 hour time slot e.g. 10.00-12.00 or alternatively a set time appointment. For options 2 and 3, where delivery is made by a 3rd party then this will be timed pre 10.30am delivery. The actual set-up by the engineer must be a timed appointment agreed with the student. Both 3rd party and engineer times must be specified in 6.1 and/or 6.2. For option 4, where it has been requested by the assessor 'delivery only' and the method quoted is royal mail/courier, the delivery slot is to be agreed by the ATSP to meet the requirements of the student. For those students that have requested shortened deliveries, no installation or no familiarisation, the student must sign to confirm their request. The confirmation must be available for audit. The ATSP's invoice to the funding body must reflect the change in final invoice. **Note 1:** The ATSP is required to adhere to the delivery/install and conduct familiarisation training as requested by the assessor and quoted for by the ATSP.	• External – tracking process. • QA audit - check delivery note to confirmation letter. • Student sample check

7.2 Delivery lead time (KPI)

Standard	Measure
The ATSP will deliver within 10 working days* from order acceptance by the student. Acceptance is defined as, the ATSP has adequate information to arrange delivery, receipt of purchase order or funding body letter and the student has accepted the order confirmation and is requesting delivery. **'Delivery' is defined as delivery of the equipment and completing the set-up and familiarisation.** Where the student orders an upgrade, or where the funding body has paid the student directly, the ATSP can insist on receiving payment from the student before delivery. ***Note:** To clarify 10 day delivery, an example is shown: Student provides the funding body letter (pays for an upgrade) on Monday 1st of the month this is regarded as day zero, day 1 is counted as Tuesday 2nd of the month.	• Internal - ATSP's records. • External – tracking process. • Customer feedback. • QA audit – review delivery records

7.3 Delivery, set up and familiarisation (KPI)

Standard	Measure
Delivery, set up and familiarisation will take place at the same time. However, this will not occur until the ATSP is in receipt of the £200 student contribution, where applicable. The student can agree to each taking place on the same day at different times. For example, delivery, followed by the set-up and familiarisation. If delivery, set up and familiarisation are on the same day delivery will be a timed appointment before 10.30am with set up and familiarisation being after the delivery time. Or At the students request only, another day and time can be arranged for set-up and familiarisation. In the event that this is not possible to accommodate the student's request, set-up and familiarisation may take place on a different day. This is to be recorded on the Engineers Checklist, and recorded in the student logs / call logs. This should not be standard practise. The supplier must supply for audit, evidence of the	• External tracking. • QA audit - check delivery note to engineer's checklist (Checklist 1). • Student sample check

students request in writing/email, as and when required.

Note: Delivery time scales are not complete until the set-up and familiarisation has taken place and must be accurately recorded in the ATSP's database and the KPI monthly submissions to DSA QAG.

7.4 Out of Hours Delivery

Standard	Measure
Assessors may in exceptional circumstances request an out of hours delivery for a student, however, this must be authorised in advance by the funding body. If an out of hours delivery is not approved by the funding body, the ATSP is required to inform the students of the additional cost the student is required to pay in advance. **Note:** ATSPs may/may not offer out of hours deliveries, this is an optional service.	• QA audit - review documentation. • Customer feedback.

7.5 Pre-Configuration and Testing

Standard	Measure
Option 1 Where the ATSP supplies the computer on which the ATSP solution is based, the following applies – • Reasonable configuration of the student's computer equipment and software should be undertaken prior to delivery. • Software applications should be registered to the individual student and not generically installed. • The delivery, set-up and familiarisation should not be used for individual software installation. • Before delivery, all systems should be tested for stability to reduce the likelihood of DOA (dead on arrival) deliveries. **Note:** Where a student has requested that configuration is not carried out prior to delivery, this should be recorded on the student's notes/record along with e.g. confirmation email from the student. Measure to be included student record.	• QA audit - review documentation. • Customer feedback • Student record database sample check of requests for onsite configuration.

Option 2

Where the ATSP is supplying software for installation on the student's pre-owned computer, the installation will normally take place on-site at the student's premises. The equipment should be tested and confirmed as working. Where there are issues identified, these should be noted within the ATSPs student record database and the assessment centre informed.

7.6 Informing the student of delays

Standard	Measure
If the ATSP is unable to deliver within the agreed time slot, they will make all reasonable efforts to inform the student of this as soon as possible. The ATSP will keep a record of any such communications on the student's account.	• Internal - ATSP to record contact with student. • Customer feedback. • QA audit – review records

7.7 Engineer's checklist

Standard	Measure
At delivery, the engineer will complete a checklist of activities which will cover all the onsite activities they are required to carry out. The layout will be consistent with the standard engineer's checklist (refer to Checklist 1) and will include: • date of installation • start time and finish time • check all ordered equipment has been delivered • unpack equipment • assemble and connect peripherals • Set-up and familiarisation taken place on dated recorded • software installation (if not preloaded) • system testing (if not completed prior to delivery) • how to open assistive software • brief demonstration of assistive hardware • demonstrate that standard hardware is working • demonstrate that standard software is available and running • internet set up (if requested by assessor and equipment is supplied) • basic instruction in safe operation of the system e.g. anti-virus protection is running • how to back up data • how to request technical support • aftercare – Maintenance, Support & Insurance	• Customer feedback. • QA audit - review Engineers checklists (Checklist 1).

| The checklist will be signed by the student on completion of the above. A copy will be retained by the student. | |

7.8 Appointment duration

Standard	Standard
The delivery, installation and familiarisation appointment will last up to 1.5 hours unless the student wishes to terminate the session earlier. **Note:** Where it takes less than 1.5 hours or more than 1.5, there should be a note on the engineer's checklist to record the termination reasons and this should be signed off by the student.	• QA audit – review checklists.

8 Assistive Technology Software & Hardware Training

The standards in this section relate to students funded by the Welsh Government only.

The service standards relating to assistive technology software & hardware training are:

8.1	**Student training**
8.2	**Training will be delivered under a separate arrangement**
8.3	**Training will be delivered on a separate day to delivery**
8.4	**Assistive technology training to agreed timescales**
8.5	**Trainers will complete a checklist of activities**
8.6	**Supply of Assistive Technology Training**
8.7	**Missed training sessions**
8.8	**Additional training requirements**

8 Assistive Technology Software & Hardware Training

8.1 Student Training

Standard	Measure
All assistive technology training provided to students must be given to the students on their own equipment after delivered and set-up. The ATSP will quote and supply the training mode recommended by the assessor (onsite/remote). Where the ATSP is unable to provide the training requested, the ATSP will contact the centre and request authorisation to change the method. A record of the change authorised by the centre must be logged against the student's record and available for audit.	• QA audit - review documentation. • Customer feedback. • Student record database, student sample.

8.2 Assistive technology training arrangement

Standard	Measure
If assistive technology training has been included as part of the DSA order, this will be delivered under a separately costed arrangement.	• QA audit - review documentation. • Customer feedback.

8.3 Assistive technology training timing

Standard	Measure
Training on assistive software will be conducted on separate day(s) from delivery, set up and familiarisation unless requested by the student. However, where it is at the student's request to change timings, the ATSP will contact the centre and request authorisation to change the training timings. A record of the change authorised by the centre must be logged against the student's record and available for audit. The student should be contacted within 10 working days as part of the delivery lead time to arrange appointment timeslots.	• QA audit - review documentation. • Customer feedback • Student sample check

8.4 Assistive Technology Training- Agreed Timescales

Standard	Measure
Training on assistive software will commence within 10 working days of delivery or where the ATSP is to supply AT training only, 10 days from the point the student contacts the ATSP or receives their equipment, whichever the latest. Sessions will be limited to a maximum of one two hour session per day. However, there may be exceptions where an assessor has requested more than 2 hours for a single training session which has been approved by the funding body. Please note, the ATSP must not exceed the maximum authorised training session. Where a training session terminates earlier than the time scheduled, the student is required to confirm that they were in agreement for the trainer to terminate the session and this should be recorded in the trainers checklist (refer to Checklist 2).	• QA audit - review checklist (Checklist 2) • Sample student check

8.5 Trainer's Checklist

Standard	Measure

The trainer will be required to complete Part A of the checklist in advance of the session recording -
 	
    • details of the training session content
    • relevance of the topic to the student's course
 	
At the end of the training session, the trainer will ask the student to complete, Part B of the checklist.
 	
The trainer will review the student's comments and agree the next steps, completing Part C of the checklist recording-
 	
    • next steps
    • topics requiring further training
 	
The checklist must be signed by the trainer and student. The ATSP is required to make available completed trainer checklists for audit.
 	
Note: Where remote training has been conducted, the above steps apply and must be followed by the trainer.
	• Review of sample Trainer Checklists (Checklist 2).
	• Trainers online questionnaire and interview

8.6 Supply of Assistive Technology Training

Standard	Measure
It is not a requirement of the QAF for ATSPs to supply and deliver assistive technology training, this is optional.	• QA audit - review of service managers interview

8.7 Missed training sessions

Standard	Measure
The ATSP must contact the student within 2 working days to ascertain the reason for the missed training session and rebook the session. The ATSP must maintain a log of any missed student training sessions and record attempts to contact the student to arrange/discuss missed training session(s) and the reason for the missed session, if known. Where training is successfully rescheduled, the student's details can be removed from the log. **Note:** The log of missed training sessions will capture cases where the ATSP has been unable to reschedule the session. The ATSP must contact the assessment centre on a monthly basis to make the centre aware of missed training sessions and provide a copy of the log. The log, as a minimum, must include the undernoted - • student name • student reference number • dates of session(s) missed • dates of attempt(s) to contact the student regarding missed training sessions • reason for missed training session, if known.	• Internal tracking • Review of Missed Training Session Log • Review of monthly communication with assessment centre(s) • Sample check of students missed training sessions records

8.8 Additional Training Requirements

Standard	Measure
On completion of the student's allocated training sessions, the student may highlight (Trainers Checklist, Part B – Student Section) if they require further training. The trainer will inform the student to contact their assessor, who will liaise with the funding body to gain authorisation for additional training. The ATSP must also notify the centre in writing (e.g. email) of the student's additional training request.	• Review of correspondence with the student and assessment centre manager

9 Aftercare Service –Maintain & Support

The service standards relating to aftercare service are:

9.1	ATSP will maintain equipment subject to a 4 year max period
9.2	ATSP provides student with maintenance document
9.3	Maintenance document explains the level of cover and duration
9.4	ATSP provides student with a maintenance summary
9.5	Maintenance clearly identifies exclusions
9.6	Maintenance extensions can be provided subject to conditions
9.7	ATSP handles all aspects of maintenance claims
9.8	Maintenance provides "on site" repair service
9.9	Maintenance provides "return to base" repair service
9.10	ATSP will cover the cost of maintenance repairs

9 Aftercare Service – Maintain & Support

9.1 Maintain & support duration

Standard	Measure
In addition to the first 12 months standard manufacturer's warranty, in line with the Sale of Goods Act, the ATSP should offer comprehensive computer and peripherals maintenance and support for the duration of the course. Maintenance and support is subject to a 4 year maximum. The maintenance and support does not affect the student's statutory rights. Where a student extends or repeats their course, please refer to 9.6 for guidance.	• QA audit – review ATSP's maintenance & support documentation.

9.2 Maintain & support document

Standard	Measure
The student should be provided with a maintenance and support document that is clear and concise, and in an accessible format.	• QA audit – review ATSP's maintenance & support documentation.

9.3 Content of maintenance & support document

Standard	Measure
The document will have details of the individual items of equipment covered, the level of the cover and the start and finishing dates of the maintenance and support.	• QA audit – review ATSP's maintenance & support documentation.

9.4 Maintenance & support summary

Standard	Measure
The ATSP will provide students with maintenance & support summary document which will explain the key aspects of the maintenance and support and advise the student to contact the ATSP in the event of any technical problems. An example of a maintenance and support summary is included in Template 4.	• QA audit – review maintenance & support summary (Template 4).

9.5 Maintenance & support exclusions

Standard	Measure
The maintenance and support document will clearly explain that the maintenance and support does not cover wear and tear, consumables (for example lap top batteries) or damage due to the use of unapproved consumables.	• QA audit – review ATSP's maintenance & support documentation.

9.6 Maintenance & support extensions

Standard	Measure
If the student extends their course they will have an option to extend their maintenance & support, at reasonable cost, for an additional year, up to a maximum of 5 years. The additional cost will be based on many factors e.g. previous insurance claims and support history. For laptops and PCs this will be subject to an inspection by the ATSP. The inspection will be charged for, and if an upgrade (e.g. additional memory) is required, this will be costed and submitted to the funding body for approval. **Note:** A charge may not be made to the SFE for a health check where the equipment is under warranty.	• QA audit – review ATSP's maintenance & support documentation.

9.7 Maintenance & support claims

Standard	Measure
The ATSP is responsible for handling maintenance claims during the operation of the maintenance and support. The student will deal directly with the ATSP.	• QA audit – review ATSP's maintenance & support documentation.

9.8 Maintenance & support repairs

Standard	Measure
The maintenance will include on-site repair and return to base repair. For return to base repairs, the ATSP will arrange uplift and collection of equipment either by themselves or by a recognised national carrier. This will include timed uplifts with, as a minimum, am or pm specified.	• QA audit – review ATSP's maintenance & support documentation.

9.9 Repaired equipment returned to student

Standard	Measure
When "return to base" repair equipment has been returned to the student, a full installation will be conducted, if necessary.	• Customer feedback. • QA audit – review ATSP's maintenance & support documentation.

9.10 Cost of repairs

Standard	Measure
The ATSP is obliged to cover the cost of maintenance and support repairs.	• QA audit – review ATSP's maintenance & support documentation.

10 Insurance

The service standards relating to insurance are:

10.1	ATSP arranges insurance cover
10.2	ATSP provides loan equipment (where appropriate)
10.3	ATSP provides an insurance summary document

10 Insurance

10.1 Insurance cover –

Standard	Measure
The ATSP will arrange insurance cover for the duration of the student's course as period specified by the assessor, to be arranged through an insurance broker who is FSA registered and is recognised by QAG as having an insurance scheme dedicated to DSA students. The policy must cover all of the hardware supplied and include all of the following benefits and exclusions: • Zero excess policy • Accidental damage, fire theft and 3rd party malicious damage • Full reinstatement of all hardware and software to at least the standard originally supplied • Must not be limited to a single claim • Worldwide cover can be provided, if requested. Permitted Exclusions: • Exclusions include: Theft from unlocked/unsecured premises or vehicles, or if an item is lost or misplaced All ATSPs must have a matrix displaying the above inclusions and exclusions on their website. The matrix can be found via https://dsa-qag.org.uk/students/students-insurance The ATSP will reinstate software from the original license or an equivalent, if the original software is no longer compatible. In addition the policy must have a clear and concise claims process giving plenty of time for claims to be made, with a minimum of 28 days. The ATSP will handle all aspects, where possible, of any insurance claims, including the preparation of fault reports. Where claims are administered by the Insurance Broker the ATSP must be informed at every stage of a student's claim and where possible be part of the process. **Note 1:** Where there is a delay in the insurance company progressing a student's insurance claim, the insurance company should be chased by the ATSP every 4 weeks for a maximum of 3 attempts to assist the student to progress. The ATSP should update the student's record with details of contact with the insurance company and made available	• QA audit – review ATSP's insurance documentation. • Student sample check of insurance claims

for audit.

Note 2: Where it is identified that an ATSP has excesses in their insurance policies. In the 1st instance there will be a warning from DSA-QAG and 7 working days to fix the issue.

If the ATSP does not address the issue within 30 working days, DSA-QAG will contact the funding body to request a halt on orders.

10.2 Loan equipment

Standard	Measure
The ATSP will, where necessary, provide loan equipment. However, if the student's equipment is lost or stolen, loan equipment will only be issued once the insurance company agrees there is a valid claim. **Note:** Loans should apply if a replacement or repair will take more than 10 days from the authorisation, to replace/repair being issued by the insurance provider. The ATSP must have sufficient loan equipment in place to cater for the student volumes they are required to offer aftercare. A loan equipment log to be presented at audit.	• QA audit – review ATSP's insurance documentation. • Student sample check. • Validation of loan equipment log

10.3 Insurance Details - Students

Standard	Measure
The ATSP will provide students in writing, information of contact details in the event of an insurance claim and basic information in relation to their insurance cover. This will include – • Name of the insurance company • Department who will deal with the student's claim • Telephone number	• QA audit – review ATSP's insurance summary documentation.

11 Technical Support and Equipment Breakdowns

The service standards relating to technical support and equipment breakdowns are:

11.1	ATSP provides a help desk service
11.2	ATSP provides a range of help desk contact methods
11.3	Help desk must provide hardware and software support
11.4	ATSP endeavours to resolve problems at first contact
11.5	On site repair or return to base support offered within 24 hours if the problem cannot be resolved remotely
11.6	On site repair appointment provided within 2 working days
11.7	Return to base repair uplift provided within 2 working days
11.8	ATSP arranges equipment uplifts
11.9	ATSP arranges in-transit insurance
11.10	Loan equipment provided within 3 working days of uplift
11.11	Viruses
11.12	Repairs completed in 3 weeks
11.13	ATSP will make reasonable efforts to recover students' data
11.14	Permanent replacement equipment provided where required
11.15	Technical support enquiries logged
11.16	ATSP will have onsite repair facilities on their premise

11 Technical Support and Equipment Breakdowns

11.1 Help desk support

Standard	Measure
The ATSP will provide a "Help Desk" service with dedicated staff dealing with enquiries. The minimum opening hours for this service will be 9.00 am to 5.00 pm Monday to Friday (excluding bank holidays). Any support available outside these hours may be publicised on the ATSP's website. The ATSP will ensure that they provide an adequate number of telephone lines and an adequate number of staff to handle technical enquiries. Where a student contacts the help desk by email, the ATSP is required to respond within a 2 hour period from receipt of the communication. Helpdesk opening hours must be published on the ATSPs website. **Note:** Voicemail should be used as an exception to cover lunchtimes and out of office hours.	• Customer feedback. • QA audit - test calls and observation. • Student sample check, (telephone calls/email reports)

11.2 Help desk contact methods

Standard	Measure
As a minimum, the ATSP will provide remote access support (with the student's consent) and the following alternative contact methods: • telephone • SMS text • email • type talk • onsite support (when necessary) • return to base repair (when necessary) The telephone service will provide STD (local) rate for students calling from landlines or mobile phones, as a minimum. The telephone number for technical support will not be a premium rate number. The ATSP will offer to call back any student who is paying for a call.	• Customer feedback. • QA audit - test calls, information from call provider and observation during visit.

11.3 Scope of help desk support

Standard	Measure
The Help Desk will provide comprehensive hardware and software support for the correct operation of assistive technology and associated hardware.	• Customer feedback. • QA audit - review policy and observation.

11.4 Query resolution (KPI)

Standard	Measure
The ATSP's Help Desk support will endeavour to resolve problems at the first point of contact. If a call back service is offered, the call back will occur within 2 hours of the initial call, subject to the student's availability.	• Internal – ATSP's call statistics. • External – tracking Process. • Customer feedback. • QA audit – review records.

11.5 Onsite and return to base repair (KPI)

Standard	Measure
If the problem cannot be resolved within 24 hours by remote support, the ATSP will conduct an onsite visit to repair the equipment. If however, from the remote access, identifies that the problem cannot be fixed at an onsite visit then a return to base should be arranged with the student.	• External – tracking process. • Customer feedback. • QA audit - review appointment schedule. • Student sample check

11.6 Onsite repair timescales (KPI)

Standard	Measure
On site visits will be provided within 2 working days (subject to student availability) from the point that it was agreed that the problem could not be resolved remotely. If the engineer cannot resolve the problem during the onsite visit, they will uplift the equipment and the "return to base" process will commence.	• Customer feedback. • QA audit - review appointment schedule and onsite inspection report. • Student sample check

11.7 Return to base repair timescales (KPI)

Standard	Measure
If the return to base repair is deemed necessary because the problem cannot be rectified remotely, uplift will take place within 2 working days (subject to student availability) from the point that it is agreed that the problem cannot be resolved remotely.	• External – tracking process. • Customer feedback. • QA audit - review appointment schedule. • Student sample check

11.8 Equipment uplift

Standard	Measure
For return to base repairs, equipment will be uplifted by the ATSP either by courier or via an on-site engineer's visit. If a courier is used for the uplift, it is the ATSP's responsibility to ensure that the student is capable of packing the equipment or for the courier to do so, this includes where necessary the ATSP providing packaging for the goods to be returned. Uplifts will be timed with, as a minimum, am or pm specified appointment. Once the ATSP agrees to collect the equipment, the ATSP assumes the responsibility/liability for the equipment during transportation.	• Customer feedback. • QA audit - inspect appointment and courier records.

11.9 In-transit insurance

Standard	Measure
It is the ATSP's responsibility to arrange insurance for goods in-transit.	• Internal – ATSP's records. • QA audit - inspect records.

11.10 Provision of loan equipment. (KPI)

Standard	Measure
If the problem cannot be rectified within 3 working days of uplift from the student, loan equipment will be provided. The loan equipment will be of a suitable specification to run assistive technology software. Where the equipment is a specialist piece of equipment, the loan, as a minimum, must be able to run substantially all the support related software that was originally supplied. All loan equipment will display a valid PAT test label. Assistive technology software will be loaded in advance of taking the loan equipment to the student's residence. The exception would be where the student has specialist software which the ATSP would not normally hold as a stock item for loan equipment. The timeframe from the student's initial call to the provision of the loan equipment will be no longer than 6 working days. **Note:** The ATSP using couriers to uplift return to base equipment must adhere to the 3 working days timescale.	• Internal – ATSP to keep records / job sheet. • External – tracking process. • Customer feedback. • QA audit - inspect records and machine specification.

11.11 Viruses

Standard	Measure
If it is found that the problems with students equipment has resulted from a virus, then "first" time viruses will be fixed by the ATSP without a fee. Second time and thereafter, if related to non-course work then the student may be required to pay a fee. **Note**: The ATSP should inform students as part of their handover documentation that the use of the equipment is for college/university work and that they run an increased risk of virus issues by using social network & music sites. The ATSP should inform students of the charge applicable for fixing viruses. A reminder to the student should be issued after the first virus is fixed.	• Internal – ATSP to keep records / job sheet. • External – tracking process. • QA audit - inspect records and machine specification.

11.12 Length of time for repairs (KPI)	
Standard	Measure
Return to base repairs will be completed within 3 weeks for desktop PCs and laptops.	• Customer feedback. • External – tracking process. • QA audit - review engineer's report

11.13 Data recovery	
Standard	Measure
The ATSP will make all reasonable efforts to recover all course related data from the hard drive. Recovered data will not be stored for any longer than 4 weeks after the repair has been completed without the student's written consent. If the ATSP is unable to resolve a repair call, they may need to pass the equipment onto a 3rd party or manufacturer to repair. If the equipment is in the possession of the ATSP, it is the ATSP's responsibility to back up any course related data; similarly, if the equipment is in possession of the student, it is the ATSP responsibility to ensure that the student is informed to back up any data prior to the equipment being collected by a 3rd party.	• QA audit - inspect engineer's report and correspondence with student. • DPA Policy (referencing 3rd Party)

11.14 Replacement equipment	
Standard	Measure
If the original equipment cannot be repaired within this timescale, permanent replacement equipment will be provided. The replacement equipment will be of a sufficient specification to run the assistive software.	• Internal – ATSP's records. • QA audit – review documentation.

11.15 Technical support query log

Standard	Measure
All technical support queries will be logged by the ATSP. Logs will be retained for the duration of the student's course.	• Internal - technical query logs. • QA audit - review logs.

11.16 ATSP's repair facilities

Standard	Measure
The ATSP will provide sufficient facilities on their own premises to carry out repairs to equipment.	• QA audit – observation of facilities.

12 Course-long Support

The service standards relating to Course Long Support are:

12.1	ATSP provides course long support
12.2	ATSP provides support if student leaves their course
12.3	ATSP need not provide loan equipment if student leaves their course

12 Course-long Support

12.1 Course long support

Standard	Measure
For the duration of the course, the ATSP will support the student's IT needs for the relevant equipment supplied by them. After four years, the ATSP may charge extra, as agreed with the Funding Body.	• Internal - student's account details. • QA audit - inspect student's account and correspondence with the funding body.

12.2 Student leaves course early

Standard	Measure
Should the student terminate the course of their own volition, or be asked to leave prior to the end of the course, support will be provided for the duration of the warranty.	• Internal - student's account details. • QA audit - inspect student's account and correspondence.

12.3 Loan equipment

Standard	Measure
Loan equipment will not be provided to a student who has withdrawn from their course.	• Internal records - student's account.

13 Complaints

The service standards relating to complaints are:

13.1	**ATSP has a documented complaints policy**
13.2	**ATSP logs complaints**
13.3	**Complaints handled in a non-confrontational manner**
13.4	**Complaints escalated as appropriate**

13 Complaints

13.1 Documented complaints procedure

Standard	Measure
All ATSP's will have a formal, documented complaints procedure. The procedure will include the elements listed in Appendix 1. This will be published on their website and will be available in other accessible formats on request.	• QA audit - review policy documents.

13.2 Complaints log

Standard	Measure
All complaints will be logged and a record of all relevant correspondence and actions will be maintained. The ATSP should ensure all correspondence records the date of issue. The complaints log as a minimum must record the undernoted - • student name • date receipt • owner (internal complaints person) • complaint details • investigation information • response to student details • date of complaint resolution/closure	• QA audit - review correspondence and log. • Student sample complaint(s)

13.3 Complaint handling

Standard	Measure
All complaints will be handled in a professional, non-confrontational manner and in accordance with the ATSP's complaints procedure.	• QA audit - review policy and correspondence.

13.4 Escalation

Standard	Measure
Depending on the nature of the complaint, in the event of an impasse being reached between the ATSP and the student concerned, the matter may be referred back to the Disability Officer/Assessor or their Assessment Centre. If that fails to resolve the problem then, and only then, if the problem remains unresolved, will the matter be referred to the funding body or DSA-QAG who in consultation with other stakeholders, will investigate the complaint and make the final decision.	• QA audit - review policy and correspondence.

14 Data Protection

The service standards relating to Data Protection are:

14.1	**ATSP will only retain records relevant to student support**
14.2	**Data will not be transferred or sold**
14.3	**ATSP will be registered under the Data Protection Act**
14.4	**Recovered data only stored with student's consent**
14.5	**Delivery confirmation to contain data protection statement**

14 Data Protection

14.1 Scope of student records retained

Standard	Measure
The ATSP will maintain client records containing only sufficient relevant information to ensure that they can access the data needed to meet their liabilities relating to the support of the student. This information should include contact details, maintenance and support dates and any history relating to technical support. It should also provide details of complaints made by any stakeholder about the support offered by the ATSP, and the resolution thereafter. Records should be maintained for a minimum of 6 years from the date of delivery to the student and in accordance with relevant legislation and organisational policies.	• QA audit - review ATSP's digital and paper records.

14.2 Transfer of data to third parties

Standard	Measure
Student data must not be transferred or sold to third parties for marketing purposes. The ATSP will give the student the opportunity to opt in to any marketing communication system operated by the ATSP. If an ATSP is required to return faulty equipment to the manufacturer or any other 3rd party to assist with repairs or data recovery, the student must give their consent to this process in writing.	• QA audit - review ATSP's digital and paper records.

14.3 Data Protection

Standard	Measure
The ATSP will maintain records in compliance with the Data Protection Act. The ATSP will maintain records containing only sufficient relevant information to enable them to meet their liabilities relating to support for the student.	• QA audit • Evidence of compliance with the Data Protection Act • DPA registration number

14.4 Data recovered

Standard	Measure
Data recovered from computers as part of the repair process will not be stored on the ATSP's server, PCs or storage devices without the student's prior consent.	• QA audit - review ATSP's digital and paper records and correspondence with students.

14.5 Delivery confirmation letter data protection statement

Standard	Measure
To allow DSA-QAG auditors to access student records, the delivery confirmation letter (refer to Template 3) will contain the following data protection statement. "The information you give to xxx Ltd ("Us/We") is personal data under the Data Protection Act 1998. We will hold it in accordance with that Act and may pass it to related third parties for our legitimate purposes. These include delivery and setup, training, audit and obtaining feedback from you for DSA Quality Assurance. You can opt out of giving feedback when asked." Data may be required to be shared with the DSA-QAG auditor for audit purpose only.	• QA audit - review sample delivery confirmation letters.

15 Internet Provision

The service standards relating to internet provision are:

15.1	**Internet service support dependent on assessor's recommendation**
15.2	**ATSP responsible for maintenance of relevant hardware**

15 Internet Provision

15.1 Internet connection

Standard	Measure
The ATSP is not responsible for supporting the student's internet service. This is the responsibility of the student's ISP (Internet Service Provider). Furthermore, the ATSP is not responsible for any interference or damage caused by loading other ISP software information on to the machine.	• QA audit - review quotation and delivery documentation.

15.2 Internet hardware support

Standard	Measure
The ATSP is responsible for the wireless router (if supplied by them) and their connection to the PC or laptop and any other hardware supplied. The ATSP will only be responsible for repair or replacement of a faulty router.	• QA audit - review quotation and delivery documentation.

16 Accounting Standards

The service standard relating to Accounting Standards is:

16.1	ATSP provides adequate accounting provision for course long support

16 Accounting Standards

16.1 Accounting standards

Standard	Measure
The ATSP will make proper accounting provision for the cost of student support in the years after delivery. On an annual basis, the ATSP must fully complete and return a warranty collection table to DSA-QAG by the given deadline. The warranty collection table will request the following information: • Warranty funding method • Warranty reserves for the past 3 full financial years • The number of items covered by warranty, for PCs & laptops and peripherals for the past 3 full financial years In addition to this information, ATSP will request their financial auditors (or accountants if the ATSP qualifies for formal audit exception under the Companies Act 2006) to send a confirmation letter directly to DSA-QAG. The confirmation letter will detail the amount of money the ATSP has reserved for warranties for the past 3 complete financial years.	• QA audit – ATSP's accountant's letter • Warranty collection information sent to DSA-QAG annually.

17 Student and Stakeholder Feedback

The service standards relating to customer feedback are:

17.1	**ATSP invites feedback from stakeholders**
17.2	**ATSP invites feedback from students**

17 Student and Stakeholder Feedback

17.1 Feedback from stakeholders

Standard	Measure
The ATSP is required to give other stakeholders the opportunity to provide feedback (e.g. assessors, disability officers). Stakeholder feedback as a minimum must be completed annually. This information should be made available at the audit with a record of action required and taken by the ATSP.	• QA audit - review returned forms.

17.2 Feedback from students - Aftercare

Standard	Standard
ATSPs will provide students with the DSA-QAG online student survey https://dsa-qag.org.uk/students/survey for online feedback following aftercare support provided by the ATSP. The URL to be included in student correspondence. **Note:** If students cannot use online feedback, alternative formats will be available on request from DSA-QAG.	• Student literature/communication

18 Human Resources Policies

The service standards relating to human resource policies are:

18.1	**Basic Disclosure policy and procedures**
18.2	**ATSP has a lone working policy**
18.3	**ATSP will operate an equality and diversity policy and procedure**
18.4	**ATSP will possess and operate human resources policy and procedures**
18.5	**ATSP will demonstrate knowledge skills and experience**
18.6	**ATSP will operate a performance management system**
18.7	**Disability Awareness Training**
18.8	**Validation of Certification/Accreditation – NOT CURRENTLY AUDITED**

18 Human Resources Policies

18.1 Basic Disclosure Check

Standard	Measure
It is the responsibility of the ATSP to ensure all staff including 3rd party staff, working on a one-to-one basis with students who are under the age of 18, have as a minimum, a current basic or higher disclosure check. A basic disclosure can be obtained via Disclosure Scotland, in addition to CRB agencies: https://www.disclosurescotland.co.uk/basicdisclosureonline/index.htm	• QA audit • Evidence of compliance with safeguarding/DBS policies and procedures • Sample check of staff records - staff CRB or DBS checks.

18.2 Lone working

Standard	Measure
The ATSP will have policies covering lone workers, for example, engineer, trainer, or any member of staff who works on their own **Note:** It is the responsibility of the ATSP to ensure that a lone workers procedure is maintained for employed staff and third party staff carrying out functions for the ATSP.	• QA audit - review policy document. • Staff/third party staff interviews. • Evidence of compliance with the lone workers procedures.

18.3 Equality and Diversity

Standard	Measure
The ATSP will operate and adhere to an equality and diversity policy and procedure. **Note:** It is the responsibility of the ATSP to ensure that an equality and diversity policy is maintained for employed staff and third party staff carrying out functions for the ATSP.	• QA audit-review policy document. • Staff/third party staff interviews. • Evidence of compliance with equality and diversity policy and procedure.

18.4 Human Resources

Standard	Measure
The ATSP will possess and operate a human resource policy with associated procedures. The policy should set out obligations, standards of behavior and document disciplinary procedures. It should include, but is not limited to: • Discrimination, harassment and bullying • Grievance procedures • Disciplinary procedures • Equal Employment Opportunity policies • Sick days and personal leave **Note:** It is the responsibility of the ATSP to ensure that a human resource policy and procedure is maintained for employed staff and third party staff carrying out functions for the ATSP. It is the responsibility of the ATSP to ensure all 3rd party SLAs stipulate and detail that all 3rd party staff adheres to the QAF standards as a minimum.	• QA audit-review policy document. • Staff/third party staff interviews. • Evidence of compliance to the human resource policy and procedures.

18.5 Knowledge skills and experience

Standard	Measure
The ATSP will demonstrate knowledge and competence by ensuring that systems and processes comply with the QAF framework.	• QA audit. • Evidence of adherence to QAF framework.

18.6 Performance Management

Standard	Measure
The ATSP will operate a Performance Management System which will include: • a structured induction programme • staff appraisals, in accordance with the ATSPs performance management policy • evidence of CPD • evidence of staff development and training	• QA audit. • Evidence of compliance with performance management system. • Staff interviews.

18.7 Disability Awareness Training

Standard	Measure
Practitioners must ensure that all new staff including administration, training and support staff, receive disability awareness training from an external disability awareness provider, as part of their induction training. For guidance, refer to https://dsa-qag.org.uk/practitioner/framework-documents As an alternative, disability awareness training can also be undertaken via online course(s) from a third party. Staff members who have undertaken training would be required to provide evidence of the training completed and the date of completion. **Note**: Staff employed with the organisation for less than a year must attend disability awareness training from an approved provider.	• Evidence of disability awareness training certification for staff employed in last 12 months • Sample staff training records

18.8 Validation of Certification/Accreditation – Not Currently Audited

Standard	Measure
Practitioner staff must hold a certified DSA qualification to perform the following roles – • Centre Manager • Assessors • Engineers • Trainers Staff will be required to produce at audit certification for validation.	• Review and validation of certification

19 Independence, Insurance & Third Party Service Level Agreement

The service standards relating to independence are:

19.1	The ATSP will maintain a Register of Interest (ROI) for employees
19.2	The ATSP will maintain a Register of Interest (ROI) for the organisation
19.3	The ATSP will maintain a register of equipment loaned to assessment centres
19.4	The ATSP will have relevant insurance
19.5	The ATSP will ensure a service level agreement is in place for third party organisations

19 Independence

19.1 Register of Interests (Employee)

Standard	Measure
ATSPs will request an updated Register of Interest (ROI) for each employee annually and will maintain a log for their employees. Employees must complete their declaration within 10 working days of either starting with the assessment centre, or of any change to their circumstances which could give rise to an actual or perceived conflict of interest. The purpose of the register is for ATSP employees to record if they are aware of any potential conflict of interests that may affect the organisation's independence from any parties involved in Disabled Students' Allowances. An example of an appropriate conflict of interest declaration is included in Template 5. Register of interest declarations must include the conflict identified by the employee and the mitigating factors taken to manage the conflict. Any actual or perceived conflicts should be reflected in the Register of Interests (Organisation) submitted to DSA QAG. Policy on managing conflicts of interest can be found at: https://dsa-qag.org.uk/surveys/conflict-interest-statement **Note**: If DfE considers anyone involved in assessing DSAs or providing assistive technology and services has failed to meet the required standards set out, DfE will take appropriate remedial action. Where DfE considers it appropriate this action may include any or all of the following: • a requirement to take mitigating actions, • suspension of accreditation to provide DSAs related services, or • withdrawal of accreditation to provide DSAs related services Each issue will be dealt with on a case by case basis and referred to the funding body and DfE.	• QA audit - review Register of Interest (Employee) (Template 5). • Register of Interest (Employee) log.

19.2 Register of Interest (Organisation)

Standard	Measure
ATSPs will maintain a Register of Interest (ROI) for the company, and submit to DSA QAG annually. This is to ensure that student interests are safeguarded, that public funds are not misused, and that there is no self-promotion of services for personal or organisational gain. The link to completing the online declaration can be found at: https://dsa-qag.org.uk/surveys/conflict-interest-statement The DfE policy on conflicts of interests in DSAs is at https://dsa-qag.org.uk/surveys/conflict-interest-statement The purpose of the register is for the ATSP to register anything that could give rise to an actual or perceived conflict of interest. To ensure that these are appropriately recorded, this should include details of all the services they provide to DSAs; and any relationships that could constitute a conflict of interest. An example of areas which could give rise to an actual or perceived conflict of interest is shown on the chart at Appendix 1 contained within Template 6 (refer to Template 6). DfE therefore requires that all ATSPs will have submitted a Register of Interest Statement to DSA QAG with regard to their DSAs work, and thereafter on an annual basis. Organisations are required to show the steps or measures they take to ensure that the risk of conflict of interest is appropriately managed (including conflicts which their employees may have) and the process followed to avoid the conflicts set out in the principle statement. It is the responsibility of the ATSP to notify DSA-QAG of any changes to their services, employees (for example new staff or a change in employees circumstances) or way in which a conflict is managed which impacts on the Register of Interest(s). The ATSP is required to contact DSA-QAG within 10 working days of the change occurring and submit an updated ROI (Organisational) which will be held by DSA-QAG. The ROI must be reviewed on an annual basis by the organisation. **Note**: If DfE considers anyone involved in assessing DSAs or providing assistive technology and services has failed to meet the required standards set out, DfE will take appropriate remedial action.	• QA audit - review Conflict of Interest Statement (Organisational) declaration (Template 6).

Where DfE considers it appropriate this action may include any or all of the following: • a requirement to take mitigating actions, • suspension of accreditation to provide DSAs related services, or • withdrawal of accreditation to provide DSAs related services Where it is identified that there is a conflict which has not been disclosed, in the first instance DSA-QAG will issue a warning with a period of 14 days given to rectify the issue. Each issue will be dealt with on a case by case basis and referred to the funding body and DfE.	

19.3 Equipment loaned to assessment centres

Standard	Measure
The ATSP will maintain a register of equipment loaned to assessment centres/assessors. The equipment must be supplied for evaluation purposes only. It is expected that a loan period should not exceed two months and that the loan equipment (and/or its equivalent) would not be required to be re-loaned to the same assessment centre for evaluation purposes after that date. The register will include: • equipment issued • assessment centre name • issue date • return date **Note:** The ATSP should also register equipment given, gifted or sold below price, or made available in any other form to assessment centres/assessors to ensure no conflict of interest occurs.	• QA audit - review equipment loan register.

19.4 ATSP Insurance

Standard	Measure
The ATSP must have relevant insurance including employer's liability and public liability.	• QA audit. • Evidence of relevant and up-to-date insurance certificates.

19.5 Third Party Service Level Agreement	
Standard	Measure
The ATSP must have in place a service level agreement (SLA) with any third party organisations acting on behalf of the ATSP. The SLA will detail- • start and end date of the SLA, frequency of renewal • the required timescales for the third party to adhere to in line with QAF KPI timescales • confirmation of the third party staff DSA induction training • confirmation DBS checks are in place for all third party staff • details of the required checklists to be completed by the third party staff and procedure for returning signed student documents to the ATSP • complaints process to be followed by third party	• QA audit. • Review of service level agreements. • DBS log for 3rd party staff

20 Key Performance Indicators

The service standard relating to Key Performance Indicators is:

20.1	**ATSP will report KPI performance to DSA QAG**
20.2	**ATSP will complete a KPI data sharing declaration**

20 Key Performance Indicators

20.1 Management KPI's

Standard	Measure
The ATSP are required to hold and maintain a data system which is fit for purpose as detailed in DSA-QAG Key Performance Indicators (refer to Appendix 2). MI data to be automated to allow for accurate reproduction of data during monthly KPI returns, annual audit or to assist with MI Analysis, as and when required by DSA-QAG.	• External – M.I. tracking process. • Evidence of M.I. criteria relating to KPIs (Appendix 2). • Internal – evidence of tracking process. • QA audit.

20.2 KPI Declaration

Standard	Measure
Practitioner organisations will complete and submit a KPI data sharing declaration to DSA-QAG (Template 8). The purpose of the KPI data sharing declaration is to allow DSA-QAG to publish agreed KPI figures to the DSA-QAG website on a monthly basis. The KPI data sharing declaration will also allow DSA-QAG to share all KPI figures with funding bodies and DfE on a monthly basis. **Note:** New practitioners will complete the declaration as part of the registration process.	• QA audit - review of completed KPI data sharing declaration (Template 8)

Templates

Template 1: ATSP Standard Quotation Document 1

Template 2: Order Acknowledgement

Template 3: Delivery Confirmation

Template 4: Maintenance & Support Summary

Template 5: Register of Interest (Employee)

Template 6: Conflict of Interest Statement (Organisation)

Template 7: Sample Equipment Upgrade Notification

Template 8: DSA-QAG KPI Data Authorisation

Template 1: ATSP Standard Quotation Template

1. Quotation Document 2: ATSP Quotation

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	

ATSP Information

ATSP Company	
ATSP Address	
ATSP Contact Name	
ATSP Contact Tel No.	
ATSP Quote ID Number	
DSA-QAG Accreditation Certificate Number	
Date of Quotation	

Length of Course Remaining	
Total Maintenance & Support Period	
Insurance Period	

		Cost	
1.2 Laptop Description		Ex VAT	Inc VAT
Make			
Model			
Operating System			
Speed			
RAM			
Size of Hard Drive			
Processor Type			
Chipset			

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Memory	
Screen Size	

		Cost	
1.3 Desktop Description		Ex VAT	Inc VAT
Make			
Model			
Operating System			
Speed			
RAM			
Size of Hard Drive			
Processor Type			
Chipset			
Memory			
Screen Size			

	Cost	
1.4 Software Description	Ex VAT	Inc VAT

		Cost	
1.5 Printer/Scanner Description		Ex VAT	Inc VAT
Separate Ink Cartridges	Yes / No		
Automatic Duplex	Yes / No		
Wireless	Yes / No		

	Cost	
1.6 Digital Recorder Description	Ex VAT	Inc VAT

	Cost

1.7 Ergonomic Equipment & Input Devices Description	Ex VAT	Inc VAT

	Cost	
1.8 Equipment for Hearing Impaired Clients Description	Ex VAT	Inc VAT

	Cost	
1.9 Equipment for Visually Impaired Clients Description	Ex VAT	Inc VAT

	Cost	
1.10 Additional Items Description	Ex VAT	Inc VAT

	Cost	
1.11 Warranty/Insurance/Support Cover	Ex VAT	Inc VAT
Warranty cover for [XX] year(s). Package for Specific Supplied Accessibility Products: Hardware Warranty Covering Manufacture Defects, Including On-Site Repair, Collect and Return.		
Insurance cover for [XX] year(s). Package for Specific Supplied Accessibility Products: Including Comprehensive Telephone Technical Support.		
Support cover for [XX] year(s). On quoted items with £0 excess.		

		Cost	
		Ex VAT	Inc VAT
1.11 Delivery, Set Up & Familiarisation			
Please delete as applicable: 1. Standard Delivery & On Site Assembly (1.5 hours) 2. Extended Delivery & On Site Assembly (up to 2 hours)	**Please delete as applicable:** 1. Delivery, setup and familiarisation in one timed appointment 2. Courier with setup and familiarisation later on that same day 3. Delivery with setup and familiarisation at a later date 4. Delivery Only		
		Ex VAT	**Inc VAT**
Total Cost of Equipment Quote			

		Cost	
		Ex VAT	Inc VAT
1.12 Assistive Technology Training Description	**No. of Sessions (In 2 hour blocks)**	Ex VAT	Inc VAT
Please record below onsite or remote training			
		Ex VAT	**Inc VAT**
Total Cost of Training Quote			

Template 2: Order Acknowledgement

Dear XXXXXXXXX,

We have just received an order to supply you with a computer system to assist you with your educational studies.

You have been allocated with an individual contact / team who will guide you through the delivery process, their name and telephone number is listed below:

Alternatively you can email them at xxxxxxx@xxx.com.

Please contact us as soon as possible in order to agree a mutually convenient delivery date. At this point, we will discuss arrangements for payment of your £200 contribution; **this may not be applicable to you**. You will find this information within your funding body authorisation letter. Additionally, we will also confirm your delivery address and confirm the order details.

In the meantime, a summary of the equipment we will be supplying to you is attached. Should you wish to modify the order we have been authorised to supply, please contact us so we can establish if this is possible. Please note that any such alterations must still comply with the assessor's recommendations and will be at your own expense.

Once you have contacted us, delivery will be met within 10 working days.

If you have already spoken to us and arranged your delivery, then please ignore this letter. You do not need to call us again, as long as you are happy with the arrangements.

Yours sincerely,

XXXXXXX

Template 3: Delivery Confirmation

Dear XXXXXXXXX

Following our discussion yesterday, I am writing to confirm the delivery details for your order. <*Insert, where applicable.* The delivery however will remain subject to you having completed payment of the £200 contribution, as discussed.>

Equipment to be delivered:

      XXXXXXXX – *this should be listed.*

Delivery Address:

      XXXXXXXXX

Date and Time of Delivery:

      XXXXXXXXX

Your order will be delivered by (insert name of organisation making delivery). Include details of the ATSPs contact should there be an issue with delivery.

Please note you will need to be in attendance to accept the delivery.

Our cancellation policy is xxxxxxxxxxxxxxxxxxxx.

"The information you give to xxx Ltd ("Us/We") is personal data under the Data Protection Act 1998. We will hold it in accordance with that Act and may pass it to related third parties for our legitimate purposes. These include delivery and setup, training, audit and obtaining feedback from you for DSA Quality Assurance. You can opt out of giving feedback when asked."

If you have any questions regarding your order please feel free to contact me on xxxx xxxxxxx or at xxxxx@xxx.com

Yours Sincerely,

Template 4: Maintenance & Support Summary

Student's Name

Start date of maintenance & support End date of maintenance & support

Equipment Covered

For example: *Toshiba laptop model XX, Canon printer model xx.*

Maintenance & Support Cover

For example: *The maintenance & support we provide covers equipment failure, transit damage and technical problems.*

Technical Assistance

For example: *We will always try and resolve technical problems over the phone, however, if this is not possible we can arrange an onsite visit by one of our engineers or a return to base repair at our premises. In the event of a repair that requires the equipment to be returned to the manufacturer, we will deal all aspects of the return process. Please note that the technical support service is free of charge.*

Restriction and Exclusions:

For example: Your *maintenance & support does not cover;*
1. *Accidental damage*
2. *Wear and tear or damage caused by misuse*
3. *Damage caused by malicious code including malware and viruses*
4. *Theft*

Claims or Queries

For example: *If you have a query or you believe that a maintenance & support claim is necessary, please contact us on XXX XXXXX XXX.*

Template 5: Register of Interest (Employee)

This document allows staff to officially declare any potential conflict of interest with other relevant bodies. This will be reviewed by the Disabled Students' Allowance auditors as part of the QA audit.

A conflict of interest is any situation in which an individual's personal interests or interests which they owe to another person, body or organisation arise simultaneously or appear to clash.

Conflicts of interest may come in a number of different forms, for example:
- payment to an employee for services provided through and by another organisation
- business / work being awarded where an employee could be seen to have or has a financial or a close personal interest / relationship to that other organisation or individual (relative, family member)

This declaration should be completed by all staff employed by the centre.

By signing this document you declare you currently have no conflict of interests that would affect your duties for the assessment centre, or that you have provided information in relation to any conflict of interest which may arise.

Staff are required to declare any conflict of interest or potential conflict of interest as soon as practicable to their manager and complete this form, which should be held on file.

Name			
Signature			
Date			
Conflict of Interest Declaration	☐ Yes ☐ No		
If you have answered YES to the conflict of interest declaration, please provide details below with the names and details of any individual with a connection to you, stating the nature of the connection:			
Describe what steps/processes/measures are in place to ensure that undue advantage is not given to the organisation(s)/individual(s):			
Name of Practitioner:			
Manager:			

Template 6: Conflict of Interest Statement

Outline details of the conflict of interest statement

(Note: Sample only - do not complete this form)

1	Name of organisation		
2	Name of person completing statement		
3	Position in organisation		
4	Do you or anyone in your organisation have any interests or connections with any other DSA organisations or individuals?*	☐ No. Go to question 8	☐ Yes. Go to question 5
5	Please state the nature of those interests or connections. Please continue on a separate sheet if necessary.		
6	Please state the names and positions of all members of your organisation affected. Please continue on a separate sheet if necessary.		
7.	Please provide brief descriptions of the steps taken to manage these conflicts of interest. Please provide documentary evidence of the steps you have taken to ensure these conflicts of interest are appropriately managed, and then go to question 8		
8	This document must be signed by the person named in question 2 above, who should read the statement below, then sign and date in the boxes provided.		

- I understand that no interests, associations or activities can affect the way that advice or assessments for Disabled Students' Allowance are given, or services or equipment provided.
- I have declared all conflicts of interest including potential conflicts within this organisation in this statement.
- I have documented any steps taken to manage any conflicts declared and provided those documents with this statement.

Signature		Date	

* This includes any connections, relationships, associations or links - personal, financial, business, or familial

Template 6 – Appendix 1

DSA areas

Student eligible for DSA

Area 1
Needs Assessment

Area 5
Parent Organisation

Area 2
Non-Medical Help Provision

Area 3
AT provider/Supplier for hardware, software, equipment training

Area 4
Non-Medical Help Provision
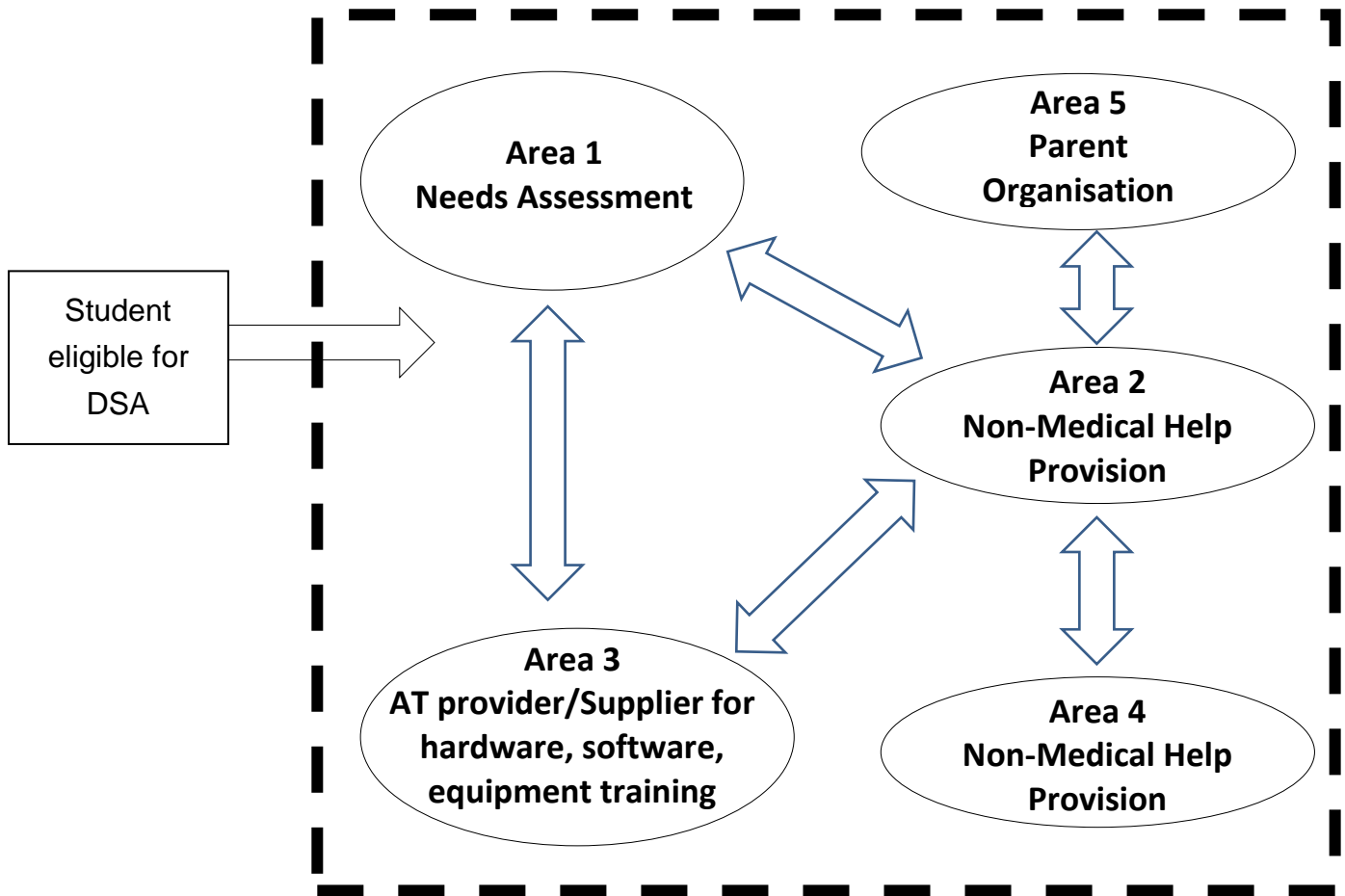
Template 7: Sample Upgrade Notification

Name:	Reference:
Insert Student Name	Student Support Number

Original Award	Suggested Upgrade	Upgrade Cost
Toshiba Satellite Pro C50-A-15Q Intel Core i3-3120M Notebook	Apple Macbook ME293B/A Retina 15.4 2.0Ghz 8GB 256GB FLASH	£0.00
	External USB CD RW DVD Rom Drive	£0.00
1 -4 Years Extended Warranty Pack for Notebook	1-4 Year Apple Protection Plan for 13" Macbook/Macbook Pro	£0.00
Microsoft Office Professional Academic 2013	Microsoft Office University 2011 Mac English	£0.00
Matchware MindView 5 Business Edition Mind Mapping Software	Matchware MindView 5 MAC - Mind Mapping Software	£0.00
Dragon NaturallySpeaking V12 + Plantronics Audio 628	Dragon Dictate for Mac 3.0 Educational	£0.00
Sonocent Audio Notetaker for PC	Sonocent Audio Notetaker for MAC	£0.00
Insurance Cover 4 Year up to £1000.00 Portable	Insurance Cover 4 Year up to £3000.00 Portable	£0.00

If you wish to proceed with this upgrade, you will need to arrange payment and a delivery, please contact <insert name> who will be able to organise this for you.

Payment for your upgrade can be made as detailed below.

Method of Payment: Before any equipment can be delivered, payment must be made to us. The amount you need to pay is **£0.00.**

Payment can be made one of the following ways: ON-LINE BANKING

Please use your Name or Quote ID Number as your payment reference and pay the amount to the following bank details:

      Bank Account Name:

      Sort Code:

      Account Number:

Template 8: DSA-QAG KPI Data Authorisation

This declaration must be completed by all DSA-QAG assessment centres and suppliers.

The purpose of this document is to allow DSA-QAG to publish agreed KPI figures to the DSA-QAG website on a monthly basis. The document also allows DSA-QAG to share all KPI figures with funding bodies and DfE on a monthly basis.

The KPI data will be updated on the website and shared with funding bodies and DfE on the 13th day of each month.

The reason for publishing KPI data to the DSA-QAG website is to share key KPI data with students to assist them when choosing a centre to arrange their needs assessment appointment.

Should you have any concerns or require assistance in completing the declaration, please contact DSA-QAG.

1. What is the name of the organisation submitting this form?

| |
| |

2. Please tick the box to confirm you have read and understood that KPI figures will be shared and published on a monthly basis:

By completing this declaration, you are confirming that you have read and understood that the KPI data will be published on the DSA-QAG website and shared with funding bodies and DfE. This is confirmation that the data submitted by the organisation to DSA-QAG is to the best of your knowledge a true and accurate reflection of the process timescales adopted by the organisation. This is in accordance with the QAF – Key Performance Indicator.

Electronic signatures will be acceptable.

Signature	
Print Name	
Position in Organisation	
Date	

Checklist

Checklist 1 Engineers Checklist
Checklist 2 Training Checklist

Checklist 1: Engineer's Checklist

Delivery, Set up & Familiarisation -Engineer's Checklist

Student's Name: Delivery date:

Engineer's Name:

Start time: Finish Time:

Type of Delivery	Insert X
Delivery only	
Delivery, setup and familiarisation on one timed appointment	
Delivery with setup and familiarisation later on the same day	
Delivery, with setup and familiarisation at a later date	

Delivery & Set Up Process	Complete
All ordered items delivered	
Equipment unpacked and assembled	
All peripherals e.g. printers connected	
Software installed (onsite or prior to delivery)	
System testing (onsite or prior to delivery)	
Internet set up (if applicable)	

Familiarisation Process	Complete
Overview of standard hardware provided	
Overview of standard software provided	
Overview of assistive hardware provided	
Overview of assistive software provided	
Basic instruction in safe operation of the system (e.g. renew anti-virus)	
How to back up data	
How to request technical support	

By signing the declaration, I agree to the engineer terminating my familiarisation session, irrespective of the duration that he/she was present up to the allotted 90 minutes.

Signed   by student   _____   Date

Student declaration: I confirm that I requested delivery of my equipment to take place at a different time or date from my familiarity training. **Yes** ☐   **No** ☐

Signed by Student   _____   Date

Signed by Engineer   _____   Date

Note: Please note, in the first instance, the ATSP must arrange to collect your equipment whilst conducting an onsite repair. However, In the event that you are requested to return equipment to the ATSP due to faults, all items should be properly packaged to avoid any damage occurring during transportation.

Checklist 2: Training Checklist – SFW students only*

Assistive Technology Software & Hardware Training

Trainer's Checklist

Student's Name: Training Date:

Trainer's Name: Location of Training:

Training Start Time: Training Finish Time:

Training Duration:

Part A: To be completed by the trainer in advance of training session.

Please record below details of the topic(s) to be covered during the session	Please record the relevance of the topic in relation to the student's course

Part B: To be completed by the student after the training session.

1. Please confirm below that the type of training you agreed with the assessor was delivered. This will either be –
   - face to face with a trainer attending your residence
   - or remote training via a web session

2. Where training was delivered on the same day as your equipment delivery, please confirm that this was at your request.

   Yes/No (please circle).

3. Did the trainer offer you regular breaks during the session?
   Yes/No (please circle)

Please note below any comments you wish the trainer to take into consideration for your next training session with regards to breaks.

4. Do you feel the training delivered was at a pace suitable for your needs?
   Yes/No (please circle)

Please note below any comments you wish to raise, or training you would like reviewing, for your next training session with regards to the pace.

Did you fully understand the training given?   Yes/No (please circle)

Please note below comments you wish to raise for your next training session.

Part C: To be completed by Trainer after the student has completed part B.

Please record below next steps & topics requiring further training.

Student Signature: | |

Trainer Signature: | |

Appendices

Appendix 1: Complaints Policy and Procedure

Appendix 2: Key Performance Indicators

Appendix 3(a): Standard Quotation Template: Assessors Requirements

Appendix 3(b): Standard Quotation Template: Specialist Equipment Supplier

Appendix 3(c): Standard Quotation Template: Non-Medical Helper Training

Appendix 1: Complaints Policy and Procedure

One Stop Shop ATSP will have a documented complaints procedure which will be published on their website and available in other accessible formats. As a minimum the document will:

1. State the ATSP's complaints policy.
2. Explain that complaints will be handled in a professional and non-confrontational manner.
3. Explain how customers can complain and the stages in the complaints process.
4. Explain who will listen to the complaint.
5. Explain the method by which the organisation will respond.
6. Provide the timeframe within which the organisation will respond to the complaint.
7. Explain the options for the customer if they remain dissatisfied after the ATSP's initial response and wish to escalate their complaint.
8. Identify third parties to whom the customer may complain.
9. Identify the ultimate point of appeal if the customer remains dissatisfied.

One Stop Shop ATSP will also maintain a Complaint Log which will include:

1. The student's name and account reference.
2. Date of the complaint.
3. A flag to indicate if the complaint is "open" or resolved.
4. Nature of the complaint.
5. A record (including dates) of the ATSP's response and any actions taken.
6. A record of subsequent correspondence or discussions with the customer.

Appendix 2: Key Performance Indicators

The following Quality Assurance Framework Agreement KPIs will be reported by the ATSP on a monthly basis.

QAF Ref	Description	Standard
4.2	Quotations supplied to assessors.	1 day
6.1	Order acknowledgement sent to student when permission to supply received from funding body.	1 days
6.2	Delivery confirmation sent to student once student has contacted supplier.	1 day
7.1	On time delivery.	Within 2 hours
7.2	Delivery time.	10 days
7.3	Set Up & Facilitation session breakdown	Data request*
11.4	Query resolution of support calls placed	2 hours
11.5	Onsite or return to base repair arranged if problem cannot be resolved remotely.	1 day
11.6	Onsite repair lead time.	2 days
11.7	Return to base uplift lead time.	2 days
11.10	Provision of loan equipment during repair.	3 days
11.12	Length of time for repairs.	PC/Laptop (3 weeks)
20.1	Monthly KPI data reporting	8th Working Day of Month

In each KPI standard, "days" refers to working days.

Note*: Refer to KPI Guidance for ATSPs for breakdown of data required for 7.3 and 11.4

Appendix 3(a): Assessor Requirements

. Quotation Document 1: Assessors Requirements

1.1 Background Information	Purchase/Rental (please delete as required)
Assessment Centre Information	
Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	
Length of Course Remaining	
Total Maintenance & Support Period	
Insurance Period	
Date of Quotation Request	

1.2 Laptop	Yes / No
Type	Laptop or Apple Laptop
Model (specify)	
Operating System	
Speed, RAM, Size of Hard Drive & Processor Type	
Screen Size	
Laptop Package including:	**Type**
External Keyboard	
External Mouse	
Laptop Stand	
Surge protector 4 way	
4 way USB hub, powered	
Additional Items to Package	**Type**
Carry Case (Specify Type)	
Speakers	
Gel wrist/mouse rest	
Additional Special Requirements	

	Yes / No	
1.3 Desktop		
Type	PC or Apple	
Model (specify)		
Operating System		
Speed, RAM, Size of Hard Drive & Processor Type		
Monitor Size	17" , 19", other	
Desktop Package Including:	**Type**	
Keyboard		
Mouse		
Surge Protector, 4 way		
Speakers (if not built in)		
Additional Items to Package	**Type**	
Gel wrist/mouse rest		
Additional Special Requirements		
	Version & License Type	
1.4 Software		
1.5 Printer / Scanner	**Yes / No**	
Type	Printer/Scanner, Printer , Scanner	
Outputs	Black & White, Colour	
USB Cable		
Paper (Starter Pack)		
Additional Items to Package		
1.6 Digital Recorder	**Yes / No**	
Type		
Digital Recorder Package Including:		
Directional microphone		
Charger		
Spare Rechargeable Batteries (x2)		

AC adaptor	
Additional Items to Package	
1.7 Ergonomic Equipment & Input Devices	**Type**
1.8 Equipment for Hearing Impaired Clients	**Type**
1.9 Equipment for Visually Impaired Clients	**Type**
1.10 Additional Items	**Type**

1.11 Delivery, Set Up & Familiarisation	**Enter X below**		**Enter X below**
Standard Delivery & On Site Assembly (1.5 hours)		Delivery, setup and familiarisation in one timed appointment	
Extended Delivery & On Site Assembly (up to 2 hours)		Delivery with setup and familiarisation later on that same day	
		Delivery, with setup and familiarisation at a later date	
		Delivery Only	

Appendix 3(b): Specialist Equipment Supplier

1. Quotation Document 3: Specialist Supplier Quote

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	

Supplier Information

Supplier Company	
Supplier Address	
Supplier Contact Name	
Supplier Contact Tel No.	
Supplier Quote ID Number	
Date of Quotation	

		Cost	
1.2 Specialist Items	**Supplier Description**	Ex VAT	Inc VAT

	Ex VAT	Inc VAT
1.3 Total Cost of Specialist Quote		

Appendix 3(c): Assistive Technology Training Quote – SFW students only* - Template

1. Quotation Document 4: Assistive Technology Training

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	

ATSP Information

ATSP Company	
ATSP Address	
ATSP Contact Name	
ATSP Contact Tel No.	
ATSP Quote ID Number	
Date of Quotation	

				Cost	
1.2 Assistive technology training required	**Onsite**	**Remote**	**No. of Sessions (In 2 hour blocks*)**	Ex VAT	Inc VAT

*If not in 2 hour blocks, please specify

	Ex VAT	Inc VAT
1.3 Total cost of AT training quote		

Assistive Technology Service Provider: Quality Assurance Framework Version 7.1 November 2017

Terms & Definitions

Term	Definition
3rd Party	An external company or person who provides a service to the QAG registered ATSP.
ATSP	Assistive technology service provider
DfE	Department for Education
CQS	Comparable quote system - an online quote system developed by Central London Assessment Services, University of Westminster
NAR	Needs assessment report
NHS	National Health Service
NMH	Non - medical helper
OU	Open University
PAT	Refers to portable electrical equipment testing
QA	Quality assurance
SFE	Student Finance England
SFW	Student Finance Wales
W3C Webs	W3C stands for the World Wide Web Consortium and is working to make the Web accessible to all users (despite differences in culture, education, ability).