



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

Update

Application Appraisal Criteria Published

We recently sent out a communication to all approved centres alerting them that the course and centre criteria are published on the JAUPT website [here>](#) These will assist all centres when applying for approval.

Results

Customer Satisfaction Survey

Thank you to those of you that took part in our annual Customer Satisfaction Survey. A massive 45% responded to us.

Overall, the survey was positive with five of the seven areas of performance increasing in satisfaction (shown in the table below):

Question	2017	2015	2013	2012
JAUPT's overall performance	81%	78%	78%	N/A
Knowledge & professionalism of JAUPT's staff	83%	79%	78%	80%
Contacting centres on specific issues	77%	64%	64%	64%
Responding to telephone enquiries	77%	80%	78%	77%
Responding to email enquiries	78%	80%	77%	81%
Providing information on website	72%	65%	66%	70%
Regional events	32%	30%	N/A	N/A

The above represents a percentage of 'satisfied and 'very satisfied' responses.

The suggestions from respondents to increase satisfaction were:

- Online applications and payment
- Making applying for a course again easier
- Development to allow centres to inform JAUPT of Cancellations/Changes to Planned Training
- More and frequent Regional Events
- Sharing Quality Assurance Criteria
- Consistency across Quality Assurance Auditors
- Improvement to response times to telephone and email enquiries

After reviewing the results of the survey JAUPT will act to improve the above areas.

Online applications and payment

We are in discussions with website developers to understand how this will work, cost and timelines. Within this, we are considering a tracking system so centres can easily monitor the progress of their application.

Making applying for a course, which has been previously approved, easier

As part of the above website development we hope to allow you to see previous course summaries and trainer details, which can be submitted again via the website streamlining the process.

Development to allow centres to inform JAUPT of Cancellations/Changes to Planned Training at Weekends or Evenings

The JAUPT website centre login functionality to allow centres to inform us of planned training, cancellations and changes was rolled out in January 2016. The full user guide can be found at:

<https://www.jaupt.org.uk/media/606408/jaupt-centre-user-guide-version-4.pdf>

More frequent Regional Events

The Regional Events were valuable but restrictive in terms of the number of people that could attend. To address this, we are looking at a series of webinars, [click here for more details](#) >.

Sharing Quality Assurance Criteria

Details of which can be found [here](#)>

Consistency across Quality Assurance Auditors

We have been working behind the scenes to standardise our approach to Quality Assurance by reviewing tools to support our Auditors, holding regular standardisation meetings, developing our internal systems and processes following ISO principles and, where appropriate, implementing corrective action following centre feedback.

This is an on-going process but your feedback is important to support us in continuously improving. If you have any feedback that you feel may help please send it to enquiries@jaupt.org.uk

Improvement to response times for telephone and email enquiries

We have recently changed the way in which our telephone system works and told you about this in our Issue #17 of our newsletter [here](#)>.

We have recruited additional team members. Details can be found [here](#)>

Please remember we are a small team so there may be times when we are experiencing a high volume of calls so you find it difficult to get through to us. If this is the case, please email your Account Manager or enquiries@jaupt.org.uk to request a call back.

Self-Assessment

Quality Assurance Centre and Course Checklists

We are delighted to publish our centre and course self-assessment forms which we suggest are used as a way of understanding our Quality Assurance Visits. These forms mirror the checklist that our Quality Assurance Auditors use when visiting centres and courses to conduct essential visits. Please download and use these [here](#)>

Important Information

Changes

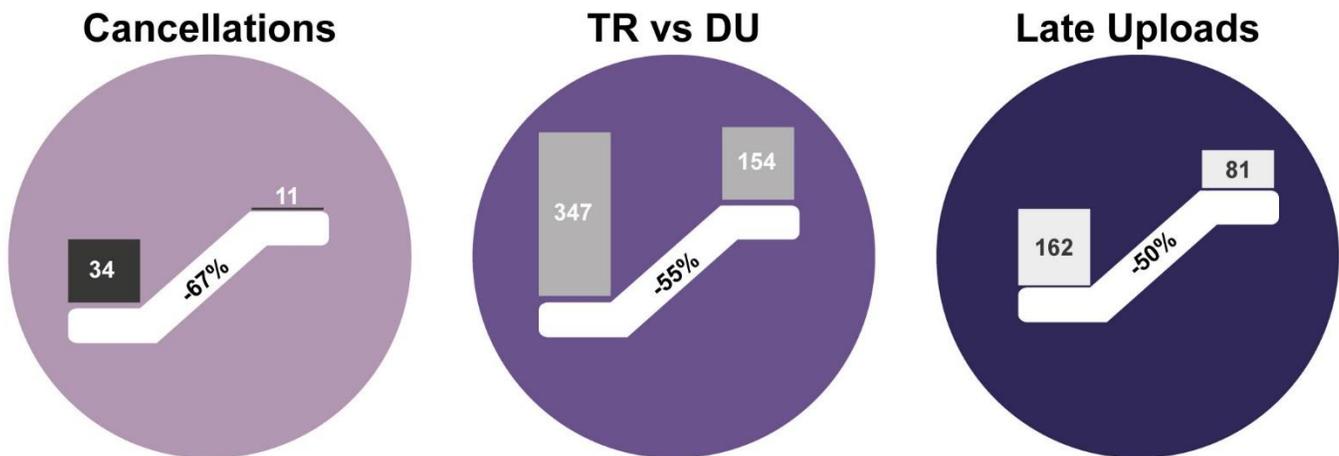
Escalation Processes

We have received feedback from centres on the escalation processes and have listened to your views on these important processes. As a result we have made some changes to the terminology we will be using. The emails and letters received will no longer be referred to as Stage 1, 2 or 3 but instead will be called Reminder Notice, Notice and Notice of Action.

A Notice of Action will:

- require centres to provide us with evidence of Corrective Action taken and a detailed report confirming the root-cause of the original issue, or
- notifying the centre that we will shortly make contact to arrange a Centre Quality Assurance Visit.

The diagrams below show that these processes have had a positive impact on the number of escalation notices issued over Q2 to Q3. For example, the number of reported **Cancellations*** by the JAUPT Quality Assurance Auditors in Q2 were 34 and in Q3 this decreased to 11.



Data taken from April 2016 and December 2017.

**Cancellations* refers to courses where a Quality Assurance Auditor has attended planned training and on arrival the course had been cancelled without prior notification to JAUPT by the centre.

TR vs DU is the number of driver uploads made against courses by centres which had not been notified to JAUPT.

Late Uploads refer to the number of centres uploading outside the five-working day deadline.

Update

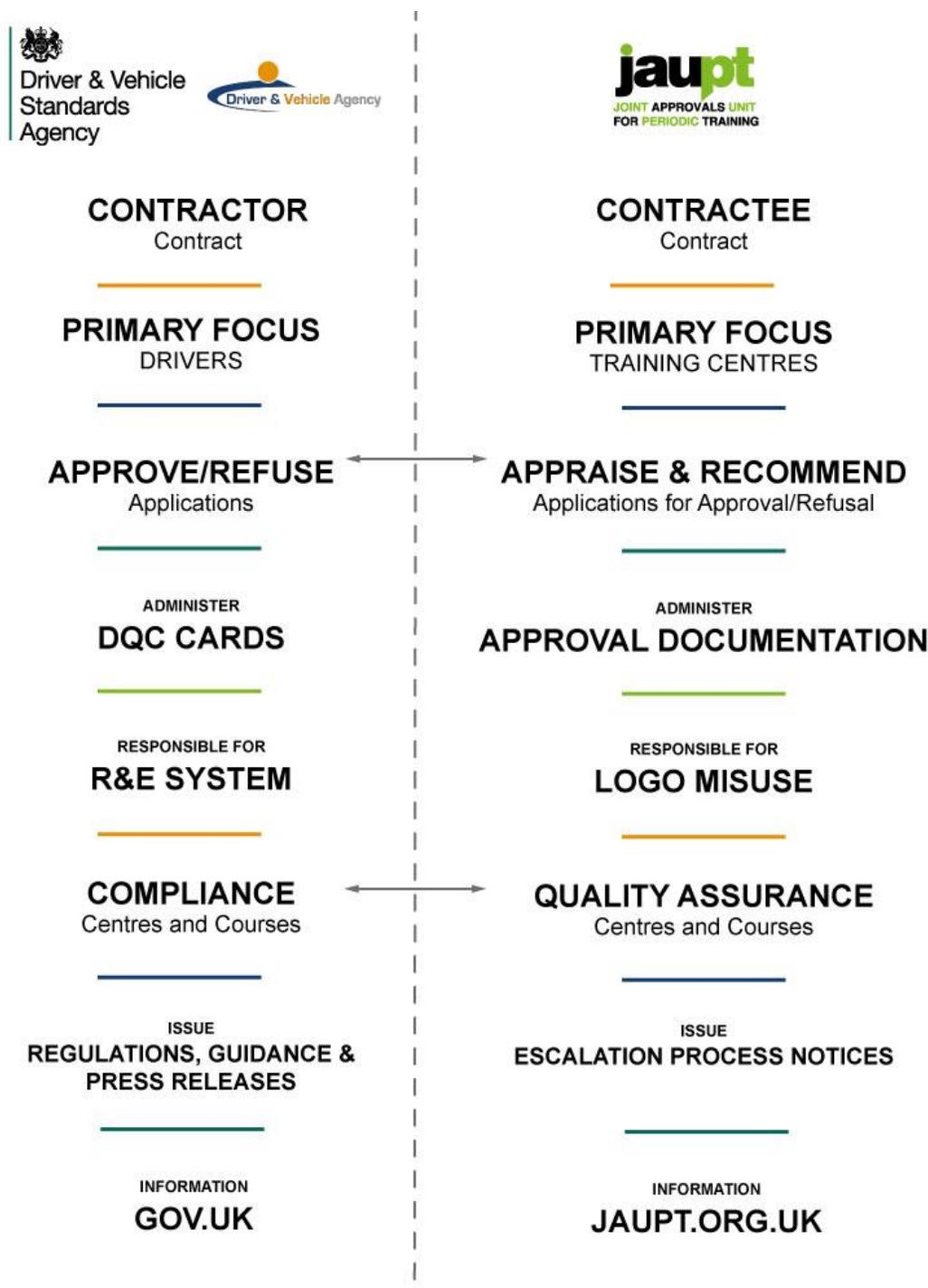
DVSA 5 Year Strategy

On 30 March 2017, DVSA published their 5-year strategy - Helping you stay safe on Britain's roads. They've also published their business plan for 2017 to 2018, which sets out the work they will do in the first year of their strategy. Read more [here>](#)

Infographic

Responsibilities

The customer satisfaction survey indicated that some centres were unaware of the differences in the responsibilities of JAUPT and their relationship with DVSA/DVA, we have produced this simple infographic to demonstrate the roles:



Hints and Tips

Submitting Course Summaries

As you are aware, the Course Appraisal document is now published on the JAUPT website [here>](#). To support centres we have produced the following simplified list of things to check prior to submitting it to JAUPT for appraisal:

- Does the training time total 420 minutes?
- Is there sufficient detail on the summary to help the appraiser understand the content?
- Has the summary content been linked to the syllabus found [here>](#)?
- Is it clear how the content is made relevant to the sector applied?
- Are all the media sources named and appropriate?
- If the course contains on-road session have you supplied sample routes and indicated the minimum category of vehicle which will be used?
- Is a range of learning styles catered for (i.e. not just PowerPoint)?
- Is it clear how practical sessions will be managed with the number of trainees in attendance?
- Is the course appropriately titled?

The list above is not exhaustive as each application is reviewed individually.

Please note the process for additional information requests for centre or course approvals is as follows:

- Send initial additional information request with a 5-working day deadline
- Send chase additional information email on 6th working day with an additional 5 working day deadline
- Telephone the centre on 6th working day (after the chase email). The Account Manager will note the following:
 - Date of contact
 - Time of call
 - Content of the conversation (so recordings of the call can be tracked)
 - Who was spoken to
 - Was a message left and if so with who?
- Extensions to deadlines will only be applied in exceptional circumstances and if there is no response the application may be recommended for refusal.

TDPT (NI)

Child Sexual Exploitation (CSE)

The Driver & Vehicle Agency (DVA) are working with the Safeguarding Board for Northern Ireland (SBNI) in relation to a safeguarding project to help people who work at night to be more aware about child sexual exploitation (CSE) and be able to help children and young people, who they come into contact with through their work, who may be at risk of sexual exploitation.

Taxi drivers are in an ideal position to play a key role in helping to protect vulnerable young people. In their work, they may see or suspect cases of child sexual exploitation but do not know what to do with any concerns they may have. The DVA are therefore planning to include CSE as part of taxi periodic training syllabus.

Raising CSE Awareness within the taxi industry will help drivers understand the complexities involved with child sexual exploitation issues and be aware of how to recognise, respond and report it. The DVA would encourage training providers when they are developing taxi periodic training courses to consider including CSE as a topic within a course or a specific course which will provide essential information to help taxi drivers identify potential CSE and how to respond to concerns.

The DVA will be working with the Safeguarding Board for Northern Ireland (SBNI) to develop guidance to trainers to ensure that they provide the most up to date training information about recognising, responding and reporting any concerns drivers may have about child sexual exploitation.

Nice to Know

Statistics

Top Five Course and Centre QA Findings

The top centre Quality Assurance findings are listed below across all centre reports from 01 April 2016 – 31 January 2017:

Criteria	Description
4.2	The trainer has an up-to-date trainer register?
3.4	The centre has an up-to-date register of persons authorised to upload to the R&E system?
2.2	The centre carries out internal audits?
2.6	Check a sample of course joining instructions and confirm that they include: Course & Venue Details; Registration and course & finish times, ID & Licence requirements, Welfare arrangements, Specific learning needs?
4.3	Records for trainers indicate suitable CPD?

The top course Quality Assurance findings are listed below across all course reports from 01 April 2016 – 31 January 2017:

Criteria	Description
4.4	The trainer included a learning contract (i.e. trainer's & drivers' expectation of the course and conduct regarding mobile phones, mutual respect, and the need to participate)?
4.3	Drivers were given information about security & fair processing of their personal information?
5.7	Was the Driver CPC/SAFED logo being used in accordance with the most recent logo guidelines?
2.3	An appropriate attendance form was completed and signed by both trainer & drivers?
4.5	Drivers were told the aims and objectives of the course?

We hope that centres will use the [self-assessment forms](#) and the links to useful information contained within this e.g. R&E guide to reduce the number of occurrences reported.

Staff

JAUPT Welcomes

We are delighted to announce two new staff members joined JAUPT in April:

Vivian Akin-Aina - Account Manager
Contact Number: 01908 787016 Extension: 425
email: viva@jaupt.org.uk

Fran Cozza
Business Support
Contact Number: 01908 787019 Extension: 413
email: franc@jaupt.org.uk

Upgrade

DVLA Portal

The DVLA Portal functionality has been upgraded for further details on this please click [here>](#)

Join Us

Webinars

We will be holding a series of webinars as follows:

Date	Time	Content
Wednesday 24 th May 2017	4.00pm	Course Appraisal & Quality Assurance
Wednesday 26 th July 2017	4.00pm	FAQs
Wednesday 27 th September 2017	4.00pm	Customer Satisfaction

To join or express your interest in any of these events please email franc@jaapt.org.uk