



SEASONS GREETINGS

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

JAUPT Update

National Vocational Training (NVT) Concession

JAUPT are pleased to announce that from January 2017 they will be responsible for managing the NVT scheme for drivers on behalf of DVSA.

When you become a [lorry or bus driver](#), you can drive professionally for up to 12 months without taking the Driver CPC part 2 and part 4 tests.

To do this the driver must:

- be taking an approved National Vocational Training (NVT) programme
- have completed the relevant theory and practical tests

Driver should submit their application form directly to JAUPT from 1st January

GOV.UK and the application forms will be changed in due course and all existing drivers will be transferred to our system.

Reminder

Syllabus Reference Number Matching

When submitting course layouts for approval to JAUPT please make sure you are referencing the syllabus and ensuring that this information is reflected on your application form.

Reminder

Submission of Trainer Evidence

We are removing the burden of having to resubmit trainer evidence for those whose information has already been supplied to JAUPT for a previously approved course application.

To avoid any unnecessary delay in processing your course application please confirm the name(s) of the trainer(s) delivering the course and if evidence has already been provided to us.

Please note we can only review trainer evidence already submitted under your own centre approval.

Please be aware that if we have not received suitable evidence we may request this.

Reminder

Logo Use

To assist in ensuring that you are using the Driver CPC logo correctly we have identified some common misuses shown below:

No Strapline

Incorrect



Correct- clear strapline featuring AC number



APPROVED CENTRE AC01896

Not featuring more prominently than company logo

Incorrect



Correct DCPC logo smaller than company logo



Unclear Strapline

Incorrect



Correct Strapline and logo clear and readable



APPROVED CENTRE AC01896

APPROVED CENTRE AC01896

We hope the examples below illustrate some of the main findings with regard to logo non-compliance:

The logo should be positioned at the bottom of any documents that it appears on and the colours must not be changed or distorted. For full guidance on using the Driver CPC logo please visit [here](#)

Please note that the **Taxi Driver Periodic Training Logo** is protected by Crown Copyright and must not be used by any approved centre unless they have received written permission to do so.

JAAPT Update

Electronic Approval Documentation

We announced in our last newsletter that we would be starting to issue electronic approval documentation. We are pleased to announce this is live and should mean that you receive your approval documentation faster.

Please continue to sign and return a copy of the approval letter. We recommend that you either use the built in Adobe PDF signature feature (Tools > Sign & Certify > Sign Document) or print, scan and return by email.

Important Information

Update

Bank Holiday Seasonal Opening Times

Friday 23rd December 2016 - Normal Business Hours (9am – 5pm)
Saturday 24th December 2016 - Closed
Sunday 25th December 2016 - Closed
Monday 26th December 2016 - Closed
Tuesday 27th December 2016 - Closed
Wednesday 28th December 2016 - 9am – 2pm
Thursday 29th December 2016 - 9am – 2pm
Friday 30th December 2016 - 9am – 2pm
Saturday 31st December - Closed
Sunday 1st January 2017 - Closed
Monday 2nd January 2017 - Closed
Tuesday 3rd January 2017 - Normal Business Hours Resume (9am – 5pm)

DVSA Request

Online Driver Enquiry (ODE) service

Further to last month's announcement regarding [DQC validity dates](#) DVSA have asked JAAPT to highlight that many drivers have still not registered to use the online driver enquiry service which can be accessed via gov.uk [here](#)

Registering for the ODE service is the easiest way for drivers to check their training record, but DVSA estimate only around one in three drivers currently use it. It is a drivers' responsibility to check their periodic training has been uploaded and find out when their new card will be issued to ensure they have it on their person if stopped by on-road enforcement.

DVSA ask that, when appropriate, periodic trainers emphasize that it is best practice for drivers to register for this service to ensure they remain compliant when driving professionally. This will also ensure that drivers are aware when they should commence their next cycle of periodic training.

Update

Escalation Processes

Changes

We have listened to your feedback on the escalation processes and have worked with a number of approved centres to change the tone of the correspondence we issue and provide more information to assist in any internal investigation. We have also introduced a window for improvement, which may be authorised by JAUPT following a successful appeal. This should help you rectify any shortfalls.

Monitoring New Data

As part of our continual improvement we will be monitoring how much notice a centre is providing us prior to delivering a training course. This information will be recorded and we may contact you to offer support if there is large amount of training notified less than 48 hours-notice.

Nice to Know

Thank you

Webinars

Thank you to all of the volunteers who have signed up to join our pilot webinar. The webinar was held on 7th December 2016 at 11am and we hope this will inform subsequent webinars for the very near future. The content for the pilot webinar focused on the website and a new feature which is coming soon. We will feedback the results of this exciting pilot in our next newsletter.

Information

Statistics

For the most current data on DCPC please visit the following: <https://www.gov.uk/government/statistical-data-sets/driver-cpc-qualification-and-training-data>

Update

Telephones

You may have noticed that we have adjusted our telephone answering system again. We have reviewed the feedback from callers and have reverted back to an option based system. We have also introduced a new answerphone message

system allowing us to inform you when the team is unavailable e.g. team meeting. We will continue to monitor these changes over the coming weeks to ensure that it is fit for purpose.

2016/2017

Customer Satisfaction Survey

We have engaged an external provider Customer Satisfaction UK Limited to prepare and host our annual Customer Satisfaction Survey. This will be issued to all approved centres in January 2017. The survey will be anonymous and we hope that the questions will enable us to understand how we have improved our services to you and how we could develop our services in the future.