



Purpose of this communication

This information is designed to inform centres of processes and changes at JAUPT, DVSA and DVA. We want the Newsletter to be relevant to the periodic training industry and would welcome any suggestions for future articles that you would like to see published, please contact Abbey Woolgar on 01908 787012 or email abbeyw@jaupt.org.uk with any you may have.

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Essential Reading

Reminder

Inappropriate Content

It has come to our attention that some approved training bodies may have delivered courses featuring inappropriate materials - For example videos containing nudity, bad language, sexual references or other materials likely to cause offence.

All courses must be appropriate to Driver CPC and meet the appraisal criteria. With this in mind, please may we remind you that to allow JAUPT to appraise the course content against the criteria we require details of the resources being used, including the title of the product.

We take this matter seriously; periodic trainers have a responsibility to ensure courses are delivered in a responsible fashion.

Records Update

Contacts

Our system is set up to record details of two contacts at approved centres.

- The Primary Contact receives all general information relating to JAUPT by email
- the Responsible Contact receives all contractual correspondence relating to DCPC e.g. approval documentation, training record receipts, escalation processes.

If you feel that, the Responsible Contact i.e. the person operationally responsible for periodic training for your centre, is not also the appropriate person to receive correspondence specifically about Driver CPC, please make changes via the website or contact your Account Manager to discuss.

Update

R&E Guide Updated

The new version of the R&E guide is now available on the JAUPT website [here>](#)

Important Information

Reminder

Corrective Action Reporting System (CARS)

In the October 2016 newsletter we told you about a change to the way we ask for feedback following a centre and course QA Visit. To ensure that you are clear on the information we gave you, we are sending you further guidance.

Where an Action Point* or a Continuous Improvement ** is raised JAUPT will request the following:

- Information on the **Root Cause** i.e. why has it happened?
- Information on **Containment** i.e. what have you done as an immediate/interim fix
- Evidence of your **Corrective Action** i.e. evidence to demonstrate what you have done to prevent it happening again

It is important **all** of the above is provided to JAUPT to:

- Enable JAUPT to identify information needs
- Demonstrate your understanding of the Action Points and Continuous Improvements identified
- Provide assurance that immediate action has been taken/the matter has been reviewed
- To provide tangible evidence that a change has been made
- To prevent repeated identification of the issue at other Quality Assurance Visits

Please send this information to JAUPT in order for the report to be closed and ensure that evidence of Corrective Action is provided for each point raised, together with scanned documentation where appropriate.

***Action Point (currently Advisory Notice):** *An area where there is potential non-compliance and control measures are required. JAUPT and the Competent Authorities expect the centre to take appropriate action.*

****Continuous Improvement:** *An area identified for improvement to enhance existing working practices.*

Update

Changes to Driver CPC recording and evidencing

DVSA will soon make a change to way Driver CPC periodic training is recorded. This is to make sure the UK continues to comply with terms of the Driver CPC directive (2003/59/EC).

Currently, professional drivers who holds a Driver CPC card (DQC) and subsequently get a second entitlement (such as bus/coach or lorry) then their periodic training deadline will align with the expiry dates of the latest category.

Going forward, the Driver CPC card expiry dates of those drivers will align to their original category of entitlement, when they complete their periodic training. To maintain both categories, the driver should complete periodic training while both are valid. This will align the validity dates and should make it easier to manage future training. This only effects drivers who already hold a DQC and then acquire a second category; the majority of drivers will be unaffected.

They'll remain responsible for making sure they hold a valid Driver CPC card at all times when driving professionally. Drivers can also check their Driver CPC periodic training hours to see if their Driver CPC card is valid, [check the status of their training](#) and when their next card will be issued. You may wish to share this information with members of your organisation and relevant drivers.

Data Protection Rules

R&E Queries

DVSA have received a limited number of enquiries from periodic trainers, calling on behalf of drivers or requesting information about drivers, who were unable to clear data protection rules. Periodic trainers who need to contact DVSA about, or on behalf, of others should familiarise themselves with the [rules around personal data on the ICO website](#)

Nice to Know

TDPT

TDPT (NI) Fair Processing Notice

There is now a copy of a specific Taxi Fair Processing Notice available this can be found [here >](#)

Website

Cancelling Courses and amendments

You should be aware that our Quality Assurance Auditors have access to a separate log in facility within the JAUPT website. The data that they see is live and will trigger an automated email if the course has been cancelled or there are changes to planned training. Please remember to keep us up to date with planned training, changes and cancellations.

Website

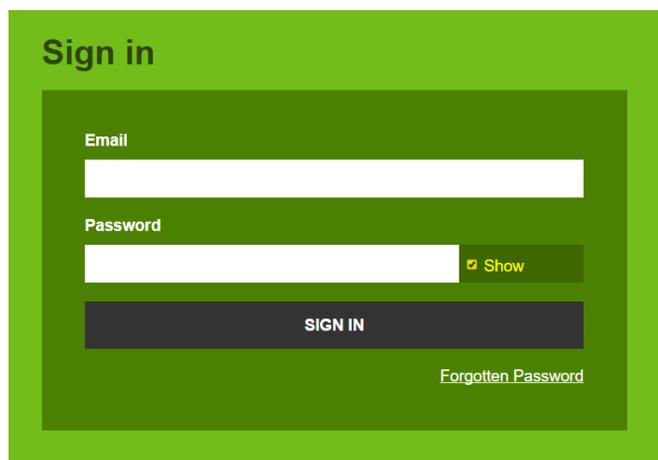
Password Issues

We have been made aware that there are still several website users who are experiencing difficulties logging in to the website. Please check the following:

ONLY sign in at www.jaupt.org.uk/sign-in and not the original link that you were sent when your account was set up.

Make sure you are correctly entering your password – Use the Show feature to make sure you have correctly entered the password.

Check that your browser has not stored an old password or url.



The image shows a sign-in form on a green background. At the top left, it says "Sign in". Below this, there are two input fields: "Email" and "Password". The "Password" field has a "Show" button next to it. Below the input fields is a dark grey "SIGN IN" button. At the bottom right of the form area, there is a link that says "Forgotten Password".

If the problem persists, please email feedback@jaupt.org.uk and we will investigate why this is occurring.

Customer Satisfaction Survey

Focus Groups – Take Part

Thank you to everyone who took part in our 2016/17 Customer Satisfaction Survey. 673 responses were received (45%). We have started to review the results of the survey and are intending to hold focus groups to explore the way in which we address areas of improvement.

To register your interest in being part of one of these please email: abbeyw@jaupt.org.uk

Staff Change

Harry Miller to Claire Wootton

Harry Miller will be leaving JAUPT on 2nd March 2017. We are sure those of you who have had Harry as their Account Manager for the last two years, will like us, wish him luck for the future.

We are delighted to announce that Claire Wootton will replace Harry with effect from the 2nd March. Her contact details are as follows:

Email: clairew@jaupt.org.uk

Direct Dial: 01908 787025

Ext: 413