Website User Guide

Drink Drive Rehabilitation (DDR)
Approved Providers

April 2023
Version 2

Contents

1. Introduction

As an approved Drink Drive Rehabilitation (DDR) Course Provider you will be provided with access to the login function on the website. This login provides you with numerous functions which aim to make your experience easier.

This guide provides you with step-by-step instructions on how to use the various functions on the website easily and effectively.

2. Sign In

Once you become an approved Course Provider you should receive a username and password to login.

If you do not receive this within 5 working days of approval, please contact us at JAUPT-Enquiries@dvsa.gov.uk or 01908 787000.

To login into your account navigate to https://www.jaupt.org.uk in your browser and press the sign in button which is located on the top right section of the website, alternatively you can follow this link to be taken directly to the sign in page https://www.jaupt.org.uk/sign-in

Enter your Email Address (Username) and Password and click **'Sign In'**

Home > Sign in

Email

JAUPTTestCentre@jaupt.org.uk

Password

••••••••••••••••

I forgot my password

Sign in

We have recently launched our new website. If you're having trouble logging in please use the "I forgot my password" link.

Please ensure that your password is memorable. Failure to enter your password correctly <u>6 times</u> will result in too many login attempts and you will be unable to log in for 60 seconds. Alternatively, if you do not remember your password, you can use the "I forgot my password" function, this will trigger an email to you with a password reset link which is active for 60 minutes. Do not share your password with anyone.

3. Centre Overview

Once you have successfully signed into the website, you should see the *Centre Overview* tab:

The details displayed on the *Centre Overview* page refer to the details of the centre and not a specific person. This information will be visible to the public.

3.1 Editing Centre Details

There are many changes which you can make to the details of your centre, these include:

- Centre Name
- Centre Contact Details
- Centre public status
- Primary/Responsible Contact Details
- Correspondence Address
- Registered Address (if applicable)
- Companies House Number (if applicable)

The details highlighted within the blue box, shown in the diagram below will be visible to the

public.

To edit your centre details, select the *Edit* button as shown below:

The display shown below will become available.

Once you have made the desired changes then click the *Save* button at the bottom of the page. Any unwanted changes can be cancelled by selecting the *Cancel* button at the bottom of the page.

Please note that changes will require validation from your Account Officer and will not be updated until they are either approved or rejected. You will receive email confirmation once your request has been processed.

3.2 Adding Centre Administration Users

Administration Users can upload scheduled training dates but only have read-only access to some of the centre details and quality assurance reports.

The Responsible Contact can add more Administration Users to the website by clicking on the *Add New Centre Admin* on the *Centre Overview* page as shown below:

Home > Centre Overview

Centre Overview	**JAUPT DDR Test Centre**		
Course Overview			Edit
Quality Assurance	**Phone**	01908 787 005	
Scheduled Training Dates	**Email**	testDDRcentreaccount@jaupt.org.uk	
Historical Training Dates	**Address**	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA	
Update your password			

Centre Admins   Trainers

ADD NEW CENTRE ADMIN

jaupttestcentreadmin ✏

Centre Admin
jaupttestcentreadmin@jaupt.org.uk

Keep a record of who has access to your centre page on the website, and for data protection, remove any users as soon as possible if they no longer require access.

The display shown below will become available. Please ensure you provide a full name of the user and a valid email address. Once you have added the details for the user, then click the *save* button.

Home > Centre Overview > New Centre Admin

Centre Overview	Create centre admin	
Course Overview	First Name	Last Name
Quality Assurance		
Scheduled Training Dates	Email	
Historical Training Dates		
Update your password	CANCEL	SAVE

An e-mail will be sent automatically to the e-mail address of that user, requesting the user to create a password for their access.

The password must be at least 8 characters and contain at least one uppercase character and one number.

3.3 Deleting a Centre Administration User

The *Centre Overview* page has a section called *Centre admins*, if you wish to delete a user, select the *pencil* icon next to their name from the list shown below:

To delete a centre admin user, click the red *Delete* button.

4. Course Overview

You can view the details of any approved courses by selecting the *Course Overview* tab from the menu shown on the left-hand side.

Home > Centre Overview > Courses
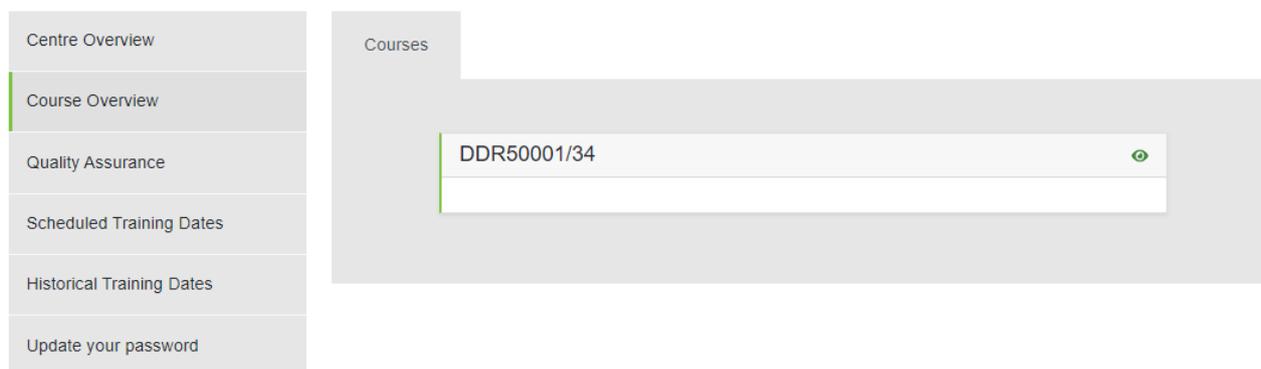
By selecting a course from the list, you will be able to view the details which includes if it is published on the search facility.

5. Scheduled Training Dates

You **must** tell us about all your planned training.

We monitor and analyse data on a regular basis. If we find that you have not told us about your planned training at least 48 hours prior to the course start time you will be subject to the 'escalation process' which ultimately, may lead to the suspension/withdrawal of your centre approval.

There are two ways you can easily tell us about training; individually or by mass. Please allow 15 minutes for the scheduled dates to take effect.

5.1 Add an Individual Course Date

To upload an individual date, go to the *Course Overview Dates* tab and select the course that you wish to schedule training for and then press the *add scheduled date button* as shown below:

Centre Overview

Course Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

DDR50001/34	
Public	Yes
Expiry Date	
Driver/Trainer Ratio	

DDRS

Course objectives	⌄
Subject Areas	⌄
Modules	⌄
Trainers	⌄

Scheduled Dates

ADD SCHEDULED DATE

No training dates available.

From here, you will be able to add a training date

Centre Overview

Course Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Course

DDR50001/34

DDRS Geographical Area *

DDR Cost *

DDR Course Public Notes

Use the individual uploader if you have between approximately 1-5 courses to do at a time.

Please note that if the delivery location is remote, you must provide DVSA with remote

access details in the additional comments. These can be links or invites e.g. zoom link, Microsoft team link etc

Continue to input the desired details; then press the *Save* button at the bottom of the page.

The venue

Trainer name *

Client Name *

Address Line 1 *

Address Line 2

Town / city *

Postcode *

Additional Comments

Publish Details

○ Yes
○ No

CANCEL | SAVE

5.2 Add Multiple Course Dates

To upload multiple course dates, go to the *Scheduled Training Dates* tab and select the *Download Example* link as shown below:

Home > Centre Overview > Scheduled Training Dates
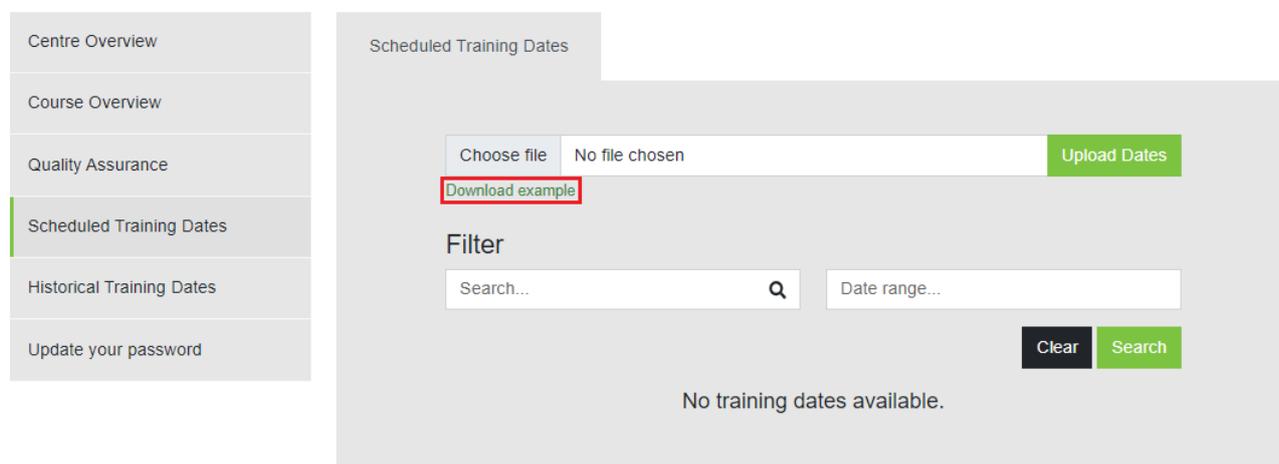
Download the file and complete the details. The file can be saved. Please note that the spreadsheet should only be used for new training records, and we recommend that you only use the spreadsheet once. You may wish to consider saving it for audit purposes.

To avoid errors do not change the format of the file or the file type and complete the file as specified below:

To upload your training dates, you will need to complete the spreadsheet with details of the courses that you have planned as follows:

Column A | Centre No: This is a required field for each row and should be entered in upper case (with capital letters) e.g. AC99999

Column B | Centre Name: This is a required field for each row, please make sure this is **exactly the same** as the name on your Centre approval documentation e.g. You may have told us you wanted to be approved as DVSA instead of the Driver and Vehicle Standards Agency.

Column C | Course Number: This is a required field and should be entered in upper case with no spaces e.g. DDR99999/999

Column D | Geographical Area: This is a required field and should be entered as a number that corresponds to the area where the training is taking place.

Area Number	Geographical Area
1	Cumbria and Lancashire
2	Greater Manchester
3	Cheshire and Merseyside
4	Cleveland, Durham and Northumberland
5	North and West Yorkshire

6	Humber and South Yorkshire
7	Staffordshire and West Mercia
8	West Midlands and Warwickshire
9	East Midlands
10	South West (West Area)
11	South West (East Area)
12	Kent, Surrey and Sussex
13	Cambridgeshire, Essex, Norfolk and Suffolk
14	Bedfordshire, Hertfordshire and Thames Valley
15	London North and West
16	London South and Central
17	South Strathclyde, Dumfries and Galloway
18	Lothian and Borders
19	Glasgow and Strathkelvin
20	North Strathclyde
21	Tayside Central and Fife
22	Grampian, Highland and Islands
23	Wales

Column E| Cost: This is a required field for each row. Do not use the £ sign or decimal points e.g. 250

Column F | Public Notes: Additional information regarding the course or Centre e.g. website details, reduction in cost for unemployed etc.

Column G | Course Date: This is a required field for each row and needs to be entered in the format dd/mm/yyyy (e.g. 13/11/2015)

Column H | Start Time: This is a required field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column I | Finish Time: This is a required field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column J | Delivery Location: This is a required field; options are available as a dropdown list. Please note that if the delivery location is remote, you must provide DVSA with remote access details in the additional comments section.

Column K | Course Date 2: This is a required field for each row and needs to be entered in the format dd/mm/yyyy (e.g. 13/11/2015)

Column L | Start Time 2: This is a required field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column M | Finish Time 2: This is a required field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column N | Delivery Location 2: This is a required field; options are available as a dropdown list. Please note that if the delivery location is remote, you must provide DVSA with remote access details in the secure access section.

Column O | Course Date 3: This is a required field for each row and needs to be entered in the format dd/mm/yyyy (e.g. 13/11/2015)

Column P | Start Time 3: This is a required field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column Q | Finish Time 3: This is a required field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column R | Delivery Location 3: This is a required field; options are available as a dropdown list. Please note that if the delivery location is remote, you must provide DVSA with remote access details in the secure access section.

Column S |Course Date 4: This is an optional field for each row and needs to be entered in the format dd/mm/yyyy (e.g. 13/11/2015)

Column T |Start Time 4: This is an optional field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column U |Finish Time 4: This is an optional field for each row. This field must be entered in a 24-hour clock format. E.g. 18:00 for 6pm or 09:00 for 9am

Column V |Delivery Location 4: This is an optional field; options are available as a dropdown list. Please note that if the delivery location is remote, you must provide DVSA with remote access details in the secure access section.

Column W | Trainer: Full name of the trainer must be given

Column X | Training Venue Name: This is a required field

Column Y |Address Line 1: This is a required field for each row

Column Z |Address Line 2: This is an optional field

Column AA |City: This is a required field for each row

Column AB |Postcode: This is a required field for each row. You need to enter a space between the first and second parts of the postcode. E.g. MK12 5NW

Column AC | Additional comments: This is an optional field

Column AD |Publish: This is a required field and is used to determine if you wish for the course date to be published. Accepted options are True, False, Yes or No.

Once your spreadsheet contains the training dates that you want to upload, save the file, and go to *Scheduled Training Dates* and click the *Choose File* button to select the spreadsheet that you wish to upload.

When you have selected the file, click the *Upload Dates* button to add your training schedule to the website.

Home > Centre Overview > Scheduled Training Dates

| Centre Overview | Scheduled Training Dates |

Centre Overview

Course Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Choose file   No file chosen   Upload Dates

Download example

Filter

Search...   🔍   Date range...

Clear   Search

No training dates available.

5.3 Training Receipts

After each successful upload you will receive an email receipt. You must keep the receipts as an auditable trail of any notified training dates, and cancellations.

All receipts will be sent to the nominated primary and responsible person as well as the person that uploads the training (e.g. Centre Admin). If they do not need to be received by both contacts, we suggest creating a redirect rule within your email account. Please ensure any emails sent from jaupt-no-reply@dvsa.gov.uk are not marked as junk/spam.

What if it didn't work?

There are two types of upload failures that can occur with the system. If your spreadsheet is in the wrong format (for example you have deleted a column that contains a required field) then none of the records that you have uploaded will be added to the website.

If the spreadsheet is in the correct format, but you have made an error in an individual cell an error message will be displayed telling you what you have done wrong. In this case you just need to correct the error in that cell, save your spreadsheet and upload it again.

5.4 Edit Planned Training Records

You can change course dates you have already told us about.

Scheduled training dates are live and therefore any changes you make will be made to DVSA records. Changes should be made 48 hours prior to the start of the training.

After each successful edit you will receive an email receipt.

If you wish to change the start and finish times, location of the training or date of the training, select the *Scheduled Training Dates* tab which will provide you with a list of training dates.

Home > Centre Overview > Scheduled Training Dates

You can sort how the training records appear by using the 'Search' and/or 'Date Range' filter shown by the blue boxes above. The search filter applies to all text fields inside the training record.

To apply the search click *Search* and to reset the filter click *Clear.*

5.4.1 Changing Start and Finish Times

Select the training record which you wish to edit by clicking on the *pencil* icon.

Day 1 - Date & time

Course date *

| 01/01/2023 |

Start time *

| 09:00 |

Finish time *

| 15:00 |

Delivery location *

| Classroom | ⌄ |

Once you have made the changes to the start time and/or finish time of the course, scroll down to the bottom of the page and then select the *Save* button.

5.4.2 Changing the Address Details, Trainer Name and Venue

You change the location of the training and the trainer who will be delivering the training by going to the following section of the training record:

The venue

Trainer name *

Test Trainer Name

Client Name *

JAUPT

Address Line 1 *

9 warren yard

Address Line 2

Warren Park

Town / city *

milton keynes

Postcode *

mk12 5nw

Additional Comments

Test Additional Comments

Publish Details

○ Yes
● No

CANCEL   SAVE

5.4.3 Changing Delivery Location and Comments

You can change the *Delivery Location* field which confirms how the course will be delivered. For instance, if the course is going to be delivered in a classroom-based environment. The following options can be selected:

- Classroom
- Remote

The *Secure access* field allows you to tell us about any security requirements when we are accessing the training venue e.g. there is a gatehouse which the Quality Assurance Auditor must speak to before entry upon arrival.

Please note that if the delivery location is remote you must provide DVSA with remote access details in the additional comments section. These can be links or invites e.g.

zoom link, Microsoft team link etc.

Once you have made the changes to the areas of the training record required, scroll down to the bottom of the page and then select the *Save* button. Please allow 15 minutes for this to take effect. You will receive a training record receipt to confirm your changes

If you select the *Cancel* button at the bottom of the page, it will cancel any amendments made to that course date and take you back to the *Scheduled Training Dates* page.

5.5 Cancel Training Dates

Please note you should inform us <u>20 days</u> prior to the start of the course of any cancellations. Any course amendments should be made <u>48 hours</u> before the start of the course.

5.5.1 Cancel an Individual Course Date

If you wish to cancel a single training date, you will need to press the *stop* icon, this can be done from the *Scheduled Training Dates* tab or by selecting a course from the *Course Overview* tab.

Home > Centre Overview > Scheduled Training Dates

Centre Overview	Scheduled Training Dates
Course Overview	
Quality Assurance	Choose file No file chosen Upload Dates
Scheduled Training Dates	Download example
Historical Training Dates	**Filter**
Update your password	Search... 🔍 Date range...

Clear   Search

Showing 1 to 3 of 3

☐ 01/02/2023 at 09:00   ✏️ 🚫

DDR50001/34
DDR50001/34

Client Name
Cubix Noble House, Capital Drive, milton keynes, mk14 6qp

5.5.2 Cancelling Multiple Training Course Dates

If you wish to cancel multiple course dates, select the dates you wish to cancel from the list and then select the *Cancel selected* button as shown below. This can be done from the *Scheduled Training Dates* tab or by selecting a course from the *Course Overview* tab.

Centre Overview

Course Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Scheduled Training Dates

Choose file | No file chosen | Upload Dates
Download example

Filter

Search... 🔍 | Date range...

Clear | Search

Showing 1 to 3 of 3 | Cancel selected

☑ 01/02/2023 at 09:00 ✏ ⊘

DDR50001/34
DDR50001/34

Client Name
Cubix Noble House, Capital Drive, milton keynes, mk14 6qp

☑ 01/01/2024 at 09:00 ✏ ⊘

DDR50001/34
DDR50001/34

test
Cubix Noble House, Capital Drive, milton keynes, mk14 6qp

These dates will be removed from the view and changed to Cancelled. Please allow 15 minutes for this to take effect.

After each successful cancellation you will receive an email receipt.

6. Quality Assurance

The Quality Assurance tab allows you to enter a *Centres* and *Courses* tab. Each tab provides a list of the centre/course Quality Assurance Visits in chronological order, starting with the latest as shown below:

Home > Centre Overview > Quality Assurance
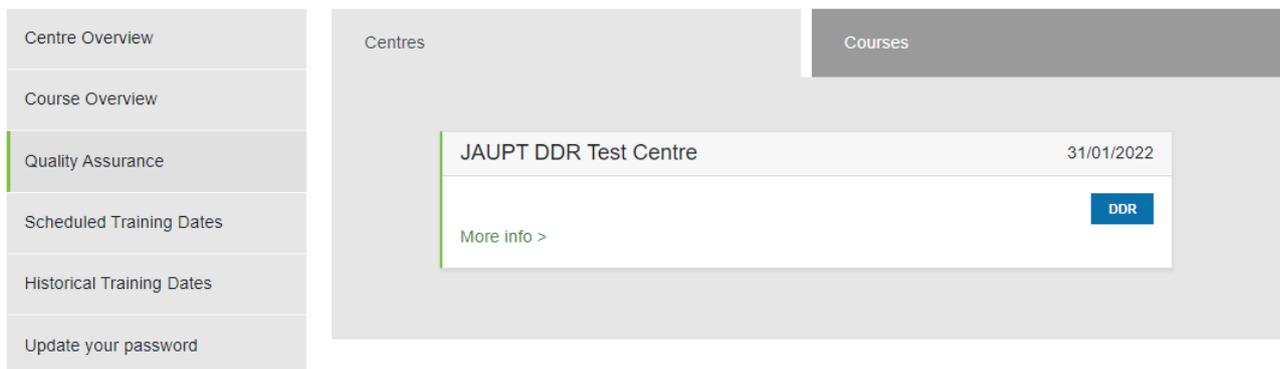
Centre Overview	Centres / Courses
Course Overview	
Quality Assurance	JAUPT DDR Test Centre 31/01/2022
Scheduled Training Dates	DDR
Historical Training Dates	More info >
Update your password	

6.1 Report Structure

Each record will provide a corresponding report made of five sections:

- **Executive Summary**
- **Evidence Obtained**
- **Requirement Notices**
- **Action Points**
- **Continuous Improvements**

Executive Summary:

This section contains a summary of the visit and will highlight any areas where action/improvement is required. This will be completed for the whole course but will only show in the day 1 report.

Evidence Obtained:

This section provides details of the evidence and observations seen by the auditor.

Requirement Notices:

These are areas raised where the observed practices fell short of the minimum statutory requirements and that control measures, including associated Action Points are implemented to ensure that the centre complies with legal requirements. Centres must take immediate and urgent action and evidence of the action is required. Failure to take the required action may lead to suspension or withdrawal of approval. This will be completed for the whole course but will only show in the day 1 report.

Action Points:

These are areas identified where there is risk of non-compliance and control measures are required. The centre must take appropriate action. This will be completed for the whole course but will only show in the day 1 report.

Continuous Improvements:

These are areas identified for improvement to enhance existing working practices. Action on the point raised is not mandatory but the centre should at least consider whether it would improve quality and implement where appropriate. This will be completed for the whole course but will only show in the day 1 report.

6.2 Printing a Report

You can print the report by using the *Print* button located at the bottom of the centre/course record as shown below:

The *Back* button will take you back to the Quality Assurance tab.

6.3 Send Feedback

If your Quality Assurance Visit identifies areas where feedback is required, you can provide this through the website by clicking on Send Feedback as shown below:

Back | Print report | Send feedback

A new page will open as shown below:

Containment *

What immediate action has been taken to stop it happening again?

Root Cause *

What caused the issue?

Corrective Action *

Evidence to demonstrate how the issue has been addressed.

File

Choose File | No file chosen

Cancel | Submit

Containment

You will need to provide full details of what immediate action you took against **each** point raised to stop a recurrence.

Root Cause

You will need to provide full details of what happened to cause the error/non-compliance.

Corrective Action

You will need to provide full details of what action you have taken to address the matter permanently. In some cases, evidence may be required.

For the purposes of an example the following Action Points have been identified at a Quality Assurance Visit:

2.1 The provider can demonstrate that it verifies the identification of the offender on each day.

3.1 The training area was free from significant distractions/disruptions.

The below example shows how you can respond:

Containment *

2.1 The trainer was reminded of the ID verification procedure and the importance of conducting this on each day.
3.1 All trainers have been reminded on how to manage distractions during training.

What immediate action has been taken to stop it happening again?

Root Cause *

2.1 The trainer was not aware of the need to conduct this on each day.
3.1 The trainer did not control a side discussion within the group which was distracting to others

What caused the issue?

Corrective Action *

2.1 Please find attached the procedure for ID verification and an email to demonstrate it has been sent to all trainers as a reminder.
3.1 The reminder to all trainers has been attached as well as the CPD record for Joe Bloggs which shows further training on managing distractions

Evidence to demonstrate how the issue has been addressed.

To attach the file *Browse.* Choose the required file and double click. Click *Submit.*

The information will be reviewed by DVSA. If further information is required, you will receive an email notification. If no further action is required, this will be confirmed in writing.

7. Historical Training Dates

You can view the training dates that you have told us about by using the Historical Training Dates functionality as shown below:

Home > Centre Overview > Historical Training Dates

It may take some time, but a list of historical training dates will be provided.

You can download the training dates to an excel file by clicking the *Download historical training records* button

You can filter the training records by using the Search and/or Date Range filter shown above. The Search filter applies to all text fields inside the training record. To apply the search click *Search* **and to reset the filter click** *Clear*

If you are having issues or require assistance please contact your Account Officer directly, who will be able to provide you with the information you require.

8. Update your password

To update your current password, navigate to the "Update your Password" tab

Centre Overview	**Change password**
Course Overview	Current password *
Quality Assurance	
Scheduled Training Dates	**New password**
Historical Training Dates	Password * Confirm password *
Update your password	

CANCEL   SAVE

To change your password, you need to input your current password and then input your new desired password in the 2 text boxes

Please note that your password will need to be at least 8 characters and contain at least one uppercase character and one number

Please ensure that your password is memorable. Failure to enter your password correctly 6 times will result in too many login attempts and you will be unable to log in for 60 seconds. Alternatively, if you do not remember your password, you can use the "I forgot my password" function, this will trigger an email to you with a password reset link which is active for 60 minutes. Do not share your password with anyone.