



One Stop Shop Supplier: Quality Assurance Framework



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Version 2

Version Control

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Introduction

DSA-QAG (the Disabled Student Allowance Quality Assurance Group) provides a quality assurance service for One Stop Shop Suppliers involved in the delivery of equipment and the provision of technical support under the Disabled Student Allowance (DSA) in England and Wales.

This One Stop Shop Quality Assurance Framework covers equipment supplied under the Disabled Students' Allowance (DSA), managed by Funding Bodies (including Local Authorities, the Student Loans Company, NHS and the Open University) and funded by the Department Business Innovation & Skills, (BIS)

In this document "One Stop Shop Supplier" means a supplier of complete computer systems, software, peripherals, installation, familiarisation and technical support who has:

- registered as a "One Stop Shop" under the Disabled Students' Allowance Quality Assurance Framework, and
- agreed to comply with and be audited to this Quality Assurance Framework.

The main focus for One Stop Shop Suppliers is providing a quality service to the student. To this end, all One Stop Shop Suppliers are expected to comply with the service standards listed in this document:

Suppliers will be Audited on a regular 12- 18 monthly interval. If a supplier sub-contracts out to any 3rd party then the responsibility for adhering to the QAF process regarding 3rd parties sub-contracted by suppliers is the supplier's responsibility. If the supplier does not have adequate evidence to support the QAF is being followed by the 3rd party, a mini Audit of the 3rd party may be required at the supplier's expense.

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 One Stop Shop Supplier, 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 supplier will assemble the equipment in a compatible system and deliver it to the student. Thereafter, the supplier will take responsibility for the performance of all items in accordance with this document.

The One Stop Shop Supplier will collaborate with Associate Specialist Suppliers where this is helpful to the student and where it is reasonably practicable.

1 Focus on Students

The service standards relating to Focus on Students are listed below.

One Stop Shop Suppliers 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 students 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 DDA and how it may impact on suppliers as goods and service providers.

1 Focus on Students

1.1 Knowledge of the requirements of disabled students	
Standard	Measure
One Stop Shop Suppliers will demonstrate a thorough knowledge of the differing requirements of disabled students.	<ul style="list-style-type: none"> • QA audit - Interview staff.

1.2 Knowledge of enabling technology	
Standard	Measure
One Stop Shop Suppliers will demonstrate a thorough knowledge of the range of enabling technology required to address those requirements.	<ul style="list-style-type: none"> • QA audit - review policies and interview staff.

1.3 Provision of clear documentation	
Standard	Measure
One Stop Shop Suppliers will be aware of the need for clear documentation and the ability to provide documentation in multiple and accessible formats.	<ul style="list-style-type: none"> • QA audit - inspect sample of documents.

1.4 Range of products	
Standard	Measure
One Stop Shop Suppliers will demonstrate a track record of ensuring students have access to the widest range of products.	<ul style="list-style-type: none"> • QA audit - review products supplied.

1.5 Understanding the compatibility of assistive technologies

Standard	Measure
One Stop Shop Suppliers will demonstrate a thorough knowledge and understanding of the compatibility of assistive technologies.	<ul style="list-style-type: none">• QA audit - review correspondence with assessors, evidence of participation in relevant forums, interview staff.

1.6 Commitment to staff development

Standard	Measure
One Stop Shop Suppliers will be committed to staff development in the area of disability and new technologies.	<ul style="list-style-type: none">• QA audit - review policy documents and interview staff.

1.7 Knowledge of the provisions of the DDA

Standard	Measure
One Stop Shop Suppliers will have a thorough knowledge of the DDA and how it may impact on them as goods and service providers.	<ul style="list-style-type: none">• QA audit - check DDA documentation is available, inspect facilities & interview staff.

2 Focus on Education and Assessment Centres

The service standards relating to Focus on Education and Assessment Centres are listed below.

One Stop Shop Suppliers will:

2.1	Provide a one-stop solution with respect to enabling technology.
2.2	Supply a range of systems for disabled students.
2.3	Provide relevant and up-to-date technical advice.
2.4	Provide a technical support and repair service.

2 Focus on Education and Assessment Centres

2.1 One stop shop solution	
Standard	Measure
One Stop Shop Suppliers will provide a one-stop solution with respect to enabling technology.	<ul style="list-style-type: none"> • QA audit - review quotation and order documentation.

2.2 Range of systems	
Standard	Measure
One Stop Shop Suppliers will provide a range of systems for disabled students.	<ul style="list-style-type: none"> • QA audit - inspect product lists.

2.3 Technical advice	
Standard	Measure
One Stop Shop Suppliers will provide relevant and up-to-date technical advice.	<ul style="list-style-type: none"> • QA audit - interview staff involved with quotation process.

2.4 Provide a technical support and repair service	
Standard	Measure
One Stop Shop Suppliers will provide ongoing technical support and repair service.	<ul style="list-style-type: none"> • QA audit - interview staff.

3 Focus on Funding Bodies

The service standards relating to Funding Bodies are listed below.

One Stop Shop Suppliers will:

3.1	Supply equipment on behalf of Funding Bodies within the timeframe specified in this document.
3.2	Provide independent advice on any changes to recommended equipment whether to meet the student's wishes or otherwise.

3 Focus on Funding Bodies

3.1 Supply of equipment within timeframe	
Standard	Measure
<p>One Stop Shop Suppliers will supply equipment on behalf of Funding Bodies within the timeframe specified in this document (see Section 7 - Delivery, Set Up and Familiarisation).</p>	<ul style="list-style-type: none"> • Internal – records on customer account history • External - tracking of delivery times. • QA audit – sample check

3.2 Independent advice	
Standard	Measure
<p>One Stop Shop Suppliers will provide independent advice on any changes to recommended equipment whether to meet the student’s wishes or otherwise.</p> <p>If the student requests an upgrade or change that will not impact functionality or intent, the supplier should give the student a quote for additional cost, the student will pay an additional payment for an upgrade, this is required by the supplier in advance, as this is not covered by funding body. If the change impacts the functionality or intent then the supplier is required to seek approval from the Assessor.</p> <p>Student should be advised of cost and timescale impact on delivery of the equipment/service.</p>	<ul style="list-style-type: none"> • Internal - records on student’s account. • QA audit - interview relevant staff.

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	Anti- Virus.

4 Website Accessibility & Standard Quotations

4.1 Website Accessibility	
Standard	Measure
The website will conform, as a minimum, with the W3C Web Accessibility Initiative Content Accessibility Guidelines (http://www.w3.org/WAI/) and refer to Appendix 3 for guidance.	<ul style="list-style-type: none">• QA audit - Review of website.

4.2 Quotation timeframe	
Standard	Measure
One Stop Shop Suppliers 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.	<ul style="list-style-type: none">• External – tracking process.• Assessor's feedback• QA audit – sample check quotation emails.

4.3 Quotation format	
Standard	Measure
<p>When One Stop Shop Suppliers provide formal quotations, the content and layout will be clear and transparent. Quotations will comply with the Standard Suppliers Quotation document 2 (see Template 1 Suppliers Quotation).</p> <p>The quotation will include the specification and individual Quotes of the key elements of the equipment and the service to be provided including:</p> <ul style="list-style-type: none"> • VAT (all quotes will clearly indicate if they include or exclude VAT) • basic equipment package • peripherals (e.g. printer) • software • antivirus & spyware • back up devices • USB hub • cables • security devices (e.g. lap top security cable) • ergonomic kit • delivery, installation and familiarisation • technical support • insurance • maintenance & support <p>Please see Standard Quote Guidance April 2010 and Appendix 4 (a) (b) (c), Quotation Documents for reference:</p> <ul style="list-style-type: none"> • Quotation Document 1: Assessor Requirements • Quotation Document 3: Specialist Supplier • Quotation Document 4: NMH Training 	<ul style="list-style-type: none"> • QA Audit – sample check of Quotations.

4.4 Anti-Virus	
Standard	Measure
<p>One stop suppliers will include a quote for a full security suite on every quote (security suite includes anti- virus, spyware and malware etc).</p> <p>Note: The security software should be a licensed product rather than a free version and must last for the length of the student’s course.</p>	<ul style="list-style-type: none"> • QA Audit – sample check of Quotations. • Engineers Checklist.

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 assessor.
5.4	Alternative products must have the same aftercare cover.
5.5	Upgrades that compromise original intent referred to assessor.
5.6	Significant changes must be referred to funding body.
5.7	Where more than 2 months have elapsed since quotation, the supplier will supply and invoice at the current price. Any increase in overall price referred to funding body.
5.8	Supplier invoice to funding body supported by evidence of delivery.

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 report and be authorised by the funding body. The system will include hardware, peripherals, software, aftercare (maintenance, support, insurance).	<ul style="list-style-type: none"> • QA audit – compare delivery note to quotation or letter from funding body.

5.2 Acceptable variations	
Standard	Measure
The One Stop Shop Supplier retains the right to vary the system specification where this does not change the system's functionality reflected in the assessment.	<ul style="list-style-type: none"> • QA audit – compare delivery note to quotation or letter from funding body.

5.3 Variations that compromise original intent	
Standard	Measure
Any variations made to the originally specified equipment by the One Stop Supplier must be at least equal to the original specification. Any variation that compromises the original intent will be referred to the assessor (or Funding Body, if appropriate).	<ul style="list-style-type: none"> • Internal – records on supplier's database. • QA audit - review correspondence.

5.4 Aftercare on alternative products	
Standard	Measure
The One Stop Shop Supplier can only offer alternative products that have the same or a better level of aftercare coverage.	<ul style="list-style-type: none"> • QA audit - review aftercare documents.

5.5 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 One Stop Shop Supplier. In this instance, however, it is the responsibility of the One Stop Shop Supplier 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.	<ul style="list-style-type: none"> • Internal - history on student account & communication to assessor. • QA audit - review records.

5.6 Advise funding body of changes	
Standard	Measure
All significant changes to the system will be referred to the Funding Body.	<ul style="list-style-type: none"> • QA audit – review communication with the funding body. Check with funding body.

5.7 Delay from quote to delivery	
Standard	Measure
Where more than 2 months have elapsed since the quotation was given, the One Stop Shop Supplier should supply the equipment at the current price, rather than those quoted in the assessment. Any increase in overall price will be referred to the funding body.	<ul style="list-style-type: none"> • QA audit - compare invoice to quotation and communication with funding body.

5.8 Supplier invoice to funding body	
Standard	Measure
When the One Stop Shop Supplier has supplied and set up the equipment they must provide evidence of this, confirmed by the student, as and when required by the Funding Body, together with the invoice.	<ul style="list-style-type: none"> • QA audit - sample check invoices against the engineer's checklist (checklist 1) and the delivery note.

6 Pre Delivery Process

The service standards relating to the Pre-Delivery Process are:

6.1	Order acknowledgement sent to student the same or the following day.
6.2	Follow up if student does not respond in 10 days.
6.3	Advise funding body if student does not respond in 5 further days.
6.4	Confirm order details with student.
6.5	Issue delivery confirmation letter the following day.
6.6	Advise student and other stakeholders of delays.
6.7	Publish delivery timescales on website.

6 Pre Delivery Process

6.1 Order acknowledgement	
Standard	Measure
<p>If the One Stop Shop Supplier receives a "permission to supply" order directly from the funding body or direct contact by the student, the supplier will send an order acknowledgement to the student in a format that is accessible to them. The supplier will ask the student if they require a special format e.g. Braille or large print. The order acknowledgement will be sent the same day or the following working day. The layout will be consistent with the standard Order Acknowledgement (template 2) and will contain, as a minimum:</p> <ul style="list-style-type: none"> • confirmation that the supplier has "permission to supply" • reference details to allow students to enquire as to the progress of their order (suppliers 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 supplier to <ul style="list-style-type: none"> ▪ agree delivery appointment ▪ confirm delivery address • outline the specification of the equipment being supplied • advise the student that delivery will occur within 10 working days of the student contacting the supplier (subject to student's availability / preference) • advise the student that they may upgrade but that it will be at their own expense and that the alterations must still comply with the assessor's recommendations • 10 day delivery clock should not start until receipt of payment regarding their upgrade and the details noted in the student record database <p>Note: If the order is confirmed, and the delivery booked on the first contact with the student, it may not be necessary to send the acknowledgement letter 6.1. Instead the supplier may move to the confirmation letter in 6.5 providing all information from 6.1 & 6.5 is included.</p>	<ul style="list-style-type: none"> • Internal - supplier's records. • External – tracking process. • QA audit - review sample of order acknowledgements (see template 2).

6.2 Follow up if student does not make contact

Standard	Measure
If the student does not contact the One Stop Shop Supplier within 10 working days, the One Stop Shop Supplier will attempt to contact the student again. 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.	<ul style="list-style-type: none">• Internal - supplier's records.• QA audit – review communication.

6.3 Student fails to respond

Standard	Measure
If the student does not make contact with the One Stop Shop Supplier within 5 working days of the second attempt to contact them, the One Stop Shop Supplier will contact the appropriate Funding Body and advise them accordingly.	<ul style="list-style-type: none">• Internal - supplier's records.• QA audit – review correspondence.

6.4 Confirm order details

Standard	Measure
<p>When the student contacts the One Stop Shop Supplier either in response to the order acknowledgement or because the funding body has written directly to them and advised them to contact the supplier, the supplier will:</p> <ul style="list-style-type: none">• obtain a copy of the funding body letter from the student (if applicable)• confirm the student's name and contact details including;<ul style="list-style-type: none">▪ telephone and mobile number▪ delivery address▪ email address▪ preferred contact method e.g. Braille, text, email• agree the delivery address• advise the student about what is being delivered• obtain verbal confirmation that the order is satisfactory• offer a timed delivery and setup appointment; for flexibility this may have a maximum window of up to 2 hours• ask the student about any relevant details effecting delivery and set up e.g.<ul style="list-style-type: none">▪ access to building▪ availability of space for set up▪ availability of phone lines (for internet) & electricity points▪ relevant health & safety considerations	<ul style="list-style-type: none">• Internal - supplier's records.• Customer feedback.• QA audit – review supplier's records.

6.5 Delivery confirmation

Standard	Measure
<p>On the same working day or the following working day from the contact detailed at 6.4 above, the supplier will send the student a delivery confirmation letter in the student's preferred contact method. The layout will be consistent with the standard Delivery Confirmation (template 3) and as a minimum the letter will include:</p> <ul style="list-style-type: none"> • phone number for the student to call with any queries regarding delivery • student's delivery address • equipment being delivered • delivery appointment (time and date) • 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 record database • the delivery confirmation should still be sent even though it may arrive the same day as the equipment. This is a record for the student & a checklist against the records in the NAR <p>Note: Where an upgrade has been requested the supplier is required to send a delivery confirmation informing the students of the upgrade item (including non upgrade items) and delivery time.</p>	<ul style="list-style-type: none"> • Internal – supplier's records. • External – tracking process. • Customer feedback. • QA audit - view sample of letters (template 3).

6.6 Exceptional delays	
Standard	Measure
<p>Delays may occur through circumstances beyond the One Stop Shop Supplier's control (fuel shortages, sub-contractor's industrial problems, non availability of items etc). In these circumstances, alternative arrangements will be sought and the One Stop Shop Supplier will keep the student informed of progress. Where the delay is expected to be more than 28 days, the One Stop Shop Supplier will notify the student and suggest alternatives for discussion with the assessor and the Funding Body.</p>	<ul style="list-style-type: none"> • Internal - supplier's correspondence. • QA audit - review correspondence.

6.7 Publish timescales for order handling and delivery.	
Standard	Measure
<p>Suppliers 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:</p> <ul style="list-style-type: none"> • changes or additions to the equipment specification • student's who delay completing essential documentation, e.g. delivery details 	<ul style="list-style-type: none"> • QA audit - check website.

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	Student advised of any delays in delivery as soon as possible.
7.5	Engineer completes checklist of activities.
7.6	Delivery appointment will last up to 1½ hours.

7 Delivery, Set Up and Familiarisation

7.1 Delivery appointment	
Standard	Measure
At stage 6.4 "Confirm order details", a delivery appointment will have been agreed. The supplier will deliver to the agreed delivery address within a 2 hour time slot e.g. between 10.00 a.m. and 12.00 noon.	<ul style="list-style-type: none"> • External – tracking process. • QA audit - check delivery note to confirmation letter.

7.2 Delivery lead time	
Standard	Measure
<p>One Stop Suppliers will deliver within 10 working days from contact with the student (at 6.4) subject to the students availability or preference and the student providing the appropriate funding body letter.</p> <p>Where the student is required to make an additional payment for an upgrade this is required by the supplier in advance. However a supplier may wish to make an exception regarding payment for upgrades.</p>	<ul style="list-style-type: none"> • Internal - supplier's records. • External – tracking process. • Customer feedback. • QA audit – review delivery records

7.3 Delivery, set up and familiarisation	
Standard	Measure
<p>Delivery, set up and familiarisation will take place at the same time or, by agreement with the student, separately but still on the same day.</p> <p>In the latter case, delivery will be a timed appointment before 10.00am and set up and familiarisation will be at a separate timed appointment.</p>	<ul style="list-style-type: none"> • External tracking. • QA audit - check delivery note to engineer's checklist (checklist 1).

7.4 Informing the student of delays	
Standard	Measure
<p>If the supplier 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 supplier will keep a record of any such communication.</p>	<ul style="list-style-type: none"> • Internal - supplier to record contact with student. • Customer feedback. • QA audit – review records

7.5 Engineer's checklist	
Standard	Measure
<p>At delivery, the engineer will complete a checklist of activities which will cover all the onsite activities he / she is required to carry out. The layout will be consistent with the standard Engineer's Checklist (checklist 1) and will include:</p> <ul style="list-style-type: none"> • date of installation • start time and finish time • check all ordered equipment has been delivered • unpack equipment • assemble and connect peripherals • 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 <p>The checklist will be signed by the student on completion of the above. A copy will be retained by the student.</p>	<ul style="list-style-type: none"> • Customer feedback. • QA audit - review checklists.

7.6 Appointment duration	
Standard	Measure
<p>The delivery, installation and familiarisation appointment will last up to 1½ hours unless the student wishes to terminate the session earlier.</p> <p>Note: Where it takes less than 1½ hours, there should be a note on the engineer’s checklist to record the termination reasons and this should be signed off by the student.</p>	<ul style="list-style-type: none"> • QA audit - review checklists.

8 Assistive Technology Software & Hardware Training

The service standards relating to Assistive Technology Software & Hardware Training are:

8.1	Student Training.
8.2	Familiarisation & Setup Training.
8.3	Training will be delivered under a separate arrangement.
8.4	Training will be delivered on a separate day to delivery.
8.5	Training will be limited to one 3 hour session per day.
8.6	Trainers will complete a checklist of activities.
8.7	Trainers must submit a separate invoice, associated timesheet and training support record.

8 Assistive Technology Software & Hardware Training

8.1 Student Training	
Standard	Measure
All training provided to students (familiarisation, setup, Assistive Technology) should be given to the students on their own equipment once delivered and installed.	<ul style="list-style-type: none"> • QA audit - review documentation. • Customer feedback.

8.2 Familiarisation & Setup Training	
Standard	Measure
Familiarisation & setup training should be undertaken on the same day as the equipment is delivered, unless the assessor has specifically requested it separately at the time of the quote request.	<ul style="list-style-type: none"> • QA audit - review documentation. • Customer feedback.

8.3 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.	<ul style="list-style-type: none"> • QA audit - review documentation. • Customer feedback.

8.4 Assistive technology training timing	
Standard	Measure
Training on Assistive Software will be conducted on separate day(s) from delivery, set up and familiarisation (unless the assessor states that training can be done on the same day and the student agrees). The student should be contacted within 10 working days as part of the delivery lead time to arrange appointment timeslots.	<ul style="list-style-type: none"> • QA audit - review documentation.

8.5 Duration of Training	
Standard	Measure
Training on Assistive Software will commence within 10 working days of delivery and will be limited to a maximum of one 3 hour session per day.	<ul style="list-style-type: none"> • QA audit - review checklist (see checklist 2).

8.6 Trainer's Checklist	
Standard	Measure
<p>At the conclusion of each training session, a checklist will be completed by the trainer and signed by the student. The layout will be consistent with the standard Trainer's Checklist (checklist 2) and will include:</p> <ul style="list-style-type: none"> • date of training • start and finish time of training • topics to be covered • topics actually covered • next steps <p>A copy of the checklist will be retained by the student.</p>	<ul style="list-style-type: none"> • QA audit - review checklist (see checklist 2).

8.7 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.	<ul style="list-style-type: none"> • QA audit - review documentation.

9 Aftercare Service –Maintenance & Support

The service standards relating to Aftercare Service are:

9.1	Supplier provides maintenance subject to a 4 year max period.
9.2	Supplier provides student with maintenance document.
9.3	Maintenance document explains the level of cover and duration.
9.4	Supplier provides student with a maintenance summary.
9.5	Maintenance clearly identifies exclusions.
9.6	Maintenance extensions can be provided subject to conditions.
9.7	Supplier 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	Supplier will cover the cost of maintenance repairs.

9 Aftercare Service – Maintenance & Support

9.1 Maintenance & Support duration	
Standard	Measure
<p>In addition to the first 12 months standard manufacturer's warranty, in line with the Sale of Goods Act, the One Stop Shop Supplier should offer a comprehensive computer and peripherals maintenance & support for the duration of the course. Maintenance & support is subject to a 4 year maximum. The maintenance & support does not affect the student's statutory rights.</p> <p>Where a student extends or repeats their course, please refer to 9.6 for guidance.</p>	<ul style="list-style-type: none"> • QA audit – review supplier's maintenance & support documentation

9.2 Maintenance & Support document	
Standard	Measure
<p>The student should be provided with a maintenance & support document that is in a clear and accessible format.</p>	<ul style="list-style-type: none"> • QA audit – review supplier's maintenance & support documentation

9.3 Content of Maintenance & Support document	
Standard	Measure
<p>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 & support.</p>	<ul style="list-style-type: none"> • QA audit – review supplier's maintenance & support documentation

9.4 Maintenance & Support summary	
Standard	Measure
Suppliers will provide students with a maintenance & support summary document which will explain the key aspects of the maintenance and support and advise the student to contact the One Stop Shop Supplier in the event of any technical problems. An example of a maintenance & support summary is included in template 4.	<ul style="list-style-type: none"> • QA audit – review maintenance summary (template 4).

9.5 Maintenance & Support exclusions	
Standard	Measure
The maintenance & support document will clearly explain that the maintenance & support does not cover wear and tear, consumables (for example lap top batteries) or damage due to the use of unapproved consumables.	<ul style="list-style-type: none"> • QA audit – review supplier’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. For laptops and PCs this will be subject to an inspection by the supplier. The inspection will be charged for, and if an upgrade (e.g. additional memory) is required, this will be costed and subsequently charged for.	<ul style="list-style-type: none"> • QA audit – review supplier’s maintenance & support documentation

9.7 Maintenance & Support claims	
Standard	Measure
The One Stop Shop Supplier is responsible for handling maintenance claims during the operation of the maintenance & support. The student will deal directly with the One Stop Shop supplier.	<ul style="list-style-type: none"> • QA audit – review supplier’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 supplier 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 (see also 11.8 Equipment Breakdowns for guidance on types of equipment to be uplifted by courier and packaging requirements).	<ul style="list-style-type: none"> • QA audit – review supplier’s maintenance & support documentation.

9.9 Repaired equipment returned to student	
Standard	Measure
Once “return to base” repair equipment has been returned to the student, a full installation will be conducted, if necessary.	<ul style="list-style-type: none"> • Customer feedback. • QA audit – review supplier’s maintenance & support documentation.

9.10 Cost of repairs	
Standard	Measure
The One Stop Shop Supplier is obliged to cover the cost of maintenance & support repairs.	<ul style="list-style-type: none"> • QA audit – review supplier’s maintenance & support documentation.

10 Insurance

The service standards relating to Insurance are:

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

10 Insurance

10.1 Insurance cover	
Standard	Measure
The One Stop Shop Supplier will arrange course long insurance cover (from a recognised broker/FSA body) for the equipment supplied and will handle all aspects, where possible, of any insurance claims arising, including the preparation of fault reports.	<ul style="list-style-type: none"> • QA audit – review supplier’s insurance documentation.

10.2 Loan equipment	
Standard	Measure
The One Stop Shop supplier 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 valid claim.	<ul style="list-style-type: none"> • QA audit – review supplier’s insurance documentation.

10.3 Insurance summary document	
Standard	Measure
Suppliers will provide students with an Insurance Summary document which will explain the key aspects of the policy and advise the student to contact the supplier with any insurance related enquiries. An example of an insurance summary is included at template 5.	<ul style="list-style-type: none"> • QA audit – review supplier’s insurance summary (template 5).

11 Technical Support and Equipment Breakdowns

The service standards relating to Technical Support and Equipment Breakdowns are:

11.1	Supplier provides a help desk service.
11.2	Supplier provides a range of help desk contact methods.
11.3	Help desk must provide hardware and software support.
11.4	Supplier 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	Supplier arranges equipment uplifts.
11.9	Supplier arranges in-transit insurance.
11.10	Loan equipment provided within 3 working days of uplift.
11.11	Viruses.
11.12	Repairs complete in 3 weeks (desktop PC) or 4 weeks (laptop).
11.13	Supplier will make reasonable efforts to recover students' data.
11.14	Permanent replacement equipment provided where required.
11.15	Technical support enquiries logged.
11.16	Supplier will have onsite repair facilities on their premises.

11 Technical Support and Equipment Breakdowns

11.1 Help desk support	
Standard	Measure
<p>The One Stop Shop Supplier 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 supplier's website. The supplier will ensure that they provide an adequate number of telephone lines and an adequate number of staff to handle technical enquiries.</p> <p>Voicemail should be used as an exception to cover lunchtimes and out of office hours.</p>	<ul style="list-style-type: none"> • Customer feedback. • QA audit - test calls and observation.

11.2 Help desk contact methods	
Standard	Measure
<p>As a minimum, the One Stop Shop Supplier will provide remote access support (with the student's consent) and the following alternative contact methods:</p> <ul style="list-style-type: none"> • telephone • SMS text • email • type talk • onsite support (when necessary) • return to base repair (when necessary) <p>The telephone service will use "03" numbers, or a similar service, and will be free to students calling from a landline and at STD (local) rate for students calling from a mobile phone.</p>	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none">• Customer feedback.• QA audit - review policy and observation.

11.4 Query resolution

Standard	Measure
The One Stop Shop Supplier'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.	<ul style="list-style-type: none">• Internal – supplier's call statistics.• External – tracking process.• Customer feedback.• QA audit – review records.

11.5 Onsite and return to base repair

Standard	Measure
If the problem cannot be resolved within 1 day by remote support, the One Stop Shop Supplier 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.	<ul style="list-style-type: none">• External – tracking process.• Customer feedback.• QA audit - review appointment schedule.

11.6 Onsite repair timescales

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.	<ul style="list-style-type: none">• Customer feedback.• QA audit - review appointment schedule and onsite inspection report.

11.7 Return to base repair timescales

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.	<ul style="list-style-type: none">• External – tracking process.• Customer feedback.• QA audit - review appointment schedule.

11.8 Equipment uplift

Standard	Measure
<p>For return to base repairs, equipment will be uplifted by the supplier, unless the equipment is small and / or low value, in which case a courier may be used. If a courier is used for the uplift, it is the supplier's responsibility to ensure that the student is capable of packing the equipment this includes where necessary the supplier providing packaging for the goods to be returned.</p> <p>It is also the supplier's responsibility to ensure that an appropriate time for the uplift is arranged (see also 9.8 Maintenance & Support Repairs).</p> <p>Once the supplier agrees to collect the equipment, the supplier assumes the responsibility/liability for the equipment during transportation.</p>	<ul style="list-style-type: none">• Customer feedback.• QA audit - inspect appointment and courier records.

11.9 In-transit insurance

Standard	Measure
It is the supplier's responsibility to arrange insurance for goods in-transit.	<ul style="list-style-type: none">• Internal – suppliers' records.• QA audit - inspect records.

11.10 Provision of loan equipment.

Standard	Measure
<p>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 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 a supplier 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.</p> <p>Note: Suppliers using couriers to uplift return to base equipment must adhere to the 3 working days timescale.</p>	<ul style="list-style-type: none"> • Internal – supplier to keep records / job sheet. • External – tracking process. • Customer feedback. • QA audit - inspect records and machine specification.

11.11 Viruses

Standard	Measure
<p>If it is found that the problems with students equipment has resulted from a virus, then "first" time viruses will be fixed by the supplier without a fee.</p> <p>Second time and thereafter, if related to non course work then the student will be required to pay a fee.</p> <p>Note: Suppliers 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 increase risk of virus issues by utilising social network & music sites. The Suppliers should inform students of the charge applicable for fixing viruses. A reminder to the student should be issued after the first virus is fixed.</p>	<ul style="list-style-type: none"> • Internal – supplier to keep records / job sheet. • External – tracking process. • QA audit - inspect records and machine specification.

11.12 Length of time for repairs

Standard	Measure
Return to base repairs will be completed within 3 weeks for desktop PCs and 4 weeks for laptops.	<ul style="list-style-type: none">• Customer feedback.• External – tracking process.• QA audit - review engineer's report.

11.13 Data recovery

Standard	Measure
<p>The supplier 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 without the student's written consent.</p> <p>If supplier's have to pass the equipment onto 3rd parties or manufacturers (especially where hard drive failure has not occurred) to fix they should back up data or advise the student to back up their data.</p>	<ul style="list-style-type: none">• QA audit - inspect engineer's report and correspondence with student.

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.	<ul style="list-style-type: none">• Internal – supplier's records.• QA audit – review documentation.

11.15 Technical support query log

Standard	Measure
All technical support queries will be logged by the supplier. Logs will be retained for the duration of the student's course.	<ul style="list-style-type: none">• Internal - technical query logs.• QA audit - review logs.

11.16 Supplier's repair facilities	
Standard	Measure
The One Stop Shop Supplier will provide sufficient facilities on their own premises to carry out repairs to equipment.	<ul style="list-style-type: none"> • QA audit – observation of facilities.

12 Course-long Support

The service standards relating to Course Long Support are:

12.1	Supplier provides course long support.
12.2	Supplier provides support if student leaves their course.
12.3	Supplier 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 One Stop Shop Supplier will support the student's IT needs for the relevant equipment supplied by them. After four years, the One Stop Shop Supplier may charge extra, as agreed with the Funding Body.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Internal records - student's account.

13 Complaints

The service standards relating to Complaints are:

13.1	Supplier has a documented complaints policy.
13.2	Supplier 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 One Stop Shop Suppliers 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.	<ul style="list-style-type: none"> • 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. Correspondence will be dated.	<ul style="list-style-type: none"> • QA audit - review correspondence and log.

13.3 Complaint handling	
Standard	Measure
All complaints will be handled in a professional, non-confrontational manner and in accordance with the supplier's procedures.	<ul style="list-style-type: none"> • 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 One Stop Shop Supplier and the student concerned, the matter may be referred back to the Disability Officer or 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, who in consultation with other stakeholders, will make the final decision.	<ul style="list-style-type: none"> • QA audit - review policy and correspondence.

14 Data Protection

The service standards relating to Data Protection are:

14.1	Supplier will only retain records relevant to student support.
14.2	Data will not be transferred or sold.
14.3	Supplier 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
One Stop Shop Suppliers 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 & 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 supplier, and the resolution thereafter.	<ul style="list-style-type: none"> • QA audit - review supplier'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. One Stop Shop Suppliers will give the student the opportunity to opt in to any marketing communication system operated by the supplier.	<ul style="list-style-type: none"> • QA audit - review supplier's digital and paper records.

14.3 Data Protection Act	
Standard	Measure
Suppliers must be data protection registered and all data held must be held in compliance with the Data Protection Act.	<ul style="list-style-type: none"> • QA audit - review supplier's digital and paper records.

14.4 Data recovered	
Standard	Measure
Data recovered from computers as part of the repair process will not be stored on the One Stop Shop Supplier's server, PCs or storage devices without the student's prior consent.	<ul style="list-style-type: none"> • QA audit - review supplier's digital and paper records and correspondence with students.

14.5 Delivery confirmation letter data protection statement	
Standard	Measure
<p>To allow DSA QAG auditors to access student records, the delivery confirmation letter (template 3) will contain the following data protection statement.</p> <p>"the information you provide to [Name of supplier] ("the supplier") is personal data and shall be held by the Supplier in accordance with its obligations under the Data Protection Act 1998. Your personal data may be transferred to carefully selected third parties for audit purposes, which are for the legitimate business purposes of the Supplier".</p> <p>Data may be required to be shared with the DSA QAG Auditor for Audit purpose only.</p>	<ul style="list-style-type: none"> • QA audit - review 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	Supplier responsible for maintenance of relevant hardware.

15 Internet Provision

15.1 Internet connection	
Standard	Measure
Unless it is recommended by the assessor as part of the needs assessment report, the One Stop Shop Supplier is not responsible for supporting the student's internet service. This is the responsibility of the student's ISP (Internet Service Provider). Furthermore, the One Stop Shop Supplier is not responsible for any interference or damage caused by loading other ISP software information on to the machine.	<ul style="list-style-type: none">• QA audit - review quotation and delivery documentation. Note, this can only be assessed where the supplier is responsible for the internet service. QA process.

15.2 Internet hardware support	
Standard	Measure
The One Stop Shop Supplier is responsible for the modem or wireless router (if supplied by them) and their connection to the PC or laptop and any other hardware supplied. The supplier will only be responsible for repair or replacement of a faulty modem/router.	<ul style="list-style-type: none">• QA audit - review quotation and delivery documentation.

16 Accounting Standards

The service standard relating to Accounting Standards is:

16.1	Supplier provides adequate accounting provision for course long support.
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16.1 Accounting standards	
Standard	Measure
<p>The One Stop Shop Supplier will make proper accounting provision for the cost of support in the years after delivery. The One Stop Shop Supplier will, on request from DSA QAG auditors, ask their financial auditors (or accountants if the supplier does not have a formal audit) to provide a letter confirming that such provision has been made, and that the company is in reasonably sound financial health. A suggested format for the letter is included in template 8.</p>	<ul style="list-style-type: none"> • QA audit - inspect letter (template 8).

17 Customer Feedback

The service standards relating to Customer Feedback are:

17.1	Supplier provides students with the online feedback URL.
17.2	Supplier invites feedback from other stakeholders.

17 Customer Feedback

17.1 Online Feedback	
Standard	Measure
<p>One Stop Shop Suppliers will provide students with the URL for the DSA-QAG online feedback the URL will be included in student correspondence. If students cannot use online feedback, alternative formats will be available on request.</p> <p>Some suppliers may still wish to conduct their own survey, however consideration should be given to the demands on students.</p>	<ul style="list-style-type: none"> • Customer feedback. • QA audit - review student records.

17.2 Feedback from other stakeholders	
Standard	Measure
<p>One Stop Shop Suppliers are encouraged to give other stakeholders the opportunity to provide feedback (e.g. Assessors, Funding Bodies, Disability Officers.)</p>	<ul style="list-style-type: none"> • QA audit - review returned forms.

18 Human Resources Policies

The service standards relating to Human Resource Policies are:

18.1	Supplier has a CRB Enhanced Disclosure Policy.
18.2	Supplier has a Lone Working Policy.
18.3	Supplier has an Equality and Diversity Policy.

18 Human Resources Policies

18.1 CRB Clearance for employees in "one to one" contact situations	
Standard	Measure
One Stop Shop Suppliers will have policies covering CRB Enhanced Disclosure with Vulnerable Adults and Children clearance for employed staff that may be in one to one contact with students. Staff will be checked every 3 years and must hold a valid CRB certificate.	<ul style="list-style-type: none"> • QA audit - Review policy document and certificates • Staff interviews.

18.2 Lone working	
Standard	Measure
One Stop Shop Suppliers will have policies covering lone workers.	<ul style="list-style-type: none"> • QA audit - Review policy document. • Staff interviews

18.3 Equality and diversity	
Standard	Measure
One Stop Shop Suppliers will operate and adhere to an Equality and Diversity Policy and Procedures.	<ul style="list-style-type: none"> • QA audit - Review policy document. • Staff interviews

19 Independence

The service standards relating to Independence are:

19.1	Supplier will maintain a register of interests.
19.2	Supplier will maintain a register of equipment loaned to assessment centres.

19 Independence

19.1 Register of interests	
Standard	Measure
<p>One Stop Shop Suppliers will maintain a register of interests. The purpose of the register is for supplier employees to record if they are aware of any potential conflict of interests that may affect the organisations independence from Assessment Centres or other parties involved in the DSA assessment and supply of equipment process. An example of an appropriate conflict of interest declaration is included in template 7. This must include supplier relationships with 3rd parties who provide goods/services or sponsorship in any form to interested parties such as assessors or funding body staff.</p>	<ul style="list-style-type: none"> • QA audit - review conflict of interest declarations (template 7).

19.2 Equipment loaned to assessment centres	
Standard	Measure
<p>One Stop Shop Suppliers 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 i (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:</p> <ul style="list-style-type: none"> • equipment issued • assessment centre name • issue date • return date <p>Note: Suppliers 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.</p>	<ul style="list-style-type: none"> • QA audit - review register.

20 Key Performance Indicators

The service standard relating to Key Performance Indicators is:

20.1	Supplier will report KPI performance to DSA QAG.
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20.1 KPI reporting	
Standard	Measure
One Stop Shop Suppliers will record and report their performance against Key Performance Indicators (KPIs) to DSA QAG on a monthly basis (or as and when required). The KPIs are listed in appendix 2.	<ul style="list-style-type: none"> • External - tracking process (appendix 2). • QA audit – review records.

Templates

Template 1: Supplier Standard Quotation Document 1

Template 2: Order Acknowledgement

Template 3: Delivery Confirmation

Template 4: Maintenance & Support Summary

Template 5: Insurance Summary

Template 6: Conflict of Interest Declaration

Template 7: Audit Assurance Letter

1.13 Training Description	Ex VAT	Inc VAT

	Ex VAT	Inc VAT
1.14 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 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.

Equipment to be delivered:

XXXXXXXX

Delivery Address:

XXXXXXXXXX

Date and Time of Delivery:

XXXXXXXXXX

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

Our cancellation policy is xxxxxxxxxxxxxxxxxxxxxxxx.

The information you provide to [Name of supplier] ("the supplier") is personal data and shall be held by the Supplier in accordance with its obligations under the Data Protection Act 1998. Your personal data may be transferred to carefully selected third parties for audit purposes, which are for the legitimate business purposes of the Supplier.

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

Yours Sincerely,

XXXXXXXX

Template 4: Maintenance & Support Summary

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: Insurance Summary

Your Specialist Assistive Technology Equipment & Software

Insurance Policy Summary

Student name

Insurance provider: *DSA-QAG Ltd underwritten by DSA-QAG Insurance Company. (FOR EXAMPLE)*

Items covered: *Toshiba laptop, HP printer/scanner.(FOR EXAMPLE)*

Your policy

Covers *for example, theft and accidental damage to the computer hardware and software and peripheral equipment listed on your delivery.*

Applies *for example, to anywhere in the world, on placement.*

Please Note: YOU must take Due Care and Attention To Minimise Theft Occurring.

Your policy does not cover

- *Losses due to theft or damage by attempted theft unless there is forcible and violent entry to premises or unless there is actual or threatened violence against you*
- *Losses where due care and attention has not been taken*
- *Losses caused by failure to follow manufacturer's instructions*
- *Software installation, corrupted software or computer viruses*
- *Losses due to wear and tear or gradually developing defects or deterioration. FOR EXAMPLE*
- *Please see policy documents for full exclusion list.*

There is no excess on your policy – that is, you will not have to pay anything towards settling an accepted claim.

Full details of what the policy does and does not cover and its start and end dates are included in the policy document.

If you wish to make a claim please contact {insert equipment supplier of name},

If you have a query about your policy you can contact either *the insurer* or *equipment provider*.

Insurance company contact details:

Equipment supplier contact details:

Template 6: Conflict of Interest Declaration

Declaration on Conflicts of Interest

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

Conflicts of interest may come in a number of different forms, for example:

- payment to a XXXXXX employee for services provided through XXXXXX to another organisation
- the award of a contract to XXXX, via a XXXXXX employee also employed in another organisation

By signing this document you declare you currently have no Conflict of Interests that would affect your duties in XXXXX, or that you have provided information to XXXXXX in relation to any conflict of interest which may arise.

Members of XXXXXX staff are required to declare any Conflict of Interest or potential Conflict of Interest immediately it arises to XXXXX.

Name	Signature	Date	Conflict of Interest Declaration:	
			Yes	No
			please circle	

If you have answered YES to the Conflict of Interest Declaration, please provide details below:

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Template 7: Audit Assurance Letter

Companies or partnerships that do not legally need to have a formal annual audit will need to adapt this model text accordingly.

1. We have examined the accounts of xxxx Ltd (the Company) for the year ended xxxxxxxx 200x. We have also read the DSA One Stop Shop Quality Assurance Framework.
2. Based on our audit work undertaken in respect of the year ended xxxxxxxx 200x we considered at the date that we signed our audit report (xxxxxxx 200x) that the Company had made adequate financial provision from the proceeds of sales in the period ended xxxxxxxxxxxx 200x to cover the warranty obligations given up to that date that it reasonably expected would crystallise beyond xxxxxxxx 200x relating to past sales under the DSA One Stop Shop Quality Assurance Framework.
3. On [date] the directors gave us a representation that having regard to the position of the Company and the circumstances which the directors of the Company considered likely to occur during the year commencing on that date, there was then a reasonable expectation that the Company had adequate resources to continue operations for the foreseeable future, i.e. for twelve months from the date of that letter.
4. The statements set out above are given solely for the purposes of your DSA One Stop Shop Quality Assurance Framework audit, without responsibility to you on our part, our employees, partners or agents, but is not to relieve you from any other enquiry or performance of any other duty.

.....

ABC Auditors

123 High Street

Date:.....

Note: The Audit assurance letter must be completed on headed paper with the original document returned to DSA-QAG, photocopies are not acceptable.

Checklists

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:

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)	

PLEASE NOTE THAT SHOULD YOU REQUIRE TO RETURN EQUIPMENT TO THE SUPPLIER (DUE TO FAULTS) ALL ITEMS SHOULD BE PROPERLY PACKAGED TO AVOID ANY DAMAGE OCCURING DURING TRANSPORTATION

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 this document I am happy for the engineer to end my familiarisation session irrespective of the duration that he/she was present up to the allotted 90 minutes.

Signed by student

Date

Checklist 2: Training Checklist

Assistive Technology Software & Hardware Training

Trainer's Checklist

Student's Name:

Training Date:

Trainer's Name:

Training Start Time:

Training Duration:

Training Finish Time:

Today's Training

Topics to be Covered	Complete
Topic 1	
Topic 2	
Topic 3	
Topic 4	
Comment	

Next Steps

Signed by student

Date

I acknowledge that I have been giving Training on own equipment Yes/No

Appendices

Appendix 1: Complaints Policy and Procedure

Appendix 2: Key Performance Indicators

Appendix 3: Accessibility Guidelines

Appendix 4(a) Standard Quotation Template: Assessors Requirements

Appendix 4(b) Standard Quotation Template: Specialist Supplier Quote

Appendix 4(c) Standard Quotation Template: Non Medical Helper Training

Appendix 1: Complaints Policy and Procedure

One Stop Shop Suppliers 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 supplier'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 supplier'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 Suppliers 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 supplier'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 One Stop Shop Suppliers 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.	2 days
6.5	Delivery confirmation sent to student once student has contacted supplier.	1 day
7.1	On time delivery.	Within 2 hours
7.2	Delivery lead time.	10 days
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 (3 wks) laptop (4 wks)

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

Appendix 3: Accessibility Guidelines

As part of a DSA-QAG Supplier Audit, one of the areas that will be reviewed is the Supplier's Website. As DSA-QAG are not website specialists we have consulted with a number of external bodies and have come up with the list of points below that we will audit each website on. Hopefully the under noted will help you to adhere to Web standards.

- Accessibility tools should be placed at the top of the page, and in the same position on each page. If this is not possible then instructions on how the student can change the text size and font by using shortcut keys should be displayed on the home page.
- The user's style sheet choice should be maintained as they browse through the site.
- The use of accessibility tools should be intuitive and should have a text description/explanation.
- The user should be able to choose from a range of assistive style sheets. As a minimum the user should be able to:
 - change the font size (some hard of sight users want to scale up text, others use screen magnifiers and want to shrink it down to mean less moving about)
 - change the background colour
 - choose a high contrast style
- Site should be accessible to screen readers, the site would be structured to assist this (the ability to skip repeated content on each page, such as navigation).
- If the site met all the WCAG requirements some examples of the benefits are...a customer would be able to navigate the site in a manner that suited them (i.e. mouse, keyboard, roller ball or joystick).
- All information that is conveyed graphically should be described in words, to allow screen readers or other assistive technologies to convey the same information
- Large areas of information should be chopped into smaller sections etc.
- Interoperable between different web browsers
- Printer friendly

Appendix 4(a): Assessor Requirements

1. 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	
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)	
Security Cable	
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	
Standard Delivery & On Site Assembly (1.5 hours)	
Extended Delivery & On Site Assembly (up to 2 hours)	
Health Check	

Appendix 4(b): Specialist Supplier Quote

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	

Supplier Information

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

1.2 Specialist Items	Supplier Description	Cost	
		Ex VAT	Inc VAT

	Ex VAT	Inc VAT
1.3 Total Cost of Specialist Quote		

Appendix 4(c): Non medical Helper Training

1. Quotation Document 4: Non Medical Helper Training

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	

Supplier Information

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

1.2 NMH training Required	No. of Sessions (In 3 hour blocks *)	Cost	
		Ex VAT	Inc VAT

* If not in 3 hour blocks, please specify

	Ex VAT	Inc VAT
1.3 Total Cost of Specialist Quote		

