

Without the right information and prior communication, the QA process can become less effective. If the objectives are clear it can work for both the centre and for JAUPT/DVSA/DVA.

Therefore, we would like to take this opportunity to provide you with an insight into the purpose and rationale for both centre and course visits, conducted at all approved training centres across Great Britain and Northern Ireland.

2015 **373** centre quality assurance visits conducted by JAUPT

1128 course quality assurance visits were conducted by JAUPT.



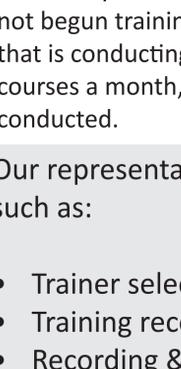
It is important to note that an approved training centre is subject to centre and course visits from JAUPT and DVSA/DVA. The processes on here refer to JAUPT quality assurance visits specifically. This means that you could experience two visits in a short period of time from either organisation. The representative will always carry identification and conduct themselves in a professional manner while at your venue.

CENTRE QUALITY ASSURANCE VISITS

PURPOSE: To confirm the centre's internal processes and procedures as per their Scheme of Control and confirmatory statements, detailed in the centre application form.

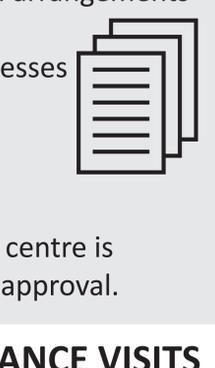


An approved training centre is subject to at least **1** announced visit during the five year approval period from JAUPT. This visit will always be conducted within the first **12** months of approval and will be pre-arranged between JAUPT and the centre.

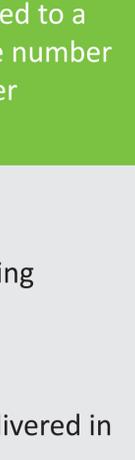


A **Visit Plan** is sent to the centre to confirm the appointment and outline the information required on the day.

It is very important to note that the level of training activity is irrelevant when a centre audit takes place. Whether you are a centre that has not begun training yet or a centre that is conducting 50+ training courses a month, the visit will still be conducted.



Our representative will sample documentation such as:

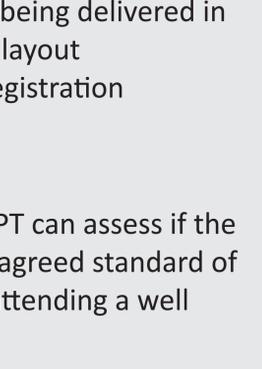
- Trainer selection and records
 - Training records
 - Recording & Evidencing System arrangements e.g. password control
 - Internal quality assurance processes
 - Appropriate insurances
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NB This list is not exhaustive

We do this to confirm the training centre is meeting the terms of their centre approval.

COURSE QUALITY ASSURANCE VISITS

PURPOSE: To assess whether quality is consistent within and across courses being delivered.



An approved training centre can be subject to unannounced visits at any time from a JAUPT or DVSA/DVA representative. It is worth noting that larger training centres may be subject to a larger number of course visits compared to a smaller organisation simply due to the number of courses being delivered over a larger geographical area.

Areas of focus may consist of:

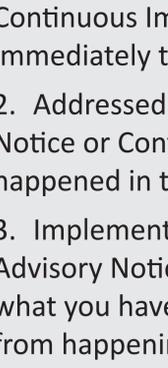
- The quality and delivery of the training
- Knowledge transfer
- The learning environment
- Course content
- Ensuring that the course is being delivered in line with the approved course layout
- Identification checks and registration

NB This list is not exhaustive

By observing these areas, JAUPT can assess if the training centre is meeting the agreed standard of delivery and the trainees are attending a well delivered and quality course.

THE QUALITY ASSURANCE REPORT

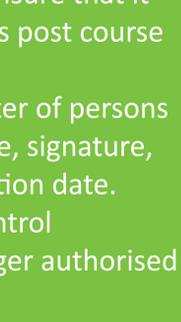
JAUPT will issue the visit report to the Primary Contact at the centre



within **15** working days from the date of the visit. The report will consist of an Executive Summary, Report Observations and any Advisory Notices or Continuous Improvements that may have been noted.

Advisory Notice

This is a mandatory requirement that needs to be implemented by the Centre. These are actions that will improve the centre's processes, procedures and quality of training delivery, helping your centre to remain compliant.



Continuous Improvements

This is a recommendation. Your centre should consider implementing improvements noted, to ensure the quality of training and administrative arrangements.

If Advisory Notices or Continuous Improvements are identified during a quality assurance visit Corrective Action will need to be communicated within a specified timescale along with appropriate supporting evidence. JAUPT will provide guidance where required.

We will ask you to provide **evidence** of how you have:

1. **Contained** the Advisory Notice or Continuous Improvement i.e. what you have done immediately to fix it
2. Addressed the **Root Cause** of the Advisory Notice or Continuous Improvement i.e. why it happened in the first instance
3. Implemented **Corrective Action** for the Advisory Notice or Continuous Improvement i.e. what you have done or will be doing to prevent it from happening again

CENTRE VISIT EXAMPLE EVIDENCE

Advisory Notice: The centre must ensure that it applies a more robust approach to its post course activities in particular:

- The centre must maintain a register of persons authorised to upload, including name, signature, authorisation date and de-authorisation date.
- The centre must adopt robust control measures to prevent persons no longer authorised from accessing the R&E database.

THE CENTRE WOULD TELL US:

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Containment

On the day, our centre's Responsible Contact made additional notes on what extra information was required and deleted staff that no longer required access to the R&E system.

Root Cause

We did not have a process in place to ensure that this information was checked and updated on a regular basis.

Corrective Action

We have issued a new R&E register and this has been signed by authorised staff who access the R&E system. We have put in place a process to check this information is current on a regular

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COURSE VISIT EXAMPLE EVIDENCE

Advisory Notice: The registration document should comply with the DVSA/DVA minimum requirements per the GOV.UK example and be correctly completed.

THE CENTRE WOULD TELL US:

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Containment

On the day, the trainer made additional notes on what extra information was required.

Root Cause

We looked into why our register did not contain the relevant information by visiting the JAUPT website and the GOV.UK website and identified the gaps.

Corrective Action

We have issued a new register to all trainers and have provided guidance on how to complete it for future courses.

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