



9th September

Dear Members,

Announcement from DSA QAG Board of Directors – Key Performance Indicators (KPI)

After the launch of the new Quality Assurance Framework (QAF) in November 2008, DSA-QAG initiated a 3 month (December 08 to February 09) trial for data collection of the Key Performance Indicators contained within the QAF. At the board in March 09 a decision was made to extend the trial period for a further 6 months until September 09.

The objective of the data collection exercise was to monitor the alignment of the service delivery in accordance with the revised/new timescales introduced with the release of the revised QAF being implemented by QAG registered Assessment Centres and Suppliers.

The current data being collated is being used for DSA-QAG purposes only and is not being shared with any other organisations at present other than the Board and Associate Member representatives. The data QAG has received over the past nine months has given us valuable and interesting data which was not previously available. However, we are aware from audits conducted that some of the early data submitted may not be as accurate as it should have been. This was for various reasons, for example, manual collation of data, incomplete/ erroneous data, or internal databases/systems did not/were unable to record the key data fields required to produce accurate monthly KPI data.

As the QAFs have now been in place for almost a year the new timescales should be being met, thus improving the service delivery to students. The Board of Directors have made the decision that KPIs produce valuable data to assist with the continuous improvement of the QAF and support future enhancements to the quality service currently delivered by our members. Therefore, the Board have instructed that KPI submissions should become a permanent requirement for DSA QAG members to submit on a monthly basis to the Central Administration Unit. It was also agreed by the Board that KPI targets should be introduced; this will be discussed at the forthcoming Supplier and Assessment Centre Working Group's scheduled for 20th and 27th October respectively.

Please note, all KPI submissions should be made by the 5th working day of the month submissions after this date will not be accepted unless there are unforeseen circumstances and we are notified accordingly.

We would appreciate your co-operation in submitting your KPI's to allow QAG to produce valuable data in support of the quality service you deliver to students under the DSA.

Yours sincerely,

A handwritten signature in black ink, appearing to read "S. Brown".

Stephen Brown

Chair of DSA QAG