Assistive Technology Service Providers Quality Assurance Framework

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Version Control

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Details of Section	Details of Change
1. Focus on students	Amended 1.2, 1.3, 1.6, 1.7, 1.8
2. Focus on Education and Assessment Centres	Amended 2.2, 2.3 Moved 2.4 to 1.8
3. Focus on Funding Bodies	Deleted 3.1, 3.2 incorporated in 5.3 New 3.2, 3.3
4. Website accessibility	Amended 4.1, 4.3, 4.4, 4.5
5. Order Configuration	Amended 5.3 5.4 amended & moved to new 3.1, 5.5 moved new 3.2
6. Pre delivery	Amended 6.1, 6.2, 6.3
7. Delivery, set-up and familiarisation	Amended 7.1, 7.5, New 7.4 Renumbered 7.4 – 7.7
8. Assistive, technology software& hardware	Amended 8.1, 8.3, 8.4 8.6 moved to new 3.3 New 8.6
9. Aftercare service – maintain & support	None
10. Insurance	Amended 10.1, 10.2
11. Technical Support & equipment breakdowns	Amended 11.1, 11.5 - 11.7, 11.12
12. Course-long support	None
13. Complaints	Amended 13.2
14. Data Protection	None
15. Internet Provision	None
16. Financial Warranty Accounting	Amended 16.1

17. Student & stakeholder feedback	Amended 17.1
	New 17.2
18. Human Resource	Amended 18.1, 18.2, 18.4
19. Independence, insurance & 3rd party SLA	Amended 19.1, 19.2
20. Key Performance Indicators	Amended 20.1
Appendix	Amended 2, 4a-4c,
	Deleted 5,
Templates	Amended 1, 5
	Deleted 7
	New 7
Checklists	Amended 1, 2
Terms & definitions	New

Contents

Introduction

DSA-QAG (the Disabled Student Allowance Quality Assurance Group) provides a quality assurance service for Assistive Technology Service Providers of assistive technology hardware, software, training, support and other solutions funded by Disabled Students' Allowances (DSA) in England and Wales.

The following document represents the Quality Assurance Framework for Assistive Technology Service Providers supplying equipment under the Disabled Students' Allowances (DSA), managed by funding bodies (including the Student Loans Company, Local Authorities, NHS and the Open University) and funded by the Department of Business Innovation & Skills (BIS).

In this document "AT Provider" means a provider of complete computer systems, software, peripherals, installation, familiarisation and technical support who has:

- Registered as an "AT Provider" under the Disabled Students' Allowances Quality Assurance Framework, and

- Agreed to comply with and be audited to this Quality Assurance Framework (QAF).

The main focus for the AT Provider is providing a quality service to the student. To this end, all AT Providers are expected to comply with the service standards listed in this document.

The AT Provider will be Audited on a regular 12- 18 monthly interval. If an AT Provider sub-contracts out to any 3rd party then the responsibility for adhering to the QAF process regarding 3rd parties sub-contracted by the AT Provider, is the AT Provider's responsibility. If the AT Provider does not have adequate evidence to show that the QAF is being followed by the 3rd party, a mini Audit of the 3rd party may be required at the AT Provider's expense.

The Range of Application

Any equipment supplied under the DSA scheme is for the purpose defined during the student's needs assessment and is to support the student's study needs arising from the effects of their disability on their ability to study.

One-stop solution for all system-related items

The AT Provider, as far as reasonably practicable, will be responsible for sourcing all items of equipment (other than furniture) approved by the funding body under the DSA. The AT Provider will assemble the equipment in a compatible system and deliver it to the student. Thereafter, the AT Provider will take responsibility for the performance of all items in accordance with this document.

The AT Provider will collaborate with associate specialist equipment suppliers where this is helpful to the student and where it is reasonably practicable.

1 Focus on Students

The service standards relating to focus on students are listed below.

The AT Provider will demonstrate:

1.1	**Thorough knowledge of the differing requirements of disabled students.**
1.2	**Thorough knowledge of the range of enabling technology required to address those requirements.**
1.3	**Awareness of the need for clear documentation and the ability to provide documentation in multiple and accessible formats.**
1.4	**A track record of ensuring the student has access to the widest range of products.**
1.5	**Thorough knowledge and understanding of the compatibility of assistive technologies.**
1.6	**Commitment to staff development in the area of disability and new technologies.**
1.7	**Thorough knowledge of the Equality Act and how it may impact the AT Provider as goods and service providers.**
1.8	**Provide a technical support and repair service.**

1 Focus on Students

1.1 Knowledge of the requirements of disabled students

Standard	Measure
The AT Provider will demonstrate a thorough knowledge of the differing requirements of disabled students.	• QA audit - Interview staff.

1.2 Knowledge of enabling technology

Standard	Measure
The AT Provider will demonstrate a thorough knowledge of the range of enabling technology required to address those requirements.	• QA audit - review policies and interview staff (quote personnel, engineers/ trainers).

1.3 Provision of accessible documentation

Standard	Measure
The AT Provider will be aware of the need for clear documentation and the ability to provide documentation in multiple and accessible formats.	• QA audit - inspect sample of student documents.

1.4 Range of products

Standard	Measure
The AT Provider will demonstrate a track record of ensuring students have access to the widest range of products.	• QA audit - review of products supplied.

1.5 Understanding the compatibility of assistive technologies

Standard	Measure
The AT Provider will demonstrate a thorough knowledge and understanding of the compatibility of assistive technologies.	• QA audit - review correspondence with assessors, evidence of participation in relevant forums, interview staff.

1.6 Commitment to staff development

Standard	Measure
The AT Provider will be committed to staff development in the area of disability and new technologies. **Note:** Where 3rd party organisations are involved in the ATSPs operations, the ATSP is required to ensure 3rd party staff is included in the staff development requirements.	• QA audit - review policy documents and interview staff. • Validation of staff information communications issued by the ATSP inclusive of any 3rd party staff.

1.7 Knowledge of the provisions of the Equality Act

Standard	Measure
The AT Provider and staff will have a thorough knowledge of the Equality Act and how it may impact on them as goods and service providers.	• QA audit - check Equality Act documentation is available, onsite inspection of facilities & interview staff awareness of Equality Act.

1.8 Provide a technical support and repair service

Standard	Measure
The AT Provider will provide on-going technical support and repair service.	• QA audit - interview technical staff and onsite observation of repair department/area.

2 Focus on Education and Assessment Centres

The service standards relating to focus on education and assessment centres are listed below.

The AT Provider will:

2.1	**Provide a one-stop solution with respect to enabling technology.**
2.2	**Supply a range of products for disabled students.**
2.3	**Provide relevant and up-to-date technical advice.**

2 Focus on Education and Assessment Centres

2.1 One stop shop solution

Standard	Measure
The AT Provider will provide a one-stop solution with respect to enabling technology.	• QA audit - review quotation and order documentation.

2.2 Range of products

Standard	Measure
The AT Provider will provide a range of products for disabled students.	• QA audit - inspect product lists. • AT Provider website

2.3 Technical advice

Standard	Measure
In accordance with the published specification matrix http://www.dsa-qag.org.uk/atsp-equipment.html The AT Provider will provide relevant and up-to-date technical advice.	• QA audit - interview staff involved with quotation process. • Validate specification matrix version in use.

3 Focus on Funding Bodies

The service standards relating to funding bodies are listed below.

The AT Provider will:

3.1	**Cost changes must be referred to the funding body for authorisation.**
3.2	**The AT Provider must invoice the funding body supported by evidence of delivery.**
3.3	**Trainers must submit a separate invoice, associated timesheet and training support record.**

3 Focus on Funding Bodies

3.1 Advise funding body of changes

Standard	Measure
In the event that there has been a delay in receiving 'authorisation to supply', and the (cost) price of equipment does not match the exact (cost) price quoted, the AT Provider is required to contact the DSA Response Team, SFE for authority to proceed with the order. With regards to other funding bodies, the AT provider should adhere to the individual funding body's procedures. **Note 1:** Authorisation for (cost) price changes must be recorded within the student's electronic record, funding body contact name and date of authorisation. **Note 2**: The AT provider will make the necessary (cost) price deduction to the final invoice where a student has informed the AT Provider an item of specialist equipment is no longer required.	• QA audit – review funding body communications. • Sample check of price changes with funding body authorisation details.

3.2 AT Provider invoice the funding body providing evidence of delivery

Standard	Measure
When the AT Provider has supplied and set up the equipment they must provide evidence of this, confirmed by the student (student signature) as and when required by the funding body, together with the invoice.	• QA audit - sample check invoices against the engineer's checklist (Checklist 1) and the delivery note.

3.3 Training invoice

Standard	Measure
Trainers must submit to the funding body, a separate invoice and associated timesheet and training support record which details the training activities undertaken.	• QA audit - review documentation.

4 Website Accessibility & Standard Quotation

The service standards relating to quotes are:

4.1	**Web site.**
4.2	**Quotations provided within 1 working day.**
4.3	**Quotations use of standard template.**
4.4	**Quotation specifications.**
4.5	**Software media and digital download.**
4.6	**Security suite.**

4   Website Accessibility & Standard Quotations

4.1 Website Accessibility

Standard	Measure
The website will conform, as a minimum to the W3C Web Accessibility Initiative Content Accessibility Guidelines (http://www.w3.org/WAI/) refer to Appendix 3 for guidance. Areas for audit will be website: • Usability • Layout • Font size	• QA audit - review of website.

4.2 Quotation timeframe (KPI)

Standard	Measure
The AT Provider will provide formal quotations, electronically within 1 working day of a quotation request from an assessor, provided that the quotation request is clear and complete.	• External – tracking process. • Assessor's feedback • QA audit – sample check quotation emails.

4.3 Quotation format

Standard	Measure
When the AT Provider provides formal quotations, the content and layout will be clear and transparent. Quotations will comply with the Standard AT Provider Quotation document 2 accessed via http://www.dsa-qag.org.uk/Members-Log-In/atsp-qaf.html The quotation will include the specification and individual quotes of the key elements of the equipment and the service to be provided including:	• QA Audit – sample check of quotations. • Sample check of quotes and invoices

- VAT (all quotes will clearly indicate if they include or exclude VAT)
- basic equipment package
- peripherals (e.g. printer)
- software
- antivirus & spyware
- back up devices
- USB hub
- cables
- ergonomic kit
- delivery, set-up and familiarisation
- technical support
- insurance
- maintenance & support

Please see refer to Standard Quote Guidance

http://www.dsa-qag.org.uk/standard-quote-guidance.html
and Appendix 4 (a) (b) (c), Quotation Documents for reference http://www.dsa-qag.org.uk/Members-Log-In/atsp-qaf.html

- Quotation Document 1:Assessor Requirements
- Quotation Document 2:ATS Provider
- Quotation Document 3:Specialist Equipment Supplier
- Quotation Document 4: Assistive Technology Training

Note: The price applied by an ATS Provider to a quote must be consistent.

4.4 Quotation Specifications

Standard	Measure
The AT Provider will issue quotations based on the agreed equipment specification matrix (http://www.dsa-qag.org.uk/atsp-equipment.html), this is the minimum specification that can be used for quotations, regardless of quotation request or the AT Provider interpretation. For example, the assessor requests a quote for a Celeron laptop; you are required to quote the entry level laptop, as listed on the Equipment Specification template	• QA Audit - sample check of quotations. • Equipment specification matrix

4.5 Software Media and Digital Download Product

Standard	Measure
The AT Provider will provide all software as a physical shipment product, where a digital download or activation code is supplied it is the responsibility of the AT Provider to ensure the student has adequate access to the software for the life of that application. For example, download of Inspiration Concept Mapping software, the student will be provided with a copied CD of the software along with the serial number. The exceptions to this are where the student is required to download the product to a student account and the AT Provider is unable to access this account, directly. The registered AT Provider will document all authentication codes or download codes needed to update or reload the software. For example, App Store downloads only items, where the student is required to provide personal information at installation e.g. Adobe Educational Products / AutoCAD Applications.	• QA audit • Engineers checklist • Student feedback

4.6 Security Suite

Standard	Measure
The AT Provider will provide a Licence Security Suite for the duration of the course to include Anti-virus, Spyware and Malware. Acceptable brands for example included Microsoft Security Essentials, AVG, Norton, Kaspersky, MacAfee, Symantec, F-Secure, ESET and Sophos.	• QA Audit – sample check of quotations. • Engineer checklist.

5 Order Configuration & Permissible Variations

The service standards relating to order configuration & permissible variations are:

5.1	**System supplied complies with assessor's report.**
5.2	**Variations must not change the functionality or original intent.**
5.3	**Variations that compromise original intent referred to the assessor.**

5 Order Configuration & Permissible Variations

5.1 System supplied is consistent with assessor's report and as authorised by the funding body

Standard	Measure
The system supplied will comply with the assessor's report and be authorised by the funding body. The system will include hardware, peripherals, software, aftercare (maintain, support, insurance).	• QA audit – compare delivery note to quotation or letter from funding body.

5.2 Acceptable variations

Standard	Measure
The AT Provider retains the right to vary the system specification where this does not change the system's functionality reflected in the assessment. Variations are only permissible where the new specification is equal or higher to the original system specification; this also includes variations to peripheral devices such as printer and scanners. Variations to the original must include the same or higher level of warranty cover and time period.	• QA audit – compare delivery note to quotation or letter from funding body.

5.3 Student requests upgrade

Standard	Measure
The student may upgrade the equipment supplied, at their own expense, within the options made available to them by the AT Provider. In this instance, however, it is the responsibility of the AT Provider to ensure that the suggested alternative product will not compromise the original intent. If the variation does compromise the original intent, it will be referred to the assessor. It is also the responsibility of the AT Provider to ensure that equal or higher level of warranty, insurance and after	• Internal - history on student account & communication to assessor. • QA audit - review records.

sales service is applied to any equipment upgraded. For example, student upgrades Windows based laptop with three years warranty to Apple MacBook Pro. The additional warranty must be included on the upgraded equipment. Provide independent advice on any changes to recommended equipment whether to meet the student's wishes or otherwise. **Note:** ATSPs must not accept a student's request for the value of any items of specialist technology to be allocated towards an upgrade or change of equipment.	

6 Pre Delivery Process

The service standards relating to the pre-delivery process are:

6.1	**Order acknowledgement process.**
6.2	**Delivery confirmation.**
6.3	**Follow up if student does not make contact.**
6.4	**Exceptional delays.**
6.5	**Publish timescales for order handling and delivery.**

6 Pre Delivery Process

6.1 Order Acknowledgement Process (KPI)	
Standard	Measure

1) The AT Provider may be informed of a new order either:
 	
Process a)
The AT Provider will receive a copy of the DSA2 letter or purchase order from the funding body. Or:
 	
Process b)
The student contacts the AT Provider because they have been advised to do so (usually by the funding body). In this case the AT Provider will ask the student for a copy of the funding body's confirmation letter to the student.
 	
2) As soon as the AT Provider has authorisation to supply through process a) or b) above, the AT Provider will send an 'Order Acknowledgement', within 1 working day, directly to the student, by 1st class post or email.
 	
The order acknowledgment (example in Template 2) will contain as a minimum:
 	
• confirmation that the AT Provider has authorisation to supply
 	
• reference details to allow students to enquire as to the progress of their order (the AT Provider may provide a named contact for the student but as a minimum a department or team should be provided)
 	
• invite the student to contact the AT Provider to
  ▪ agree delivery appointment
  ▪ confirm delivery address
 	
• outline the specification of the equipment that has been authorised
 	
• advise the student that delivery will occur within 10 working days of the student contacting the AT Provider (subject to student's availability / preference)
 	
The 10 day delivery clock will not start until receipt of any payment due from the student for the order. Details of such payment and date will be noted in the student record.
	• Internal - AT Provider's records.
	• External – tracking process.
	• QA audit - review sample of order acknowledgements (Template 2).

At an appropriate time in the process the AT Provider will discuss the bulleted items above with the student and also:

- ask the student about any relevant details effecting delivery and set up e.g.

    - access to building
    - availability of space for set up
    - availability of phone lines (for internet) & electricity points
    - relevant health & safety considerations

- confirm the student's name and contact details including;
    - telephone and mobile number
    - delivery address
    - permanent address (if different)
    - email address
    - preferred contact method(s) e.g. Braille, SMS text, email

- obtain verbal confirmation that the order is satisfactory

6.2 Delivery confirmation

Standard	Measure
When the student contacts the AT Provider in response to the 'Order Acknowledgement' or the AT Provider contacts the student to arrange delivery the AT Provider will send the student a delivery confirmation letter in the student's preferred contact method within one working day. The layout will be consistent with the standard 'Delivery Confirmation' (refer to Template 3) and as a minimum the letter will include: • phone number for the student to call with any queries regarding delivery • student's delivery address • equipment being delivered • delivery appointment (time and date) • confirmation of student's preferred delivery option	• Internal – AT Provider's records. • External – tracking process. • Customer feedback. • QA audit - view sample of letters (Template 3). • QA audit - view sample of letters (combined Template 2 & 3).

• importance of student being available to accept delivery • data protection statement • cancellation policy • if the student agrees either verbally or by email to collect equipment, the delivery should be confirmed by email and noted on the student's record. **Note 1**: Where an upgrade has been requested the AT Provider is required to send a delivery confirmation informing the students of the upgrade item (including non-upgrade items) and the delivery time within 1 working day of the students request. A sample upgrade confirmation template can be viewed at http://www.dsa-qag.org.uk/Members-Log-In/atsp-appendices.html As noted at 5.3, ATSPs must not accept a student's request for the value of any items of equipment/assistive technology software to be allocated towards an upgrade or change of equipment. The AT provider will make the necessary adjustment to the final invoice excluding items not supplied before submitting to the funding body. Acceptable methods of contact for the delivery confirmation must include first class post and/or email communication. The communication method must be available for audit review purposes, as and when required. **Note 2:** For AT Providers who acknowledge and confirm delivery at the same time, the student must receive a delivery confirmation which contains the elements of template 2 &3.	

6.3 Follow up if student does not make contact

Standard	Measure
If the student does not contact the AT Provider within 10 working days, the AT Provider will attempt to contact the student again. Where no response has been received from the student, the ATSP will write to the student and advise that their	• Internal - AT Provider's records. • QA audit – review communication.

DSA order may be cancelled by the funding body should the student not respond. This need not be in writing but the attempt to contact the student must be documented. The method of contact must be appropriate for the student.	

6.4 Exceptional delays

Standard	Measure
Delays may occur through circumstances beyond the AT Provider's control (fuel shortages, sub-contractor's industrial issues, non-availability of items etc.). In these circumstances, alternative arrangements will be sought and the AT Provider will keep the student informed of progress. Where the delay is expected to be more than 28 days, the AT Provider will notify the student and suggest alternatives for discussion with the assessor and the Funding Body.	• Internal - AT Provider's correspondence. • QA audit - review correspondence.

6.5 Publish timescales for order handling and delivery.

Standard	Measure
The AT Provider will publish the target KPI timescales associated with the order and delivery process on their website, with the proviso that these targets and timescales may be adversely affected by: • changes or additions to the equipment specification • students who delay completing essential documentation, e.g. delivery details	• QA audit - check website.

7 Delivery, Set Up and Familiarisation

The service standards relating to delivery, set up and familiarisation are:

7.1	**Delivery appointment within a 2 hour time slot.**
7.2	**Delivery within 10 working days.**
7.3	**Delivery, set up & familiarisation will take place at same time.**
7.4	**Out of Hour Delivery**
7.5	**Pre-Configuration and Testing.**
7.6	**Student advised of any delays in delivery as soon as possible.**
7.7	**Engineer completes checklist of activities.**
7.8	**Delivery appointment will last up to 1½ hours.**

7 Delivery, Set Up and Familiarisation

7.1 Delivery Options (KPI)

Standard	Measure
During the student's assessment, the assessor will agree a preferred delivery option with the student and record the details within the quote request. AT Provider are required to provide the delivery option requested by the assessor as noted below: 1. Delivery, setup and familiarisation in one timed appointment 2. Delivery with setup and familiarisation later on that same day 3. Delivery, with setup and familiarisation at a later date 4. Delivery only At stage 6.1 Order Acknowledgement and/or 6.2 Delivery Confirmation, the AT Provider will have confirmed to the student the delivery option requested to the agreed delivery address within a 2 hour time slot e.g. 10.00-12.00 or alternatively a set time appointment. For options 2 and 3, where delivery is made by a 3rd party then this will be timed pre 10.30am delivery. The actual set-up by the engineer must be a timed appointment agreed with the student. Both 3rd party and engineer times must be specified in 6.1 and/or 6.2. For option 4, where it has been requested by the assessor 'delivery only' and the method quoted is royal mail/courier, the delivery slot is to be agreed by the AT Provider to meet the requirements of the student. For those students that have requested shortened deliveries, no installation or no familiarisation, the student must sign to confirm their request. The confirmation must be available for audit. The AT Provider's invoice to the funding body must reflect the change in final invoice. **Note 1:** The AT Provider is required to adhere to the delivery/install and conduct familiarisation training as requested by the assessor and quoted for by the AT provider.	• External – tracking process. • QA audit - check delivery note to confirmation letter. • Student sample check

7.2 Delivery lead time (KPI)

Standard	Measure
The AT Provider will deliver within 10 working days* from order acceptance by the student. Acceptance is defined as, the AT Provider has adequate information to arrange delivery, receipt of purchase order or funding body letter and the student has accepted the order confirmation and is requesting delivery. **'Delivery' is defined as delivery of the equipment and completing the set-up and familiarisation.** Where the student orders an upgrade, or where the funding body has paid the student directly, the AT Provider can insist on receiving payment from the student before delivery. ***Note:** To clarify 10 day delivery, an example is shown: Student provides the funding body letter (pays for an upgrade) on Monday 1st of the month this is regarded as day zero, day 1 is counted as Tuesday 2nd of the month.	• Internal - AT Provider's records. • External – tracking process. • Customer feedback. • QA audit – review delivery records

7.3 Delivery, set up and familiarisation (KPI)

Standard	Measure
Delivery, set up and familiarisation will take place at the same time. However, the student can agree to each taking place on the same day at different times. For example, delivery, followed by the set-up and familiarisation. If delivery, set up and familiarisation are on the same day delivery will be a timed appointment before 10.30am with set up and familiarisation being after the delivery time. Or At the students request only, another day and time can be arranged for set-up and familiarisation. In the event that this is not possible to accommodate the student's request, set-up and familiarisation may take place on a different day. This is to be recorded on the Engineers Checklist, and recorded in the student logs / call logs. This should not be standard practise. The supplier must supply for audit, evidence of the	• External tracking. • QA audit - check delivery note to engineer's checklist (Checklist 1). • Student sample check

students request in writing/email, as and when required.

Note: Delivery time scales are not complete until the set-up and familiarisation has taken place and must be accurately recorded in the AT Provider's database and the KPI monthly submissions to DSA QAG.

7.4 Out of Hour Delivery

Standard	Measure
Assessors may in exceptional circumstances request an out of hours delivery for a student, however, this must be authorised in advance by the funding body. If an out of hours delivery, it is not approved by the funding body, the ATSP is required to inform the students of the additional cost the student is required to pay in advance. **Note:** AT providers may/may not offer out of hour deliveries, this is an optional service.	• QA audit - review documentation. • Customer feedback.

7.5 Pre-Configuration and Testing

Standard	Measure
Reasonable configuration of the student's computer equipment and software should be undertaken prior to delivery. Software applications should be registered to the individual student and not generically installed. The delivery, set-up and familiarisation should not be used for individual software installation. Before delivery, all systems should be tested for stability to reduce the likelihood of DOA (dead on arrival) deliveries. **Note:** Where a student has requested that configuration is not carried out prior to delivery, this should be recorded on the student's notes/record along with e.g. confirmation email from the student. Measure to be included student record.	• QA audit - review documentation. • Customer feedback • Student record database sample check of requests for onsite configuration.

7.6 Informing the student of delays

Standard	Measure
If the AT Provider is unable to deliver within the agreed time slot, they will make all reasonable efforts to inform the student of this as soon as possible. The AT Provider will keep a record of any such communications on the student's account.	• Internal - AT Provider to record contact with student. • Customer feedback. • QA audit – review records

7.7 Engineer's checklist

Standard	Measure
At delivery, the engineer will complete a checklist of activities which will cover all the onsite activities they are required to carry out. The layout will be consistent with the standard engineer's checklist (refer to Checklist 1) and will include: • date of installation • start time and finish time • check all ordered equipment has been delivered • unpack equipment • assemble and connect peripherals • Set-up and familiarisation taken place on dated recorded • software installation (if not preloaded) • system testing (if not completed prior to delivery) • how to open assistive software • brief demonstration of assistive hardware • demonstrate that standard hardware is working • demonstrate that standard software is available and running • internet set up (if requested by assessor and equipment is supplied) • basic instruction in safe operation of the system e.g. anti-virus protection is running • how to back up data • how to request technical support • aftercare – Maintenance, Support & Insurance The checklist will be signed by the student on completion of the above. A copy will be retained by the student.	• Customer feedback. • QA audit - review Engineers checklists (Checklist 1).

7.8 Appointment duration

Standard	Standard
The delivery, installation and familiarisation appointment will last up to 1.5 hours unless the student wishes to terminate the session earlier. **Note:** Where it takes less than 1.5 hours or more than 1.5, there should be a note on the engineer's checklist to record the termination reasons and this should be signed off by the student.	• QA audit – review checklists.

8 Assistive Technology Software & Hardware Training

The service standards relating to assistive technology software & hardware training are:

8.1	**Student training.**
8.2	**Training will be delivered under a separate arrangement.**
8.3	**Training will be delivered on a separate day to delivery.**
8.4	**Assistive technology training to agreed timescales**
8.5	**Trainers will complete a checklist of activities.**
8.6	**Supply of Assistive Technology Training**

8 Assistive Technology Software & Hardware Training

8.1 Student Training

Standard	Measure
All assistive technology training provided to students must be given to the students on their own equipment after delivered and set-up. The AT Provider will quote and supply the training mode recommended by the assessor (onsite/remote). Where the AT provider is unable to provide the training requested, the AT Provider will contact the centre and request authorisation to change the method. A record of the change authorised by the centre must be logged against the student's record and available for audit.	• QA audit - review documentation. • Customer feedback. • Student record database, student sample.

8.2 Assistive technology training arrangement

Standard	Measure
If assistive technology training has been included as part of the DSA order, this will be delivered under a separately costed arrangement.	• QA audit - review documentation. • Customer feedback.

8.3 Assistive technology training timing

Standard	Measure
Training on assistive software will be conducted on separate day(s) from delivery, set up and familiarisation unless requested by the student. However, where it is at the student's request to change timings, the AT Provider will contact the centre and request authorisation to change the training timings. A record of the change authorised by the centre must be logged against the student's record and available for audit. The student should be contacted within 10 working days as part of the delivery lead time to arrange appointment timeslots.	• QA audit - review documentation. • Customer feedback • Student sample check

8.4 Assistive Technology Training- Agreed Timescales

Standard	Measure
Training on assistive software will commence within 10 working days of delivery, and will be limited to a maximum of one 2 hour session per day. Where a training session terminates earlier than the time scheduled, the student is required to confirm that they were in agreement for the trainer to terminate the session and this should be recorded in the trainers checklist (refer to Checklist 2).	• QA audit - review checklist (Checklist 2) • Sample student check

8.5 Trainer's Checklist

Standard	Measure
At the conclusion of each training session, a checklist will be completed by the trainer and signed by the student. The layout will be consistent with the standard trainer's checklist (refer to Checklist 2) and will include: • date of training • start and finish time of training • topics to be covered • topics actually covered • next steps	• QA audit - review checklist (Checklist 2).

8.6 Supply of Assistive Technology Training

Standard	Measure
It is not a requirement of the QAF for ATSPs to supply and deliver assistive technology training, this is optional.	• QA audit - review of service managers interview

9 Aftercare Service –Maintain & Support

The service standards relating to aftercare service are:

9.1	AT Provider provides will maintain equipment subject to a 4 year max period.
9.2	AT Provider provides student with maintenance document.
9.3	Maintenance document explains the level of cover and duration.
9.4	AT Provider provides student with a maintenance summary.
9.5	Maintenance clearly identifies exclusions.
9.6	Maintenance extensions can be provided subject to conditions.
9.7	AT Provider handles all aspects of maintenance claims.
9.8	Maintenance provides "on site" repair service.
9.9	Maintenance provides "return to base" repair service.
9.10	AT Provider will cover the cost of maintenance repairs.

9 Aftercare Service – Maintain & Support

9.1 Maintain & support duration

Standard	Measure
In addition to the first 12 months standard manufacturer's warranty, in line with the Sale of Goods Act, the AT Provider should offer comprehensive computer and peripherals maintenance and support for the duration of the course. Maintenance and support is subject to a 4 year maximum. The maintenance and support does not affect the student's statutory rights. Where a student extends or repeats their course, please refer to 9.6 for guidance.	• QA audit – review AT Provider's maintenance & support documentation.

9.2 Maintain & support document

Standard	Measure
The student should be provided with a maintenance and support document that is clear and concise, and in an accessible format.	• QA audit – review AT Provider's maintenance & support documentation.

9.3 Content of maintenance & support document

Standard	Measure
The document will have details of the individual items of equipment covered, the level of the cover and the start and finishing dates of the maintenance and support.	• QA audit – review AT Provider's maintenance & support documentation.

9.4 Maintenance & support summary

Standard	Measure
The AT Provider will provide students with maintenance & support summary document which will explain the key aspects of the maintenance and support and advise the student to contact the AT Provider in the event of any technical problems. An example of a maintenance and support summary is included in Template 4.	• QA audit – review maintenance & support summary (Template 4).

9.5 Maintenance & support exclusions

Standard	Measure
The maintenance and support document will clearly explain that the maintenance and support does not cover wear and tear, consumables (for example lap top batteries) or damage due to the use of unapproved consumables.	• QA audit – review AT Provider's maintenance & support documentation.

9.6 Maintenance & support extensions

Standard	Measure
If the student extends their course they will have an option to extend their maintenance & support, at reasonable cost, for an additional year, up to a maximum of 5 years. For laptops and PCs this will be subject to an inspection by the AT Provider. The inspection will be charged for, and if an upgrade (e.g. additional memory) is required, this will be costed and subsequently charged for.	• QA audit – review AT Provider's maintenance & support documentation.

9.7 Maintenance & support claims

Standard	Measure
The AT Provider is responsible for handling maintenance claims during the operation of the maintenance and support. The student will deal directly with the AT Provider.	• QA audit – review AT Provider's maintenance & support documentation.

9.8 Maintenance & support repairs

Standard	Measure
The maintenance will include on-site repair and return to base repair. For return to base repairs, the AT Provider will arrange uplift and collection of equipment either by themselves or by a recognised national carrier. This will include timed uplifts with, as a minimum, am or pm specified.	• QA audit – review AT Provider's maintenance & support documentation.

9.9 Repaired equipment returned to student

Standard	Measure
When "return to base" repair equipment has been returned to the student, a full installation will be conducted, if necessary.	• Customer feedback. • QA audit – review AT Provider's maintenance & support documentation.

9.10 Cost of repairs

Standard	Measure
The AT Provider is obliged to cover the cost of maintenance and support repairs.	• QA audit – review AT Provider's maintenance & support documentation.

10 Insurance

The service standards relating to insurance are:

10.1	**AT Provider arranges insurance cover.**
10.2	**AT Provider provides loan equipment (where appropriate).**
10.3	**AT Provider provides an insurance summary document.**

10 Insurance

10.1 Insurance cover –	
Standard	**Measure**
The AT Provider will arrange insurance cover for the duration of the student's course as period specified by the assessor, to be arranged through an insurance broker who is FSA registered and is recognised by QAG as having an insurance scheme dedicated to DSA students. The policy must cover all of the hardware supplied and include all of the following benefits and exclusions: • Zero excess policy • Accidental damage, fire theft and malicious damage • Full reinstatement of all hardware and software to at least the standard originally supplied • Must not be limited to a single claim • Worldwide cover can be provided, if requested. Permitted Exclusions: • Exclusions include: Theft from unlocked/unsecured premises or vehicles, or if an item is lost or misplaced The AT Provider will reinstate software from the original license or an equivalent, if the original software is no longer compatible. In addition the policy must have a clear and concise claims process giving plenty of time for claims to be made, with a minimum of 28 days. The AT Provider will handle all aspects, where possible, of any insurance claims, including the preparation of fault reports. Where claims are administered by the Insurance Broker the AT provider must be informed at every stage of a student's claim and where possible be part of the process. **Note 1:** Where there is a delay in the insurance company progressing a student's insurance claim, the insurance company should be chased by the AT Provider every 4 weeks for a maximum of 3 attempts to assist the student to progress. The AT provider should update the student's record with details of contact with the insurance company	• QA audit – review AT Provider's insurance documentation. • Student sample check of insurance claims

and made available for audit.

Note 2: Where it is identified that an ATS Provider has excesses in their insurance policies. In the 1st instance there will be a warning from DSA-QAG and 7 working days to fix the issue.

If the ATSP does not address the issue within 30 working days, DSA-QAG will contact the funding body to request a halt on orders.

10.2 Loan equipment

Standard	Measure
The AT Provider will, where necessary, provide loan equipment, however, if the student's equipment is lost or stolen. Loan equipment will only be issued once the insurance company agrees there is a valid claim. **Note:** Loans should apply if a replacement or repair will take more than 10 days from the authorisation, to replace/repair being issued by the insurance provider. The AT Provider must have sufficient loan equipment in place to cater for the student volumes they are required to offer aftercare. A loan equipment log to be presented at audit.	• QA audit – review AT Provider's insurance documentation. • Student sample check. • Validation of loan equipment log

10.3 Insurance Details - Students

Standard	Measure
The AT Provider will provide students in writing, information of contact details in the event of an insurance claim and basic information in relation to their insurance cover. This will include – • Name of the insurance company • Department who will deal with the student's claim • Telephone number	• QA audit – review AT Provider's insurance summary documentation.

11 Technical Support and Equipment Breakdowns

The service standards relating to technical support and equipment breakdowns are:

11.1	AT Provider provides a help desk service.
11.2	AT Provider provides a range of help desk contact methods.
11.3	Help desk must provide hardware and software support.
11.4	AT Provider endeavours to resolve problems at first contact.
11.5	On site repair or return to base support offered within 24 hours if the problem cannot be resolved remotely.
11.6	On site repair appointment provided within 2 working days.
11.7	Return to base repair uplift provided within 2 working days.
11.8	AT Provider arranges equipment uplifts.
11.9	AT Provider arranges in-transit insurance.
11.10	Loan equipment provided within 3 working days of uplift.
11.11	Viruses.
11.12	Repairs complete in 3 weeks (desktop PC) or 4 weeks (laptop).
11.13	AT Provider will make reasonable efforts to recover students' data.
11.14	Permanent replacement equipment provided where required.
11.15	Technical support enquiries logged.
11.16	AT Provider will have onsite repair facilities on their premise.

11 Technical Support and Equipment Breakdowns

11.1 Help desk support

Standard	Measure
The AT Provider will provide a "Help Desk" service with dedicated staff dealing with enquiries. The minimum opening hours for this service will be 9.00 am to 5.00 pm Monday to Friday (excluding bank holidays). Any support available outside these hours may be publicised on the AT Provider's website. The AT Provider will ensure that they provide an adequate number of telephone lines and an adequate number of staff to handle technical enquiries. Where a student contacts the help desk by email, the AT Provider is required to respond within a 2 hour period from receipt of the communication. Helpdesk opening hours must be published on the ATS Providers website. **Note:** Voicemail should be used as an exception to cover lunchtimes and out of office hours.	• Customer feedback. • QA audit - test calls and observation. • Student sample check, (telephone calls/email reports)

11.2 Help desk contact methods

Standard	Measure
As a minimum, the AT Provider will provide remote access support (with the student's consent) and the following alternative contact methods: • telephone • SMS text • email • type talk • onsite support (when necessary) • return to base repair (when necessary) The telephone service will provide STD (local) rate for students calling from landlines or mobile phones, as a minimum. The telephone number for technical support will not be a premium rate number.	• Customer feedback. • QA audit - test calls, information from call provider and observation during visit.

The AT Provider will offer to call back any student who is paying for a call.	

11.3 Scope of help desk support

Standard	Measure
The Help Desk will provide comprehensive hardware and software support for the correct operation of assistive technology and associated hardware.	• Customer feedback. • QA audit - review policy and observation.

11.4 Query resolution (KPI)

Standard	Measure
The AT Provider's Help Desk support will endeavour to resolve problems at the first point of contact. If a call back service is offered, the call back will occur within 2 hours of the initial call, subject to the student's availability.	• Internal – AT Provider's call statistics. • External – tracking Process. • Customer feedback. • QA audit – review records.

11.5 Onsite and return to base repair (KPI)

Standard	Measure
If the problem cannot be resolved within 24 hours by remote support, the AT Provider will conduct an onsite visit to repair the equipment. If however, from the remote access, identifies that the problem cannot be fixed at an onsite visit then a return to base should be arranged with the student.	• External – tracking process. • Customer feedback. • QA audit - review appointment schedule. • Student sample check

11.6 Onsite repair timescales (KPI)

Standard	Measure
On site visits will be provided within 2 working days (subject to student availability) from the point that it was agreed that the problem could not be resolved remotely. If the engineer cannot resolve the problem during the onsite visit, they will uplift the equipment and the "return to base" process will commence.	• Customer feedback. • QA audit - review appointment schedule and onsite inspection report. • Student sample check

11.7 Return to base repair timescales (KPI)

Standard	Measure
If the return to base repair is deemed necessary because the problem cannot be rectified remotely, uplift will take place within 2 working days (subject to student availability) from the point that it is agreed that the problem cannot be resolved remotely.	• External – tracking process. • Customer feedback. • QA audit - review appointment schedule. • Student sample check

11.8 Equipment uplift

Standard	Measure
For return to base repairs, equipment will be uplifted by the AT Provider either by courier or via an on-site engineer's visit. If a courier is used for the uplift, it is the AT Provider's responsibility to ensure that the student is capable of packing the equipment or for the courier to do so, this includes where necessary the AT Provider providing packaging for the goods to be returned. Uplifts will be timed with, as a minimum, am or pm specified appointment. Once the AT Provider agrees to collect the equipment, the AT Provider assumes the responsibility/liability for the equipment during transportation.	• Customer feedback. • QA audit - inspect appointment and courier records.

11.9 In-transit insurance

Standard	Measure
It is the AT Provider's responsibility to arrange insurance for goods in-transit.	• Internal – AT Provider's records. • QA audit - inspect records.

11.10 Provision of loan equipment. (KPI)

Standard	Measure
If the problem cannot be rectified within 3 working days of uplift from the student, loan equipment will be provided. The loan equipment will be of a suitable specification to run assistive technology software. Where the equipment is a specialist piece of equipment, the loan, as a minimum, must be able to run substantially all the support related software that was originally supplied. All loan equipment will display a valid PAT test label. Assistive technology software will be loaded in advance of taking the loan equipment to the student's residence. The exception would be where the student has specialist software which the AT Provider would not normally hold as a stock item for loan equipment. The timeframe from the student's initial call to the provision of the loan equipment will be no longer than 6 working days. **Note:** The AT Provider using couriers to uplift return to base equipment must adhere to the 3 working days timescale.	• Internal – AT Provider to keep records / job sheet. • External – tracking process. • Customer feedback. • QA audit - inspect records and machine specification.

11.11 Viruses

Standard	Measure
If it is found that the problems with students equipment has resulted from a virus, then "first" time viruses will be fixed by the AT Provider without a fee. Second time and thereafter, if related to non-course work then the student may be required to pay a fee. **Note**: The AT Provider should inform students as part of their handover documentation that the use of the equipment is for college/university work and that they run an increased risk of virus issues by using social network & music sites. The AT Provider should inform students of the charge applicable for fixing viruses. A reminder to the student should be issued after the first virus is fixed.	• Internal – AT Provider to keep records / job sheet. • External – tracking process. • QA audit - inspect records and machine specification.

11.12 Length of time for repairs (KPI)

Standard	Measure
Return to base repairs will be completed within 3 weeks for desktop PCs and laptops.	• Customer feedback. • External – tracking process. • QA audit - review engineer's report.

11.13 Data recovery

Standard	Measure
The AT provider will make all reasonable efforts to recover all course related data from the hard drive. Recovered data will not be stored for any longer than 4 weeks after the repair has been completed without the student's written consent.	• QA audit - inspect engineer's report and correspondence with student. • DPA Policy (referencing 3rd Party)

If the AT Provider is unable to resolve a repair call, they may need to pass the equipment onto a 3rd party or manufacturer to repair.

If the equipment is in the possession of the AT Provider, it is the AT Provider's responsibility to back up any course related data; similarly, if the equipment is in possession of the student, it is the AT Provider responsibility to ensure that the student is informed to back up any data prior to the equipment being collected by a 3rd party.

11.14 Replacement equipment

Standard	Measure
If the original equipment cannot be repaired within this timescale, permanent replacement equipment will be provided. The replacement equipment will be of a sufficient specification to run the assistive software.	- Internal – AT Provider's records. - QA audit – review documentation.

11.15 Technical support query log

Standard	Measure
All technical support queries will be logged by the AT Provider. Logs will be retained for the duration of the student's course.	- Internal - technical query logs. - QA audit - review logs.

11.16 AT Provider's repair facilities

Standard	Measure
The AT Provider will provide sufficient facilities on their own premises to carry out repairs to equipment.	QA audit – observation of facilities.

12 Course-long Support

The service standards relating to Course Long Support are:

12.1	**AT Provider provides course long support.**
12.2	**AT Provider provides support if student leaves their course.**
12.3	**AT Provider need not provide loan equipment if student leaves their course.**

12 Course-long Support

12.1 Course long support	
Standard	Measure
For the duration of the course, the AT Provider will support the student's IT needs for the relevant equipment supplied by them. After four years, the AT Provider may charge extra, as agreed with the Funding Body.	• Internal - student's account details. • QA audit - inspect student's account and correspondence with the funding body.

12.2 Student leaves course early	
Standard	Measure
Should the student terminate the course of their own volition, or be asked to leave prior to the end of the course, support will be provided for the duration of the warranty.	• Internal - student's account details. • QA audit - inspect student's account and correspondence.

12.3 Loan equipment	
Standard	Measure
Loan equipment will not be provided to a student who has withdrawn from their course.	• Internal records - student's account.

13 Complaints

The service standards relating to Complaints are:

13.1	**AT Provider has a documented complaints policy.**
13.2	**AT Provider logs complaints.**
13.3	**Complaints handled in a non-confrontational manner.**
13.4	**Complaints escalated as appropriate.**

13 Complaints

13.1 Documented complaints procedure

Standard	Measure
All AT Provider's will have a formal, documented complaints procedure. The procedure will include the elements listed in Appendix 1. This will be published on their website and will be available in other accessible formats on request.	• QA audit - review policy documents.

13.2 Complaints log

Standard	Measure
All complaints will be logged and a record of all relevant correspondence and actions will be maintained. The AT Provider should ensure all correspondence records the date of issue. The complaints log as a minimum must record the undernoted - • student name • date receipt • owner (internal complaints person) • complaint details • investigation information • response to student details • date of complaint resolution/closure	• QA audit - review correspondence and log. • Student sample complaint(s)

13.3 Complaint handling

Standard	Measure
All complaints will be handled in a professional, non-confrontational manner and in accordance with the AT Provider's complaints procedure.	• QA audit - review policy and correspondence.

13.4 Escalation

Standard	Measure
Depending on the nature of the complaint, in the event of an impasse being reached between the AT Provider and the student concerned, the matter may be referred back to the Disability Officer/Assessor or their Assessment Centre. If that fails to resolve the problem then, and only then, if the problem remains unresolved, will the matter be referred to the funding body or DSA-QAG who in consultation with other stakeholders, will investigate the complaint and make the final decision.	• QA audit - review policy and correspondence.

14 Data Protection

The service standards relating to Data Protection are:

14.1	**AT Provider will only retain records relevant to student support.**
14.2	**Data will not be transferred or sold.**
14.3	**AT Provider will be registered under the Data Protection Act.**
14.4	**Recovered data only stored with student's consent.**
14.5	**Delivery confirmation to contain data protection statement.**

14 Data Protection

14.1 Scope of student records retained

Standard	Measure
The AT Provider will maintain client records containing only sufficient relevant information to ensure that they can access the data needed to meet their liabilities relating to the support of the student. This information should include contact details, maintenance and support dates and any history relating to technical support. It should also provide details of complaints made by any stakeholder about the support offered by the AT Provider, and the resolution thereafter.	• QA audit - review AT Provider's digital and paper records.

14.2 Transfer of data to third parties

Standard	Measure
Student data must not be transferred or sold to third parties for marketing purposes. The AT Provider will give the student the opportunity to opt in to any marketing communication system operated by the AT Provider. If an AT Provider is required to return faulty equipment to the manufacturer or any other 3rd party to assist with repairs or data recovery, the student must give their consent to this process in writing.	• QA audit - review AT Provider's digital and paper records.

14.3 Data Protection

Standard	Measure
The AT Provider will maintain records in compliance with the Data Protection Act. The AT Provider will maintain records containing only sufficient relevant information to enable them to meet their liabilities relating to support for the student. Students' data must not be transferred or sold to third parties out with the DSA process.	• QA audit • Evidence of compliance with the Data Protection Act • DPA registration number

14.4 Data recovered	
Standard	Measure
Data recovered from computers as part of the repair process will not be stored on the AT Provider's server, PCs or storage devices without the student's prior consent.	• QA audit - review AT Provider's digital and paper records and correspondence with students.

14.5 Delivery confirmation letter data protection statement	
Standard	Measure
To allow DSA-QAG auditors to access student records, the delivery confirmation letter (refer to Template 3) will contain the following data protection statement. "The information you provide to [Name of AT Provider] ("the AT Provider") is personal data and shall be held by the AT Provider in accordance with its obligations under the Data Protection Act 1998. Your personal data may be transferred to carefully selected third parties for audit purposes, which are for the legitimate business purposes of the AT Provider". Data may be required to be shared with the DSA-QAG auditor for audit purpose only.	• QA audit - review sample delivery confirmation letters.

15 Internet Provision

The service standards relating to internet provision are:

15.1	**Internet service support dependent on assessor's recommendation.**
15.2	**AT Provider responsible for maintenance of relevant hardware.**

15 Internet Provision

15.1 Internet connection

Standard	Measure
Unless it is recommended by the assessor as part of the needs assessment report, the AT Provider is not responsible for supporting the student's internet service. This is the responsibility of the student's ISP (Internet Service Provider). Furthermore, the AT Provider is not responsible for any interference or damage caused by loading other ISP software information on to the machine.	• QA audit - review quotation and delivery documentation.

15.2 Internet hardware support

Standard	Measure
The AT Provider is responsible for the modem or wireless router (if supplied by them) and their connection to the PC or laptop and any other hardware supplied. The AT Provider will only be responsible for repair or replacement of a faulty modem/router.	• QA audit - review quotation and delivery documentation.

16 Accounting Standards

The service standard relating to Accounting Standards is:

16.1	AT Provider provides adequate accounting provision for course long support.

16.1 Accounting standards

Standard	Measure
The AT Provider will make proper accounting provision for the cost of student support in the years after delivery. On an annual basis, the AT Provider must fully complete and return a warranty collection table to DSA-QAG by the given deadline. The warranty collection table will request the following information: • Warranty funding method • Warranty reserves for the past 3 full financial years • The number of items covered by warranty, for PCs & laptops and peripherals for the past 3 full financial years In addition to this information, AT Provider will request their financial auditors (or accountants if the AT Provider qualifies for formal audit exception under the Companies Act 2006) to send a confirmation letter directly to DSA-QAG. The confirmation letter will detail the amount of money the AT Provider has reserved for warranties for the past 3 complete financial years.	• QA audit – AT Provider's accountant's letter • Warranty collection information sent to DSA-QAG annually.

17 Student and Stakeholder Feedback

The service standards relating to customer feedback are:

17.1	**AT Provider invites feedback from stakeholders.**
17.2	**AT Provider invites feedback from students**

17.1 Feedback from stakeholders

Standard	Measure
The AT Provider is required to give other stakeholders the opportunity to provide feedback (e.g. assessors, disability officers). Stakeholder feedback as a minimum must be completed annually. This information should be made available at the audit with a record of action required and taken by the AT provider.	• QA audit - review returned forms.

17.2 Feedback from students

Standard	Standard
AT Providers will provide students with the DSA-QAG online student survey http://www.dsa-qag.org.uk/student-survey.html for online feedback. The URL to be included in student correspondence. **Note:** If students cannot use online feedback, alternative formats will be available on request from DSA-QAG.	• Student literature/communication

18 Human Resources Policies

The service standards relating to human resource policies are:

18.1	**Basic Disclosure policy and procedures**
18.2	**AT Provider has a lone working policy.**
18.3	**AT Provider will operate an equality and diversity policy and procedure.**
18.4	**AT Provider will possess and operate human resources policy and procedures.**
18.5	**AT Provider will demonstrate knowledge skills and experience.**
18.6	**AT Provider will operate a performance management system.**

18 Human Resources Policies

18.1 Basic Disclosure Check

Standard	Measure
It is the responsibility of the AT provider to ensure all staff including 3rd party staff, who work on a one-to-one basis with students, has as a minimum, a current basic or higher disclosure check. A basic disclosure can be obtained via Disclosure Scotland, in addition to CRB agencies: http://www.disclosurescotland.co.uk/apply-online/	• QA audit • Evidence of compliance with safeguarding/DBS policies and procedures • Sample check of staff records - staff CRB or DBS checks.

18.2 Lone working

Standard	Measure
The AT Provider will have policies covering lone workers, for example, engineer, trainer, or any member of staff who works on their own **Note:** It is the responsibility of the AT Provider to ensure that a lone workers procedure is maintained for employed staff and third party staff carrying out functions for the AT Provider.	• QA audit - review policy document. • Staff/third party staff interviews. • Evidence of compliance with the lone workers procedures.

18.3 Equality and Diversity

Standard	Measure
The AT Provider will operate and adhere to an equality and diversity policy and procedure. **Note:** It is the responsibility of the AT Provider to ensure that an equality and diversity policy is maintained for employed staff and third party staff carrying out functions for the AT Provider.	• QA audit-review policy document. • Staff/third party staff interviews. • Evidence of compliance with equality and diversity policy and procedure.

18.4 Human Resources

Standard	Measure
The AT Provider will possess and operate a human resource policy and procedures. The policy should set out obligations, standards of behavior and document disciplinary procedures. It should include, but is not limited to: • Discrimination, harassment and bullying • Grievance procedures • Disciplinary procedures • Equal Employment Opportunity policies • Sick days and personal leave **Note:** It is the responsibility of the AT Provider to ensure that a human resource policy and procedure is maintained for employed staff and third party staff carrying out functions for the AT Provider. It is the responsibility of the AT Provider to ensure all 3rd party SLAs stipulate and detail that all 3rd party staff adheres to the QAF standards as a minimum.	• QA audit-review policy document. • Staff/third party staff interviews. • Evidence of compliance to the human resource policy and procedures.

18.5 Knowledge skills and experience

Standard	Measure
The AT Provider will demonstrate knowledge and competence by ensuring that systems and processes comply with the QAF framework.	• QA audit. • Evidence of adherence to QAF framework.

18.6 Performance Management

Standard	Measure
The AT Provider will operate a Performance Management System which will include: • a structured induction programme • staff appraisals, in accordance with the AT Providers performance management policy • evidence of CPD • evidence of staff development and training	• QA audit. • Evidence of compliance with performance management system. • Staff interviews.

19 Independence, Insurance & Third Party Service Level Agreement

The service standards relating to independence are:

19.1	**The AT Provider will maintain a Register of Interest (ROI) for employees.**
19.2	**The AT Provider will maintain a Register of Interest (ROI) for the organisation.**
19.3	**The AT Provider will maintain a register of equipment loaned to assessment centres.**
19.4	**The AT Provider will have relevant insurance.**
19.5	**The AT Provider will ensure a service level agreement is in place for third party organisations.**

19 Independence

19.1 Register of Interests (Employee)

Standard	Measure
The AT Provider will maintain a Register of Interest (Employee) for employees. The purpose of the register is for the AT Provider employees to record if they are aware of any potential conflict of interests that may affect the organisations independence from assessment centres, or other parties involved in the DSA assessment and supply of equipment process. An example of an appropriate conflict of interest declaration is included in Template 5. 'Register of Interest (Employee)' declarations must include the AT Provider's relationships with 3rd parties who provide goods/services or sponsorship in any form to interested parties such as assessors or funding body staff. **Note**: Where it is identified that there is a conflict which has not been disclosed, in the first instance a warning is given to the ATSP and the conflict should be addressed with the employee within 14 days. Each issue will be dealt with on an adhoc basis and referred to the funding body and BIS.	• QA audit - review Register of Interest (Employee) (Template 5). • Register of Interest (Employee) log.

19.2 Register of Interest (Organisation)

Standard	Measure
The AT Provider will maintain a Register of Interest (ROI) for the company. This is to ensure that student interests are safeguarded, that public funds are not misused, and that there is no self-promotion of services for personal or organisational gain. The purpose of the register is for the AT Provider to register details of all the services they provide, if these fall within more than one of the areas shown on the chart at Appendix 1 contained within Template 6 (refer to Template 6).	• QA audit - review Register of Interest (Organisational) declaration (Template 6).

Organisations are required to show the steps or measures they take to ensure that the risk of conflict of interest is appropriately managed and the process followed to avoid the conflicts set out in the principle statement.

It is the responsibility for members to notify DSA QAG of any changes to their services which impact on the Register of Interest(s).

The AT provider is required to contact and inform DSA QAG as soon as a change occurs. A replacement declaration must be submitted by the AT Provider to DSA QAG.

The ROI must be reviewed on an annual basis by the organisation.

Note: Where it is identified that there is a conflict which has not been disclosed, in the first instance DSA-QAG will issue a warning with a period of 14 days given to rectify the issue.

Each issue will be dealt with on an adhoc basis and referred to the funding body and BIS.

19.3 Equipment loaned to assessment centres

Standard	Measure
The AT Provider will maintain a register of equipment loaned to assessment centres/assessors. The equipment must be supplied for evaluation purposes only. It is expected that a loan period should not exceed two months and that the loan equipment (and/or its equivalent) would not be required to be re-loaned to the same assessment centre for evaluation purposes after that date. The register will include: • equipment issued • assessment centre name • issue date • return date **Note:** The AT Provider should also register equipment given, gifted or sold below price, or made available in any other form to assessment centres/assessors to ensure no conflict of interest occurs.	• QA audit - review equipment loan register.

19.4 AT Provider Insurance	
Standard	Measure
The AT Provider must have relevant insurance including employer's liability and public liability.	• QA audit. • Evidence of relevant and up-to-date insurance certificates.

19.5 Third Party Service Level Agreement	
Standard	Measure
The AT Provider must have in place a service level agreement (SLA) with any third party organisations acting on behalf of the AT provider. The SLA will detail- • start and end date of the SLA, frequency of renewal • the required timescales for the third party to adhere to in line with QAF KPI timescales • confirmation of the third party staff DSA induction training • confirmation DBS checks are in place for all third party staff • details of the required checklists to be completed by the third party staff and procedure for returning signed student documents to the AT Provider • complaints process to be followed by third party	• QA audit. • Review of service level agreements. • DBS log for 3rd party staff

20 Key Performance Indicators

The service standard relating to Key Performance Indicators is:

20.1	AT Provider will report KPI performance to DSA QAG.

20.1 Management KPI's

Standard	Measure
The AT Provider are required to hold and maintain a data system which is fit for purpose as detailed in DSA-QAG Key Performance Indicators (refer to Appendix 2). MI data should be automated where possible to allow for accurate reproduction of data during monthly KPI returns, annual audit or to assist with MI Analysis, as and when required by DSA-QAG.	• External – M.I. tracking process. • Evidence of M.I. criteria relating to KPIs (Appendix 2). • Internal – evidence of tracking process. • QA audit.

Templates

Template 1: AT Provider Standard Quotation Document 1

Template 2: Order Acknowledgement

Template 3: Delivery Confirmation

Template 4: Maintenance & Support Summary

Template 5: Register of Interest (Employee)

Template 6: Register of Interest (Organisation)

Template 7: Sample Equipment Upgrade Notification

Template 1: AT Provider Standard Quotation Template

1. Quotation Document 2: AT Provider Quotation

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	

AT Provider Information

AT Provider Company	
AT Provider Address	
AT Provider Contact Name	
AT Provider Contact Tel No.	
AT Provider Quote ID Number	
DSA-QAG Accreditation Certificate Number	
Date of Quotation	

Length of Course Remaining		
Total Maintenance & Support Period		
Insurance Period		

		Cost	
1.2 Laptop Description		Ex VAT	Inc VAT

		Cost	
1.3 Desktop Description		Ex VAT	Inc VAT

	Cost	
1.4 Software Description	Ex VAT	Inc VAT

				Cost	
1.5 Printer/Scanner Description				Ex VAT	Inc VAT

				Cost	
1.6 Digital Recorder Description				Ex VAT	Inc VAT

				Cost	
1.7 Ergonomic Equipment & Input Devices Description				Ex VAT	Inc VAT

				Cost	
1.8 Equipment for Hearing Impaired Clients Description				Ex VAT	Inc VAT

				Cost	
1.9 Equipment for Visually Impaired Clients Description				Ex VAT	Inc VAT

			Cost	
1.10 Additional Items Description			Ex VAT	Inc VAT

		Cost	
1.11 Delivery, Set Up & Familiarisation		Ex VAT	Inc VAT
Please delete as applicable: 1. Standard Delivery & On Site Assembly (1.5 hours) 2. Extended Delivery & On Site Assembly (up to 2 hours)	**Please delete as applicable:** 1. Delivery, setup and familiarisation in one timed appointment 2. Courier with setup and familiarisation later on that same day 3. Delivery with setup and familiarisation at a later date 4. Delivery Only		
		Ex VAT	**Inc VAT**
Total Cost of Equipment Quote			

		Cost	
1.12 Assistive Technology Training Description	**No. of Sessions (In 2 hour blocks*)**	Ex VAT	Inc VAT
Please record below onsite or remote training			
		Ex VAT	**Inc VAT**
Total Cost of Training Quote			

Template 2: Order Acknowledgement

Dear XXXXXXXXX,

We have just received an order to supply you with a computer system to assist you with your educational studies.

You have been allocated with an individual contact / team who will guide you through the delivery process, their name and telephone number is listed below:

Alternatively you can email them at xxxxxxx@xxx.com.

Please contact us as soon as possible in order to agree a mutually convenient delivery date. At this point we will also confirm your delivery address and confirm the order details.

In the meantime, a summary of the equipment we will be supplying to you is attached. Should you wish to modify the order we have been authorised to supply, please contact us so we can establish if this is possible. Please note that any such alterations must still comply with the assessor's recommendations and will be at your own expense.

Once you have contacted us, delivery will be met within 10 working days.

If you have already spoken to us and arranged your delivery, then please ignore this letter. You do not need to call us again, as long as you are happy with the arrangements.

Yours sincerely,

XXXXXXX

Template 3: Delivery Confirmation

Dear XXXXXXXXX

Following our discussion yesterday, I am writing to confirm the delivery details for your order.

Equipment to be delivered:

    XXXXXXXX

Delivery Address:

    XXXXXXXXX

Date and Time of Delivery:

    XXXXXXXXX

Please note you will need to be in attendance to accept the delivery.

Our cancellation policy is xxxxxxxxxxxxxxxxxxx.

The information you provide to [Name of AT Provider] ("the AT Provider") is personal data and shall be held by the AT Provider in accordance with its obligations under the Data Protection Act 1998. Your personal data may be transferred to carefully selected third parties for audit purposes, which are for the legitimate business purposes of the AT Provider.

If you have any questions regarding your order please feel free to contact me on xxxx xxxxxxx or at xxxxx@xxx.com

Yours Sincerely,

Template 4: Maintenance & Support Summary

Maintenance & Support Summary

Student's Name

Start date of maintenance & support End date of maintenance & support

Equipment Covered

For example: *Toshiba laptop model XX, Canon printer model xx.*

Maintenance & Support Cover

For example: *The maintenance & support we provide covers equipment failure, transit damage and technical problems.*

Technical Assistance

For example: *We will always try and resolve technical problems over the phone, however, if this is not possible we can arrange an onsite visit by one of our engineers or a return to base repair at our premises. In the event of a repair that requires the equipment to be returned to the manufacturer, we will deal all aspects of the return process. Please note that the technical support service is free of charge.*

Restriction and Exclusions:

For example: Your *maintenance & support does not cover;*
1. *Accidental damage*
2. *Wear and tear or damage caused by misuse*
3. *Damage caused by malicious code including malware and viruses*
4. *Theft*

Claims or Queries

For example: *If you have a query or you believe that a maintenance & support claim is necessary, please contact us on XXX XXXXX XXX.*

Template 5: Register of Interest (Employee)

This document allows staff to officially declare any potential conflict of interest with other relevant bodies. This will be reviewed by the Disabled Students' Allowance auditors as part of the QA audit.

A conflict of interest is any situation in which an individual's personal interests or interests which they owe to another person, body or organisation arise simultaneously or appear to clash.

Conflicts of interest may come in a number of different forms, for example:
- payment to an employee for services provided through and by another organisation
- business / work being awarded where an employee could be seen to have or has a financial or a close personal interest / relationship to that other organisation or individual (relative, family member)

This declaration should be completed by all staff employed by the centre.

By signing this document you declare you currently have no conflict of interests that would affect your duties for the assessment centre, or that you have provided information in relation to any conflict of interest which may arise.

Staff are required to declare any conflict of interest or potential conflict of interest as soon as practicable to their manager and complete this form, which should be held on file.

Name			
Signature			
Date			
Conflict of Interest Declaration	☐ Yes ☐ No		
If you have answered YES to the conflict of interest declaration, please provide details below with the names and details of any individual with a connection to you, stating the nature of the connection:			
Describe what steps/processes/measures are in place to ensure that undue advantage is not given to the organisation(s)/individual(s):			
Name of Practitioner:			
Manager:			

Template 6: Register of Interest Declaration (Organisation)

This declaration must be completed by all DSA QAG members.

Organisations administering public funds are obliged to ensure that the highest standards of financial propriety are maintained. The principle behind this declaration is to ensure:

- that student interests are safeguarded,
- that public funds are not misused, and
- that there is no self-promotion of services for personal or organisational gain

It is the explicit responsibility of any member to avoid any actions which may give rise to potential or actual conflict of interest. It is also the explicit responsibility of any member to notify DSA QAG immediately should any such action take place.

Should you have any concerns or require assistance in completing the declaration, please contact DSA QAG.

1.	**What is the name of the organisation submitting this form?**

2.	**Does your organisation provide services in more than one of the areas outlined in Appendix 1 attached or have links, either personal or commercial, with other organisations that provide services in one or more of the areas?**

No ☐	**Yes** ☐

If your answer to the question above is no, please complete the signatory boxes below – you do not need to complete any further part of this form. Please now send the form to the address given on the covering letter.

If the answer is yes, do not complete the section below and please go to question 3.

Signature	
Date	
Please print name	
Position in organisation	

3.　**Please complete the box below with the names and details of any organisations with a connection to your organisation, stating the nature of the connection.**

This should include subsidiary or parent companies related to or connected to your organisation and **any organisations from which family members or friends might financially benefit.**　Please continue on a separate sheet if necessary.

4.　**Describe what steps/processes/measures are in place to ensure that undue advantage is not given to these organisations.**

Please continue on a separate sheet if necessary.

Information can be submitted with this document to support the statement(s)

provided at 3 and 4.

Please indicate that you have attached additional information to this form.

5.   **Please complete the box below**

Signature	
Date	
Please print name	
Position in organisation	

Please now send return the form to the Administration@dsa-qag.org.uk

Template 6 – Appendix 1

DSA areas
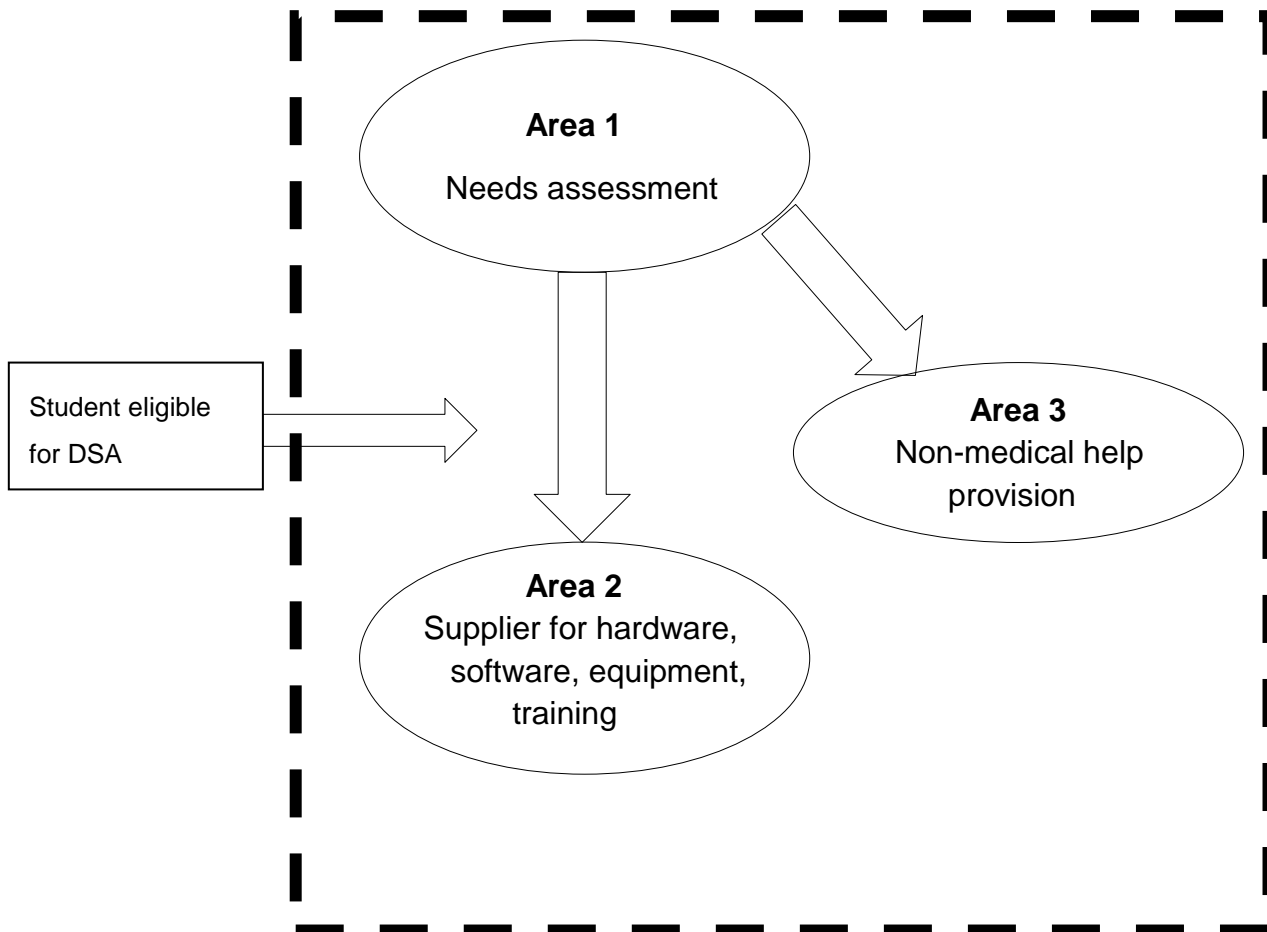
Template 7: Sample Upgrade Notification

Name:	Reference:
Insert Student Name	**Student Support Number**

Original Award	Suggested Upgrade	Upgrade Cost
Toshiba Satellite Pro C50-A-15Q Intel Core i3-3120M Notebook	Apple Macbook ME293B/A Retina 15.4 2.0Ghz 8GB 256GB FLASH	£0.00
	External USB CD RW DVD Rom Drive	£0.00
1 -4 Years Extended Warranty Pack for Notebook	1-4 Year Apple Protection Plan for 13" Macbook/Macbook Pro	£0.00
Microsoft Office Professional Academic 2013	Microsoft Office University 2011 Mac English	£0.00
Matchware MindView 5 Business Edition Mind Mapping Software	Matchware MindView 5 MAC - Mind Mapping Software	£0.00
Dragon NaturallySpeaking V12 + Plantronics Audio 628	Dragon Dictate for Mac 3.0 Educational	£0.00
Sonocent Audio Notetaker for PC	Sonocent Audio Notetaker for MAC	£0.00
Insurance Cover 4 Year up to £1000.00 Portable	Insurance Cover 4 Year up to £3000.00 Portable	£0.00

If you wish to proceed with this upgrade, you will need to arrange payment and delivery, please contact x who will be able to organise this for you.

Payment for your upgrade can be made as detailed below.

Method of Payment: Before any equipment can be delivered, payment must be made to us. The amount you need to pay is **£0.00.**

Payment can be made one of the following ways: ON-LINE BANKING

Please use your Name or Quote ID Number as your payment reference and pay the amount to the following bank details:

Bank Account Name:

Sort Code:

Account Number:

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Checklist

Checklist 1 Engineers Checklist
Checklist 2 Training Checklist

Checklist 1: Engineer's Checklist

Delivery, Set up & Familiarisation -Engineer's Checklist

Student's Name: Delivery date:

Engineer's Name:

Start time: Finish Time:

Type of Delivery	Insert X
Delivery only	
Delivery, setup and familiarisation on one timed appointment	
Delivery with setup and familiarisation later on the same day	
Delivery, with setup and familiarisation at a later date	

Delivery & Set Up Process	Complete
All ordered items delivered	
Equipment unpacked and assembled	
All peripherals e.g. printers connected	
Software installed (onsite or prior to delivery)	
System testing (onsite or prior to delivery)	
Internet set up (if applicable)	

Familiarisation Process	Complete
Overview of standard hardware provided	
Overview of standard software provided	
Overview of assistive hardware provided	
Overview of assistive software provided	
Basic instruction in safe operation of the system (e.g. renew anti-virus)	
How to back up data	
How to request technical support	

By signing the declaration, I agree to the engineer terminating my familiarisation session, irrespective of the duration that he/she was present up to the allotted 90 minutes.

Signed   by student   _____   Date

Student declaration: I confirm that I requested delivery of my equipment to take place at a different time or date from my familiarity training. **Yes** ☐   **No** ☐

Signed by Student   _____   Date

Signed by Engineer   _____   Date

Note: *Please note, in the first instance, the AT Provider must arrange to collect your equipment whilst conducting an onsite repair. However, In the event that you are requested to return equipment to the AT Provider due to faults, all items should be properly packaged to avoid any damage occurring during transportation.*

Checklist 2: Training Checklist

Assistive Technology Software & Hardware Training

Trainer's Checklist

Student's Name: Training Date:

Trainer's Name: Location of Training:

Training Start Time: Training Finish Time:

Training Duration:

Topics to be Covered	Complete
Topic 1	
Topic 2	
Topic 3	
Topic 4	
Comment	

Next Steps

Please note the type of training received (face to face or remote) in the box below:

I confirm that I requested Assistive Technology training to take place on the same day as delivery. **Yes/No (please circle)**

Student Signature**:**

Trainer Signature:

Appendices

Appendix 1: Complaints Policy and Procedure

Appendix 2: Key Performance Indicators

Appendix 3: Accessibility Guidelines

Appendix 4(a): Standard Quotation Template: Assessors Requirements

Appendix 4(b): Standard Quotation Template: Specialist Equipment Supplier

Appendix 4(c): Standard Quotation Template: Non-Medical Helper Training

Appendix 1: Complaints Policy and Procedure

One Stop Shop AT Provider will have a documented complaints procedure which will be published on their website and available in other accessible formats. As a minimum the document will:

1. State the AT Provider's complaints policy.
2. Explain that complaints will be handled in a professional and non-confrontational manner.
3. Explain how customers can complain and the stages in the complaints process.
4. Explain who will listen to the complaint.
5. Explain the method by which the organisation will respond.
6. Provide the timeframe within which the organisation will respond to the complaint.
7. Explain the options for the customer if they remain dissatisfied after the AT Provider's initial response and wish to escalate their complaint.
8. Identify third parties to whom the customer may complain.
9. Identify the ultimate point of appeal if the customer remains dissatisfied.

One Stop Shop AT Provider will also maintain a Complaint Log which will include:

1. The student's name and account reference.
2. Date of the complaint.
3. A flag to indicate if the complaint is "open" or resolved.
4. Nature of the complaint.
5. A record (including dates) of the AT Provider's response and any actions taken.
6. A record of subsequent correspondence or discussions with the customer.

Appendix 2: Key Performance Indicators

The following Quality Assurance Framework Agreement KPIs will be reported by the AT Provider on a monthly basis.

QAF Ref	Description	Standard
4.2	Quotations supplied to assessors.	1 day
6.1	Order acknowledgement sent to student when permission to supply received from funding body.	1 days
6.2	Delivery confirmation sent to student once student has contacted supplier.	1 day
7.1	On time delivery.	Within 2 hours
7.2	Delivery time.	10 days
7.3	Set Up & Facilitation session breakdown	Data request*
11.4	Query resolution of support calls placed	2 hours
11.5	Onsite or return to base repair arranged if problem cannot be resolved remotely.	1 day
11.6	Onsite repair lead time.	2 days
11.7	Return to base uplift lead time.	2 days
11.10	Provision of loan equipment during repair.	3 days
11.12	Length of time for repairs.	PC/Laptop (3 weeks)
20.1	Monthly KPI data reporting	8th Working Day of Month

In each KPI standard, "days" refers to working days.

Note*: Refer to KPI Guidance for Suppliers for breakdown of data required for 7.3 and 11.4

Appendix 3: Accessibility Guidelines

The following guide has been compiled in order to aid current, but mainly new centres, in establishing best practise for their website.

With regards to the QAF, point 4.1, ATSP websites are reviewed by the auditor to check the following criteria –

The site is accessible
- Usability
- Layout
- font size (facility to change size)

Please note that the points below are general guidance and are not to be interpreted as a comprehensive listing of all W3C criteria.

For a complete overview and breakdown of all W3C guidelines, please refer to the following web link; http://www.w3.org/WAI/guid-tech.html.

- Accessibility tools should be placed at the top of the page, and in the same position on each page. If this is not possible then instructions on how the student can change the text site and font by using shortcut keys should be displayed on the home page.
- The user's style sheet choice should be maintained as they browse through the site.
- The use of accessibility tools should be intuitive and should have a text description/explanation.
- The user should be able to choose from a range of assistive style sheets. As a minimum the user should be able to:
    - change the font size (some hard of sight users want to scale up text, others use screen magnifiers and want to shrink it down to mean less moving about)
    - change the background colour
    - choose a high contrast style
- Site should be accessible to screen readers, the site would be structured to assist this (the ability to skip repeated content on each page, such as navigation).
- Captions and other alterations for multimedia should be available (i.e. audio descriptive, sign language interpretation of audio, transcripts/captions of audio).
- If the site met all the WCAG requirements some examples of the benefits are...a customer would be able to navigate the site in a manner that suited them (i.e. mouse, keyboard, roller ball or joystick).
- All information that is conveyed graphically should be described in words, to allow screen readers or other assistive technologies to convey the same information.
- Users are given suitable help to avoid and correct mistakes (Pro-active help, i.e. tooltips. suggestions for correction on submitted forms, etc.).
- Large areas of information should be chopped into smaller sections etc.

- Site must ensure that content does not cause seizures (i.e. video, possible advertisements, dynamic features of web UI).
- Interoperable between different web browsers.
- Printer friendly.

Appendix 4(a): Assessor Requirements

. Quotation Document 1: Assessors Requirements

1.1 Background Information	Purchase/Rental (please delete as required)
Assessment Centre Information	
Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	
Length of Course Remaining	
Total Maintenance & Support Period	
Insurance Period	
Date of Quotation Request	

1.2 Laptop	Yes / No
Type	Laptop or Apple Laptop
Model (specify)	
Operating System	
Speed, RAM, Size of Hard Drive & Processor Type	
Screen Size	
Laptop Package including:	**Type**
External Keyboard	
External Mouse	
Laptop Stand	
Surge protector 4 way	
4 way USB hub, powered	
4GB memory stick	
Additional Items to Package	**Type**

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Carry Case (Specify Type)	
Speakers	
Gel wrist/mouse rest	
Additional Special Requirements	
	Yes / No

1.3 Desktop	
Type	PC or Apple
Model (specify)	
Operating System	
Speed, RAM, Size of Hard Drive & Processor Type	
Monitor Size	17" , 19", other
Desktop Package Including:	**Type**
Keyboard	
Mouse	
Surge Protector, 4 way	
Speakers (if not built in)	
Additional Items to Package	**Type**
Gel wrist/mouse rest	
Additional Special Requirements	
	Version & License Type

1.4 Software	

1.5 Printer / Scanner	**Yes / No**
Type	Printer/Scanner, Printer , Scanner
Outputs	Black & White, Colour
USB Cable	
Paper (Starter Pack)	
Additional Items to Package	

1.6 Digital Recorder	Yes / No
Type	
Digital Recorder Package Including:	
Directional microphone	
Charger	
Spare Rechargeable Batteries (x2)	
AC adaptor	
Additional Items to Package	
1.7 Ergonomic Equipment & Input Devices	**Type**
1.8 Equipment for Hearing Impaired Clients	**Type**
1.9 Equipment for Visually Impaired Clients	**Type**
1.10 Additional Items	**Type**

1.11 Delivery, Set Up & Familiarisation	Enter X below		Enter X below	Ex VAT	Inc VAT
Standard Delivery & On Site Assembly (1.5 hours)		Delivery, setup and familiarisation in one timed appointment			
Extended Delivery & On Site Assembly (up to 2 hours)		Delivery with setup and familiarisation later on that same day			
		Delivery, with setup and familiarisation at a			

			Ex VAT	Inc VAT
		later date		
		Delivery Only		
		Total Cost of Equipment Quote		

Appendix 4(b): Specialist Equipment Supplier

1. Quotation Document 3: Specialist Supplier Quote

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	

Supplier Information

Supplier Company	
Supplier Address	
Supplier Contact Name	
Supplier Contact Tel No.	
Supplier Quote ID Number	
Date of Quotation	

		Cost	
		Ex VAT	Inc VAT
1.2 Specialist Items	**Supplier Description**		

	Ex VAT	Inc VAT
1.3 Total Cost of Specialist Quote		

Template 4(c): Assistive Technology Training Quote Template

1. Quotation Document 4: Assistive Technology Training

1.1 Background Information

Assessment Centre Information

Assessment Centre	
Assessor Name	
Assessor/Assessment Centre Email	
Assessment Centre Reference Number	
Student Name	
Course Start Date	
Course End Date	

ATSP Information

ATSP Company	
ATSP Address	
ATSP Contact Name	
ATSP Contact Tel No.	
ATSP Quote ID Number	
Date of Quotation	

				Cost	
1.2 Assistive technology training required	**Onsite**	**Remote**	**No. of Sessions** **(In 2 hour blocks*)**	Ex VAT	Inc VAT

*If not in 2 hour blocks, please specify

	Ex VAT	Inc VAT
1.3 Total cost of AT training quote		

Terms & Definitions

Term	Definition
3rd Party	An external company or person who provides a service to the QAG registered ATSP.
ATS provider	Assistive technology service provider
BIS	Department for Business Innovation & Skills
CQS	Comparable quote system - an online quote system developed by Central London Assessment Services, University of Westminster
NAR	Needs assessment report
NHS	National Health Service
NMH	Non - medical helper
OU	Open University
PAT	Refers to portable electrical equipment testing
QA	Quality assurance
SFE	Student Finance England
SFW	Student Finance Wales
W3C Webs	W3C stands for the World Wide Web Consortium and is working to make the Web accessible to all users (despite differences in culture, education, ability).