



One Stop Shop Supplier: Quality Assurance Framework



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Introduction

DSA-QAG (the Disabled Student Allowance Quality Assurance Group) provides a quality assurance service for One Stop Shop Suppliers involved in the delivery of equipment and the provision of technical support under the Disabled Student Allowance in England and Wales.

This One Stop Shop Quality Assurance Framework covers equipment supplied under the Disabled Students' Allowance (DSA), managed by Funding Bodies (including Local Authorities, the Student Loans Company, NHS and the Open University) and funded by the Department for Innovation, Universities and Skills (DIUS).

In this document "One Stop Shop Supplier" means a supplier of complete computer systems, software, peripherals, installation, familiarisation and technical support who has:

- registered as a "One Stop Shop" under the Disabled Students' Allowance Quality Assurance Framework, and
- agreed to comply with and be audited to this Quality Assurance Framework.

The main focus for One Stop Shop Suppliers is providing a quality service to the student. To this end, all One Stop Shop Suppliers are expected to comply with the service standards listed in this document:

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 One Stop Shop Supplier, 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 supplier will assemble the equipment in a compatible system and deliver it to the student. Thereafter, the supplier will take responsibility for the performance of all items in accordance with this document.

The One Stop Shop Supplier will collaborate with Associate Specialist 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.

One Stop Shop Suppliers 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 students have 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 DDA and how it may impact on suppliers as goods and service providers.

1 Focus on Students

1.1 Knowledge of the requirements of disabled students

Standard	Measure
One Stop Shop Suppliers will demonstrate a thorough knowledge of the differing requirements of disabled students.	<ul style="list-style-type: none">• QA audit - Interview staff.

1.2 Knowledge of enabling technology

Standard	Measure
One Stop Shop Suppliers will demonstrate a thorough knowledge of the range of enabling technology required to address those requirements.	<ul style="list-style-type: none">• QA audit - review policies and interview staff.

1.3 Provision of clear documentation

Standard	Measure
One Stop Shop Suppliers will be aware of the need for clear documentation and the ability to provide documentation in multiple and accessible formats.	<ul style="list-style-type: none">• QA audit - inspect sample of documents.

1.4 Range of products

Standard	Measure
One Stop Shop Suppliers will demonstrate a track record of ensuring students have access to the widest range of products.	<ul style="list-style-type: none">• QA audit - review products supplied.

1.5 Understanding the compatibility of assistive technologies

Standard	Measure
One Stop Shop Suppliers will demonstrate a thorough knowledge and understanding of the compatibility of assistive technologies.	<ul style="list-style-type: none">• QA audit - review correspondence with assessors, evidence of participation in relevant forums, interview staff.

1.6 Commitment to staff development

Standard	Measure
One Stop Shop Suppliers will be committed to staff development in the area of disability and new technologies.	<ul style="list-style-type: none">• QA audit - review policy documents and interview staff.

1.7 Knowledge of the provisions of the DDA

Standard	Measure
One Stop Shop Suppliers will have a thorough knowledge of the DDA and how it may impact on them as goods and service providers.	<ul style="list-style-type: none">• QA audit - check DDA documentation is available, inspect facilities & interview staff.

2 Focus on Education and Assessment Centres

The service standards relating to Focus on Education and Assessment Centres are listed below.

One Stop Shop Suppliers will:

2.1	Provide a one-stop solution with respect to enabling technology.
2.2	Supply a range of systems for disabled students.
2.3	Provide relevant and up-to-date technical advice.
2.4	Provide a technical support and repair service.

2 Focus on Education and Assessment Centres

2.1 One stop shop solution

Standard	Measure
One Stop Shop Suppliers will provide a one-stop solution with respect to enabling technology.	<ul style="list-style-type: none"> QA audit - review quotation and order documentation.

2.2 Range of systems

Standard	Measure
One Stop Shop Suppliers will provide a range of systems for disabled students.	<ul style="list-style-type: none"> QA audit - inspect product lists.

2.3 Technical advice

Standard	Measure
One Stop Shop Suppliers will provide relevant and up-to-date technical advice.	<ul style="list-style-type: none"> QA audit - interview staff involved with quotation process.

2.4 Provide a technical support and repair service

Standard	Measure
One Stop Shop Suppliers will provide ongoing technical support and, if required, a repair service.	<ul style="list-style-type: none"> QA audit - interview staff.

3 Focus on Funding Bodies

The service standards relating to Funding Bodies are listed below.

One Stop Shop Suppliers will:

3.1	Supply equipment on behalf of Funding Bodies within the timeframe specified in this document.
3.2	Provide independent advice on any changes to recommended equipment whether to meet the student's wishes or otherwise.

3 Focus on Funding Bodies

3.1 Supply of equipment within timeframe	
Standard	Measure
One Stop Shop Suppliers will supply equipment on behalf of Funding Bodies within the timeframe specified in this document (see Section 7 - Delivery, Set Up and Familiarisation).	<ul style="list-style-type: none">• Internal – records on customer account history• External - tracking of delivery times.• QA audit – sample check

3.2 Independent advice	
Standard	Measure
One Stop Shop Suppliers will provide independent advice on any changes to recommended equipment whether to meet the student's wishes or otherwise.	<ul style="list-style-type: none">• Internal - records on student's account.• QA audit - interview relevant staff.

4 Price

The service standards relating to Price are:

4.1	Publish equipment prices on web site.
4.2	Prices accessible in 2 clicks.
4.3	Prices clearly indicate if VAT included or excluded.
4.4	Prices updated regularly.
4.5	Quotations provided within 24 hours.
4.6	Quotations use standard template.
4.7	Quotation prices consistent with web prices.

4 Price

4.1 Publish prices on web

Standard	Measure
One Stop Shop Suppliers will publish prices on their website. Prices will be provided for the most common items of assistive technology. The website will conform, as a minimum, with the W3C Web Accessibility Initiative Content Accessibility Guidelines (http://www.w3.org/WAI/).	<ul style="list-style-type: none">• QA audit - Review of website.

4.2 Accessibility of prices

Standard	Measure
The price list will be accessible within 2 mouse clicks from the web site home page. The web page with the price list must be open to all and not restricted or password protected.	<ul style="list-style-type: none">• QA audit - Review of website.

4.3 VAT

Standard	Measure
All prices will clearly indicate if they include or exclude VAT.	<ul style="list-style-type: none">• QA audit - Review of website price list.

4.4 Prices up to date

Standard	Measure
Prices will be updated regularly and the date of the most recent update will be indicated on the price list.	<ul style="list-style-type: none">• QA audit - Review of website price list.

4.5 Quotation timeframe

Standard	Measure
One Stop Shop Suppliers will provide formal quotations, electronically within 24 hours of a quotation request from an assessor, provided that the quotation request is clear and complete.	<ul style="list-style-type: none">• External – tracking process.• Assessor's feedback• QA audit – sample check quotation emails.•

4.6 Quotation format

Standard	Measure
<p>When One Stop Shop Suppliers provide formal quotations, the content and pricing will be clear and transparent. Quotations will comply with the standard Quotation Template (template 1). The quotation will include the specification and individual prices of the key elements of the equipment and the service to be provided including:</p> <ul style="list-style-type: none">• basic equipment package• peripherals (e.g. printer)• software• anti virus & spyware• back up devices• USB hub• cables• security devices (e.g. lap top security cable)• ergonomic kit• delivery, installation and familiarisation• technical support• insurance• warranty	<ul style="list-style-type: none">• QA audit - sample check of quotations (template 1).

4.7 Quotation prices consistent

Standard	Measure
Prices in quotations will be the same as the prices displayed on the supplier's web site.	<ul style="list-style-type: none">• QA audit - sample check of quotations.

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 assessor.
5.4	Alternative products must have the same warranty cover.
5.5	Upgrades that compromise original intent referred to assessor.
5.6	Significant changes must be referred to funding body.
5.7	Suppliers liaise with component suppliers.
5.8	Where more than 2 months have elapsed since quotation, the supplier will supply and invoice at the current price. Any increase in overall price referred to funding body.
5.9	Supplier invoice to funding body supported by evidence of delivery.

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, support and warranty.	<ul style="list-style-type: none"> QA audit – compare delivery note to quotation or letter from funding body.

5.2 Acceptable variations

Standard	Measure
The One Stop Shop Supplier retains the right to vary the system specification where this does not change the system's functionality reflected in the assessment.	<ul style="list-style-type: none"> QA audit – compare delivery note to quotation or letter from funding body.

5.3 Variations that compromise original intent

Standard	Measure
Any variations made to the originally specified equipment by the One Stop Supplier must be at least equal to the original specification. Any variation that compromises the original intent will be referred to the assessor (or Funding Body, if appropriate).	<ul style="list-style-type: none"> Internal – records on supplier's database. QA audit - review correspondence.

5.4 Warranty on alternative products

Standard

The One Stop Shop Supplier can only offer alternative products that have the same or a better level of warranty coverage.

Measure

- QA audit - review warranty documents.

5.5 Student requests upgrade

Standard

The student may upgrade the equipment supplied, at their own expense, within the options made available to them by the One Stop Shop Supplier. In this instance, however, it is the responsibility of the One Stop Shop Supplier 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.

Measure

- Internal - history on student account & communication to assessor.
- QA audit - review records.

5.6 Advise funding body of changes

Standard

All significant changes to the system will be referred to the Funding Body.

Measure

- QA audit – review communication with the funding body. Check with funding body.

5.7 Liaise with component suppliers

Standard

The One Stop Shop Supplier will liaise with component manufacturers, on a regular basis, to supply items equivalent to those specified in the report to suit the student's direct need.

Measure

- QA audit – evidence of meetings and communication with component suppliers.

5.8 Delay from quote to delivery

Standard

Where more than 2 months have elapsed since the quotation was given, the One Stop Shop Supplier should supply the equipment at the current price, rather than those quoted in the assessment. Any increase in overall price will be referred to the funding body.

Measure

- QA audit - compare invoice to quotation and communication with funding body.

5.9 Supplier invoice to funding body

Standard

When the One Stop Shop Supplier has supplied and set up the equipment they must provide evidence of this, confirmed by the student, as and when required by the Funding Body, together with the invoice.

Measure

- QA audit - sample check invoices against the engineer's checklist (checklist 1) and the delivery note.

6 Pre Delivery Process

The service standards relating to the Pre-Delivery Process are:

6.1	Order acknowledgement sent to student the same or the following day.
6.2	Follow up if student does not respond in 10 days.
6.3	Advise funding body if student does not respond in 5 further days.
6.4	Confirm order details with student.
6.5	Issue delivery confirmation letter the following day.
6.6	Advise student and other stakeholders of delays.
6.7	Publish delivery timescales on website.

6 Pre Delivery Process

6.1 Order acknowledgement	
Standard	Measure
<p>If the One Stop Shop Supplier receives a "permission to supply" order directly from the funding body, the supplier will send an order acknowledgement to the student in a format that is accessible to them. The supplier will ask the student if they require a special format e.g. braille or large print. The order acknowledgement will be sent the same day or the following working day. The layout will be consistent with the standard Order Acknowledgement (template 2) and will contain, as a minimum:</p> <ul style="list-style-type: none"> • confirmation that the supplier has "permission to supply" • reference details to allow students to enquire as to the progress of their order (suppliers 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 supplier to <ul style="list-style-type: none"> ▪ agree delivery appointment ▪ confirm delivery address • outline the specification of the equipment being supplied • advise the student that delivery will occur within 10 working days of the student contacting the supplier (subject to student's availability / preference). • advise the student that they may upgrade but that it will be at their own expense and that the alterations must still comply with the assessor's recommendations 	<ul style="list-style-type: none"> • Internal - supplier's records. • External – tracking process. • QA audit - review sample of order acknowledgements (see template 2).

6.2 Follow up if student does not make contact

Standard	Measure
If the student does not contact the One Stop Shop Supplier within 10 working days, the One Stop Shop Supplier will attempt to contact the student again. 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.	<ul style="list-style-type: none">• Internal - supplier's records.• QA audit – review communication.

6.3 Student fails to respond

Standard	Measure
If the student does not make contact with the One Stop Shop Supplier within 5 working days of the second attempt to contact them, the One Stop Shop Supplier will contact the appropriate Funding Body and advise them accordingly.	<ul style="list-style-type: none">• Internal - supplier's records.• QA audit – review correspondence.

6.4 Confirm order details

Standard	Measure
<p>When the student contacts the One Stop Shop Supplier either in response to the order acknowledgement or because the funding body has written directly to them and advised them to contact the supplier, the supplier will:</p> <ul style="list-style-type: none"> • obtain a copy of the funding body letter from the student (if applicable) • confirm the student's name and contact details including; <ul style="list-style-type: none"> ▪ telephone and mobile number ▪ delivery address ▪ email address ▪ preferred contact method e.g. Braille, text, email • agree the delivery address • advise the student about what is being delivered • obtain verbal confirmation that the order is satisfactory • offer a timed (within 2 hours) delivery and set up appointment • ask the student about any relevant details effecting delivery and set up e.g. <ul style="list-style-type: none"> ▪ access to building ▪ availability of space for set up ▪ availability of phone lines (for internet) & electricity points ▪ relevant health & safety considerations 	<ul style="list-style-type: none"> • Internal - supplier's records. • Customer feedback. • QA audit – review supplier's records.

6.5 Delivery confirmation

Standard	Measure
<p>On the same working day or the following working day from the contact detailed at 6.4 above, the supplier will send the student a delivery confirmation letter in the student's preferred contact method. The layout will be consistent with the standard Delivery Confirmation (template 3) and as a minimum the letter will include:</p> <ul style="list-style-type: none">• phone number for the student to call with any queries regarding delivery• student's delivery address• equipment being delivered• delivery appointment (time and date)• importance of student being available to accept delivery• data protection statement• cancellation policy	<ul style="list-style-type: none">• Internal – supplier's records.• External – tracking process.• Customer feedback.• QA audit - view sample of letters (template 3).

6.6 Exceptional delays

Standard	Measure
<p>Delays may occur through circumstances beyond the One Stop Shop Supplier's control (fuel shortages, sub-contractor's industrial problems, non availability of items etc). In these circumstances, alternative arrangements will be sought and the One Stop Shop Supplier will keep the student informed of progress. Where the delay is expected to be more than 28 days, the One Stop Shop Supplier will notify the student and suggest alternatives for discussion with the assessor and the Funding Body.</p>	<ul style="list-style-type: none">• Internal - supplier's correspondence.• QA audit - review correspondence.

6.7 Publish timescales for order handling and delivery.

Standard	Measure
<p>Suppliers will publish the timescales associated with the order and delivery process on their website with the proviso that these timescales may be adversely affected by:</p> <ul style="list-style-type: none">• changes or additions to the equipment specification• students who delay completing essential documentation, e.g. delivery details.	<ul style="list-style-type: none">• 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	Student advised of any delays in delivery as soon as possible.
7.5	Engineer completes checklist of activities
7.6	Delivery appointment will last approximately 1½ hours

7 Delivery, Set Up and Familiarisation

7.1 Delivery appointment

Standard	Measure
At stage 6.4 "Confirm order details", a delivery appointment will have been agreed. The supplier will deliver to the agreed delivery address within a 2 hour time slot e.g. between 10.00 a.m. and 12.00 noon.	<ul style="list-style-type: none"> • External – tracking process. • QA audit - check delivery note to confirmation letter.

7.2 Delivery lead time

Standard	Measure
One Stop Suppliers will deliver within 10 working days from contact with the student (at 6.4) subject to the student's availability or preference and the student providing the appropriate funding body letter. No action can be taken until the supplier has seen this document.	<ul style="list-style-type: none"> • Internal - supplier's records. • External – tracking process. • Customer feedback. • QA audit – review delivery records

7.3 Delivery, set up and familiarisation

Standard	Measure
Delivery, set up and familiarisation will take place at the same time or, by agreement with the student, separately and still on the same day. In the latter case, delivery will be a timed appointment before 10.00am and set up and familiarisation will be at a separate timed appointment.	<ul style="list-style-type: none"> • External tracking. • QA audit - check delivery note to engineer's checklist (checklist 1).

7.4 Informing the student of delays

Standard	Measure
If the supplier 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 supplier will keep a record of any such communication.	<ul style="list-style-type: none">• Internal - supplier to record contact with student.• Customer feedback.• QA audit – review records

7.5 Engineer's checklist

Standard	Measure
<p>At delivery, the engineer will complete a checklist of activities which will cover all the on site activities he / she is required to carry out. The layout will be consistent with the standard Engineer's Checklist (checklist 1) and will include:</p> <ul style="list-style-type: none">• date of installation• start time and finish time• check all ordered equipment has been delivered• unpack equipment• assemble and connect peripherals• 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 <p>The checklist will be signed by the student on completion of the above. A copy will be retained by the student.</p>	<ul style="list-style-type: none">• Customer feedback.• QA audit - review checklists.

7.6 Appointment duration

Standard	Measure
The delivery, installation and familiarisation appointment will last approximately 1 and 1/2 hours.	<ul style="list-style-type: none">• QA audit - review checklists.

8 Assistive Technology Software & Hardware Training

The service standards relating to Assistive Technology Software & Hardware Training are:

8.1	Training will be delivered under a separate arrangement.
8.2	Training will be delivered on a separate day to delivery.
8.3	Training will be limited to one 3 hour session per day.
8.4	Trainers will complete a checklist of activities.
8.5	Trainers must submit a separate invoice, associated timesheet and training support record.

8 Assistive Technology Software & Hardware Training

8.1 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.	<ul style="list-style-type: none">• QA audit - review documentation.• Customer feedback.

8.2 Assistive technology training timing	
Standard	Measure
Training on Assistive Software will be conducted on separate day(s) from delivery, set up and familiarisation (unless the assessor states that training can be done on the same day and the student agrees).	<ul style="list-style-type: none">• QA audit - review documentation.

8.3 Duration of Training	
Standard	Measure
Training on Assistive Software will be limited to a maximum of one 3 hour session per day.	<ul style="list-style-type: none">• QA audit - review checklist (see checklist 2).

8.4 Trainer's Checklist

Standard	Measure
<p>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 (checklist 2) and will include:</p> <ul style="list-style-type: none">• date of training• start and finish time of training• topics to be covered• topics actually covered• next steps <p>A copy of the checklist will be retained by the student.</p>	<ul style="list-style-type: none">• QA audit - review checklist (see checklist 2).

8.5 Training invoice

Standard	Measure
<p>Trainers must submit, to the Funding Body, a separate invoice and associated timesheet and training support record which details the training activities undertaken.</p>	<ul style="list-style-type: none">• QA audit - review documentation.

9 Warranty – Maintenance & Support

The service standards relating to Warranty are:

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

9 Warranty – Maintenance & Support

9.1 Warranty duration

Standard	Measure
In addition to the first 12 months standard manufacturer's warranty, in line with the Sale of Goods Act, the One Stop Shop Supplier should offer a comprehensive computer and peripherals warranty for the duration of the course. Warranties are subject to a 4 year maximum. The warranty does not affect the student's statutory rights.	<ul style="list-style-type: none"> QA audit – review supplier's warranty documentation

9.2 Warranty document

Standard	Measure
The student should be provided with a warranty document that is in a clear and accessible format.	<ul style="list-style-type: none"> QA audit – review supplier's warranty documentation

9.3 Content of warranty 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 warranty.	<ul style="list-style-type: none"> QA audit – review supplier's warranty documentation

9.4 Warranty summary

Standard	Measure
Suppliers will provide students with a Warranty Summary document which will explain the key aspects of the warranty and advise the student to contact the One Stop Shop Supplier in the event of any technical problems. An example of a Warranty Summary is included in template 4.	<ul style="list-style-type: none"> QA audit – review warranty summary (template 4).

9.5 Warranty exclusions

Standard	Measure
The warranty document will clearly explain that the warranty does not cover wear and tear, consumables (for example lap top batteries) or damage due to the use of unapproved consumables.	<ul style="list-style-type: none">QA audit – review supplier's warranty documentation

9.6 Warranty extensions

Standard	Measure
If the student extends their course they will have an option to extend their warranty, 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 supplier. The inspection will be costed, and if an upgrade (e.g. additional memory) is required, this will be costed.	<ul style="list-style-type: none">QA audit – review supplier's warranty documentation

9.7 Warranty claims

Standard	Measure
The One Stop Shop Supplier is wholly responsible for handling warranty claims during the operation of the warranty. The student will deal directly with the One Stop Shop supplier.	<ul style="list-style-type: none">QA audit – review supplier's warranty documentation

9.8 Warranty repairs

Standard	Measure
The warranty will include on-site repair and return to base repair. For return to base repairs, the supplier 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 (see also 11.8 Equipment Breakdowns).	<ul style="list-style-type: none">QA audit – review supplier's warranty documentation.

9.9 Repaired equipment returned to student

Standard	Measure
Once "return to base" repair equipment has been returned to the student, a full installation will be conducted, if necessary.	<ul style="list-style-type: none">• Customer feedback.• QA audit – review supplier's warranty documentation.

9.10 Cost of repairs

Standard	Measure
The One Stop Shop Supplier is obliged to cover the cost of warranty repairs.	<ul style="list-style-type: none">• QA audit – review supplier's warranty documentation.

10 Insurance

The service standards relating to Insurance are:

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

10 Insurance

10.1 Insurance cover	
Standard	Measure
The One Stop Shop Supplier will arrange course long insurance cover for the equipment supplied and will handle all aspects, where possible, of any insurance claims arising, including the preparation of fault reports.	<ul style="list-style-type: none"> QA audit – review supplier's insurance documentation.

10.2 Loan equipment	
Standard	Measure
The One Stop Shop supplier will, where necessary, provide loan equipment. If an insurance claim proves to be invalid, the supplier will recover the loan equipment from the student.	<ul style="list-style-type: none"> QA audit – review supplier's insurance documentation.

10.3 Insurance summary document	
Standard	Measure
Suppliers will provide students with an Insurance Summary document which will explain the key aspects of the policy and advise the student to contact the supplier with any insurance related enquiries. An example of an insurance summary is included at template 5.	<ul style="list-style-type: none"> QA audit – review supplier's insurance summary (template 5).

11 Technical Support and Equipment Breakdowns

The service standards relating to Technical Support and Equipment Breakdowns are:

11.1	Supplier provides a help desk service.
11.2	Supplier provides a range of help desk contact methods.
11.3	Help desk must provide hardware and software support.
11.4	Supplier 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	Supplier arranges equipment uplifts.
11.9	Supplier arranges in-transit insurance.
11.10	Loan equipment provided within 3 working days of uplift.
11.11	Repairs complete in 3 weeks (desktop PC) or 4 weeks (laptop).
11.12	Supplier will make reasonable efforts to recover students' data.
11.13	Permanent replacement equipment provided where required.
11.14	Technical support enquiries logged.
11.15	Supplier will have onsite repair facilities on their premises.

11 Technical Support and Equipment Breakdowns

11.1 Help desk support

Standard	Measure
<p>The One Stop Shop Supplier 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 supplier's website. The supplier will ensure that they provide an adequate number of telephone lines and an adequate number of staff to handle technical enquiries.</p>	<ul style="list-style-type: none"> • Customer feedback. • QA audit - test calls and observation.

11.2 Help desk contact methods

Standard	Measure
<p>As a minimum, the One Stop Shop Supplier will provide remote access support (with the student's consent) and the following alternative contact methods:</p> <ul style="list-style-type: none"> • telephone • SMS text • email • type talk • onsite support (when necessary) • return to base repair (when necessary) <p>The telephone service will use "03" numbers, or a similar service, and will be free to students calling from a landline and at STD (local) rate for students calling from a mobile phone.</p>	<ul style="list-style-type: none"> • Customer feedback. • QA audit - test calls, information from call provider and observation during visit.

11.3 Scope of help desk support

Standard	Measure
<p>The Help Desk will provide comprehensive hardware and software support for the correct operation of assistive technology and associated hardware.</p>	<ul style="list-style-type: none"> • Customer feedback. • QA audit - review policy and observation.

11.4 Query resolution

Standard	Measure
The One Stop Shop Supplier'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.	<ul style="list-style-type: none">• Internal – supplier's call statistics.• External – tracking process.• Customer feedback.• QA audit – review records.

11.5 Onsite and return to base repair

Standard	Measure
If the problem cannot be resolved within 24 hours by remote support, the One Stop Shop Supplier will arrange an on-site visit or return to base repair.	<ul style="list-style-type: none">• External – tracking process.• Customer feedback.• QA audit - review appointment schedule.

11.6 Onsite repair timescales

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.	<ul style="list-style-type: none">• Customer feedback.• QA audit - review appointment schedule and onsite inspection report.

11.7 Return to base repair timescales

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 can not be resolved remotely.	<ul style="list-style-type: none">• External – tracking process.• Customer feedback.• QA audit - review appointment schedule.

11.8 Equipment uplift

Standard	Measure
For return to base repairs, equipment will be uplifted by the supplier, unless the equipment is small and / or low value, in which case a courier may be used. If a courier is used for the uplift, it is the supplier's responsibility to ensure that the student is capable of packing the equipment. It is also the supplier's responsibility to ensure that an appropriate time for the uplift is arranged (see also 9.8 Warranty Repairs).	<ul style="list-style-type: none">• Customer feedback.• QA audit - inspect appointment and courier records.

11.9 In-transit insurance

Standard	Measure
It is the supplier's responsibility to arrange insurance for goods in-transit.	<ul style="list-style-type: none">• Internal – suppliers' records.• QA audit - inspect records.

11.10 Provision of loan equipment.

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 at least an equivalent specification to the equipment under repair. 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 a supplier 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.	<ul style="list-style-type: none">• Internal – supplier to keep records / job sheet.• External – tracking process.• Customer feedback.• QA audit - inspect records and machine specification.

11.11 Length of time for repairs

Standard	Measure
Return to base repairs will be completed within 3 weeks for desktop PCs and 4 weeks for laptops.	<ul style="list-style-type: none">• Customer feedback.• External – tracking process.• QA audit - review engineer's report.

11.12 Data recovery

Standard	Measure
The supplier 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 without the student's written consent.	<ul style="list-style-type: none">• QA audit - inspect engineer's report and correspondence with student.

11.13 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.	<ul style="list-style-type: none">• Internal – supplier's records.• QA audit – review documentation.

11.14 Technical support query log

Standard	Measure
All technical support queries will be logged by the supplier. Logs will be retained for the duration of the student's course.	<ul style="list-style-type: none">• Internal - technical query logs.• QA audit - review logs.

11.15 Supplier's repair facilities

Standard	Measure
The One Stop Shop Supplier will provide sufficient facilities on their own premises to carry out repairs to equipment.	<ul style="list-style-type: none">• QA audit – observation of facilities.

12 Course-long Support

The service standards relating to Course Long Support are:

12.1	Supplier provides course long support.
12.2	Supplier provides support if student leaves their course.
12.3	Supplier 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 One Stop Shop Supplier will support the student's IT needs for the relevant equipment supplied by them. After four years, the One Stop Shop Supplier may charge extra, as agreed with the Funding Body.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Internal records - student's account.

13 Complaints

The service standards relating to Complaints are:

13.1	Supplier has a documented complaints policy.
13.2	Supplier 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 One Stop Shop Suppliers 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.	<ul style="list-style-type: none"> 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. Correspondence will be dated.	<ul style="list-style-type: none"> QA audit - review correspondence and log.

13.3 Complaint handling

Standard	Measure
All complaints will be handled in a professional, non-confrontational manner and in accordance with the supplier's procedures.	<ul style="list-style-type: none"> 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 One Stop Shop Supplier and the student concerned, the matter may be referred back to the Disability Officer or 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, who in consultation with other stakeholders, will make the final decision.	<ul style="list-style-type: none"> QA audit - review policy and correspondence.

14 Data Protection

The service standards relating to Data Protection are:

14.1	Supplier will only retain records relevant to student support.
14.2	Data will not be transferred or sold.
14.3	Supplier 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
One Stop Shop Suppliers 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, warranty dates and any history relating to technical support. It should also detail complaints made by any stakeholder about the support offered by the supplier, and the resolution thereof.	<ul style="list-style-type: none">• QA audit - review supplier'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. One Stop Shop Suppliers will give the student the opportunity to opt in to any marketing communication system.	<ul style="list-style-type: none">• QA audit - review supplier's digital and paper records.

14.3 Data Protection Act

Standard	Measure
Suppliers must be data protection registered and all data held must be held in compliance with the Data Protection Act.	<ul style="list-style-type: none">• QA audit - review supplier's digital and paper records.

14.4 Data recovered

Standard	Measure
Data recovered from computers as part of the repair process will not be stored on the One Stop Shop Supplier's server, PCs or storage devices without the student's prior consent.	<ul style="list-style-type: none">• QA audit - review supplier's digital and paper records and correspondence with students.

14.5 Delivery confirmation letter data protection statement

Standard	Measure
<p>To allow DSA QAG auditors to access student records, the delivery confirmation letter (template 3) will contain the following data protection statement.</p> <p>"the information you provide to [Name of supplier] ("the supplier") is personal data and shall be held by the Supplier 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 Supplier".</p>	<ul style="list-style-type: none">• QA audit - review 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	Supplier 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 One Stop Shop Supplier is not responsible for supporting the student's internet service. This is the responsibility of the student's ISP (Internet Service Provider). Furthermore, the One Stop Shop Supplier is not responsible for any interference or damage caused by loading other ISP software information on to the machine.	<ul style="list-style-type: none">• QA audit - review quotation and delivery documentation. Note, this can only be assessed where the supplier is responsible for the internet service. QA process.

15.2 Internet hardware support

Standard	Measure
The One Stop Shop Supplier 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.	<ul style="list-style-type: none">• QA audit - review quotation and delivery documentation.

16 Accounting Standards

The service standard relating to Accounting Standards is:

16.1

Supplier provides adequate accounting provision for course long support.

16.1 Accounting standards

Standard	Measure
The One Stop Shop Supplier will make proper accounting provision for the cost of support in the years after delivery. The One Stop Shop Supplier will, on request from DSA QAG auditors, ask their financial auditors (or accountants if the supplier does not have a formal audit) to provide a letter confirming that such provision has been made, and that the company is in reasonably sound financial health. A suggested format for the letter is included in template 8.	<ul style="list-style-type: none">• QA audit - inspect letter (template 8).

17 Customer Feedback

The service standards relating to Customer Feedback are:

17.1	Supplier provides students with customer feedback forms.
17.2	Supplier provides forms in multiple formats.
17.3	Supplier makes returned forms available to DSA-QAG auditors.
17.4	Supplier invites feedback from other stakeholders.
17.5	Supplier provides students with the online feedback URL.

17 Customer Feedback

17.1 Customer feedback forms

Standard	Measure
One Stop Shop Suppliers will give all students customer feedback forms which include the standard questions listed in template 6. The results of the feedback and any action taken will be recorded.	<ul style="list-style-type: none"> QA audit - review returned forms (template 6).

17.2 Accessibility and format

Standard	Measure
Forms will be provided in languages other than English (e.g. Welsh) and other formats (e.g. electronic text, Braille) on reasonable request.	<ul style="list-style-type: none"> QA audit - review returned forms.

17.3 Returned feedback forms

Standard	Measure
One Stop Shop Suppliers will make returned forms available to DSA-QAG auditors.	<ul style="list-style-type: none"> QA audit - review returned forms.

17.4 Feedback from other stakeholders

Standard	Measure
One Stop Shop Suppliers are encouraged to give other stakeholders the opportunity to provide feedback (e.g. Assessors, Funding Bodies, Disability Officers.)	<ul style="list-style-type: none"> QA audit - review returned forms.

17.5 Online Feedback

Standard	Measure
One Stop Shop Suppliers will provide students with the URL for online feedback and record that they have done so. If students cannot use online feedback, alternative formats will be available on request.	<ul style="list-style-type: none">• Customer feedback.• QA audit - review student records.

18 Human Resources Policies

The service standards relating to Human Resource Policies are:

18.1	Supplier has a CRB Enhanced Disclosure Policy.
18.2	Supplier has a Lone Working Policy.
18.3	Supplier has an Equality and Diversity Policy.

18 Human Resources Policies

18.1 CRB Clearance for employees in "one to one" contact situations

Standard	Measure
One Stop Shop Suppliers will have policies covering CRB Enhanced Disclosure with Vulnerable Adults and Children clearance for employed staff who may be in one to one contact with students. Staff will be checked every 3 years and must hold a valid CRB certificate.	<ul style="list-style-type: none"> • QA audit - Review policy document and certificates • Staff interviews.

18.2 Lone working

Standard	Measure
One Stop Shop Suppliers will have policies covering lone workers.	<ul style="list-style-type: none"> • QA audit - Review policy document. • Staff interviews

18.3 Equality and diversity

Standard	Measure
One Stop Shop Suppliers will operate and adhere to an Equality and Diversity Policy and Procedures.	<ul style="list-style-type: none"> • QA audit - Review policy document. • Staff interviews

19 Independence

The service standards relating to Independence are:

19.1	Supplier will maintain a register of interests.
19.2	Supplier will maintain a register of equipment loaned to assessment centres.

19 Independence

19.1 Register of interests

Standard	Measure
One Stop Shop Suppliers will maintain a register of interests. The purpose of the register is for supplier 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 7.	<ul style="list-style-type: none">• QA audit - review conflict of interest declarations (template 7).

19.2 Equipment loaned to assessment centres

Standard	Measure
<p>One Stop Shop Suppliers will maintain a register of equipment loaned to Assessment Centres. The equipment must be supplied for evaluation purposes only. It is expected that a loan period should not exceed one to two months and that the loan equipment item (and/or its equivalent) would not be required to be re-loaned for evaluation purposes after that date. The register will include:</p> <ul style="list-style-type: none">• equipment issued• assessment centre name• issue date• return date	<ul style="list-style-type: none">• QA audit - review register.

20 Key Performance Indicators

The service standard relating to Key Performance Indicators is:

20.1	Supplier will report KPI performance to DSA QAG.
-------------	---

20.1 KPI reporting

Standard	Measure
One Stop Shop Suppliers will record and report their performance against Key Performance Indicators (KPIs) to DSA QAG on a monthly basis (or as and when required). The KPIs are listed in appendix 2.	<ul style="list-style-type: none">• External - tracking process (appendix 2).• QA audit – review records.

Templates

Template 1: Quotation Template

To be developed

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 xxxxxxxx@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 want to upgrade the equipment 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:

XXXXXXX

Delivery Address:

XXXXXXXXXX

Date and Time of Delivery:

XXXXXXXXXX

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

Our cancellation policy is xxxxxxxxxxxxxxxxxxxxxx.

The information you provide to [Name of supplier] ("the supplier") is personal data and shall be held by the Supplier 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 Supplier.

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

Yours Sincerely,

XXXXXXX

Template 4: Warranty Summary

Warranty Summary

Student's Name

Start date of warranty

End date of warranty

Equipment Covered

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

Warranty Cover

For example: *The warranty 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 *warranty 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 warranty claim is necessary, please contact us on XXX XXXXX XXX.*

Template 5: Insurance Summary

Insurance Policy Summary

Student's Name

Start date of insurance

End date of insurance

Insurance provider

Equipment Covered

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

Type of Insurance and cover

For example: *your policy covers theft and accidental damage for all computer hardware, including peripherals such as printers and scanners at the location on the schedule and in case of portable equipment, wherever it is situated.*

Features and Benefits

For example: *you are insured up to the amount shown in the Certificate of Insurance in respect of any one loss or series of losses arising out of any one occurrence. Under this policy there is no excess, so the full amount will be used to claim a replacement for your hardware and software, if approved.*

Significant Exclusions and Restrictions

For example:

1. *Theft from unattended cars where the item is not hidden from view*
2. *Theft from premises unless the entry or exit was gained by forcible or violent means*
3. *Equipment was being used by a third party*
4. *You must ensure that the equipment is operated and serviced in accordance with the manufacturer's recommendations.*

Claims or Queries

For example: *If you have a query or you would like to initiate a claim please contact us on XXX XXXXX XXX. Please note that where you believe a criminal offence has been committed, you will need to notify the police and obtain a Crime Reference Number.*

Template 6: Customer Feedback

See following page.

DSA QAG Customer Satisfaction Questionnaire

One Stop Shop Suppliers – Delivery

Student's Name
(Optional): _____

Date: _____

Supplier's Name: _____

The following questions relate to the delivery and installation of the equipment provided by your DSA equipment supplier. Please answer by ticking the relevant box or, where appropriate, writing a comment.

Initial Contact

- 1 How did you first find out that you would be receiving equipment to support your studies? ☐ My Local Authority contacted me
☐ My equipment supplier contacted me

Arranging Delivery

- 2 How did you first make contact with your supplier? ☐ They contacted me ☐ I phoned ☐ I wrote a letter
☐ I sent an email ☐ Other
- 3 It was easy to contact my supplier. ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 4 If you replied "disagree" or "strongly disagree" please state why. _____
- 5 Supplier staff were helpful. ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 6 If you replied "disagree" or "strongly disagree" please state why. _____
- 7 Did the supplier offer you a delivery appointment during your first contact with them? ☐ Yes ☐ No ☐ N/A
- 8 Did the supplier ask if the delivery appointment was convenient for you? ☐ Yes ☐ No ☐ N/A
- 9 Did the supplier give you a specific time for delivery? ☐ Yes ☐ No ☐ N/A
- 10 Did the supplier offer you a 2 hour time slot for your delivery? ☐ Yes ☐ No ☐ N/A
- 11 Did the supplier confirm the equipment that would be delivered? ☐ Yes ☐ No ☐ N/A
- 12 Did the supplier confirm the delivery address? ☐ Yes ☐ No ☐ N/A
- 13 Did you receive a letter from the supplier confirming the delivery details? ☐ Yes ☐ No ☐ N/A
- 14 How long did you wait for this letter? ☐ 1 day ☐ 2 days ☐ 3 days ☐ more than 3 days ☐ N/A
- 15 From the supplier confirming that they had received your 'funding body letter' how long did you have to wait for delivery? ☐ 1 week or less ☐ 2 weeks ☐ 3 weeks ☐ Over 3 weeks
- 16 Did the supplier advise you that delivery and set up would be at the same time or obtain your agreement that they could be at separate times? ☐ Yes ☐ No ☐ N/A

Delivery, Set up and Familiarisation

- 17 Did the engineer arrive at the agreed time? ☐ Yes ☐ No ☐ N/A
- 18 If the engineer was running late, did they call to advise you? ☐ Yes ☐ No ☐ N/A
- 19 Did the engineer explain what he/she was doing? ☐ Yes ☐ No ☐ N/A
- 20 Did the engineer demonstrate the equipment (if appropriate)? ☐ Yes ☐ No ☐ N/A
- 21 Did the engineer show you that the equipment was working? ☐ Yes ☐ No ☐ N/A
- 22 Did the engineer show you how to access the software? ☐ Yes ☐ No ☐ N/A
- 23 Did the engineer ask you to sign a checklist listing the activities he/she had undertaken? ☐ Yes ☐ No ☐ N/A
- 24 Was the engineer was friendly? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
-

Overall

- 25 Did the service provided by the supplier meet your expectations? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A

- 26 If you replied "disagree" or "strongly disagree" please state why.

- 27 Do you have any additional comments regarding your equipment supplier?

- 28 What can be done to improve the service provided by your equipment supplier?

DSA QAG Customer Satisfaction Questionnaire

One Stop Shop Suppliers – Technical Support

Student's Name: _____ Date: _____

Supplier's Name: _____

The following questions relate to the technical support service provided by your DSA equipment supplier.

Please answer by ticking the relevant box or, where appropriate, writing a comment.

Technical Support

- 1 Does your supplier publicise the technical support they offer? ☐ Yes ☐ No ☐ N/A
- 2 It is easy to contact technical support during business hours (e.g. 9.00 - 5.00, Monday to Friday). ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 3 Did your supplier offer you the option to fix your fault by remote access (e.g. they access your machine from their own premises)? ☐ Yes ☐ No ☐ N/A
- 4 Does your supplier provide a free phone support telephone service? ☐ Yes ☐ No ☐ N/A
- 5 When you used the telephone support service was the phone answered promptly? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 6 Were you put in contact with a technical assistant promptly? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 7 Did the technical assistant try to resolve your problem at the first point of contact? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 8 Did the technical assistant provide instruction in a clear, easy to follow manner? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 9 Did the technical assistant appear knowledgeable? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 10 If at any stage the technical assistant offered to get back in touch with you, did they keep to this commitment? ☐ Yes ☐ No ☐ N/A
- 11 If your problem was not resolved within 24 hours were you offered an onsite visit? ☐ Yes ☐ No ☐ N/A
- 12 If your problem was not resolved within 24 hours were you offered a return to base repair? ☐ Yes ☐ No ☐ N/A

If an engineer conducted an onsite repair

- 13 Was the onsite repair appointment within 2 days of the supplier advising you that it was necessary? ☐ Yes ☐ No ☐ N/A
- 14 Did the engineer arrive on time? ☐ Yes ☐ No ☐ N/A
- 15 Did the engineer discuss and talk about what he / she was doing during the repair? ☐ Yes ☐ No ☐ N/A
- 16 If the engineer could not resolve the problem did they take the equipment away to be repaired? ☐ Yes ☐ No ☐ N/A
- 17 Was the engineer friendly? ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A

If your equipment had to be collected and returned for repair

- 18 Was the collection appointment within 2 days of the supplier advising you that it was necessary? ☐ Yes ☐ No ☐ N/A
- 19 Did the supplier arrange for the equipment to be uplifted? ☐ Yes ☐ No ☐ N/A
- 20 Did the supplier give you a timed appointment for the collection? ☐ Yes ☐ No ☐ N/A
- 21 Did the supplier ensure that you were able to pack the equipment? ☐ Yes ☐ No ☐ N/A
- 22 If you were unable to pack the equipment did the supplier make arrangements for you? ☐ Yes ☐ No ☐ N/A

Replacement Equipment

- 23 If the return to base repair took longer than 3 working days were you offered loan equipment? ☐ Yes ☐ No ☐ N/A
- 24 If "no" how long did you wait for loan equipment to be offered? ☐ 4-5 days ☐ 6-7 days ☐ 1-2 weeks ☐ more than 2 weeks ☐ N/A
- 25 If the return to base repair took over 4 weeks were you offered permanent replacement equipment? ☐ Yes ☐ No ☐ N/A

Overall

- 26 Did the technical support service provided by the supplier meet your expectations. ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ N/A
- 27 If you replied "disagree" or "strongly disagree" please state why.

- 27 Do you have any additional comments regarding your equipment supplier?

- 28 What can be done to improve the service provided by your equipment supplier?

Template 7: Conflict of Interest Declaration

Declaration on Conflicts of Interest

A conflict of interest is any situation in which an employee’s personal interests, or interests which they owe to another body or organisation, and those of XXXXX arise simultaneously or appear to clash.

Conflicts of interest may come in a number of different forms, for example:

- payment to a XXXXXXXX employee for services provided through XXXXXXXX to another organisation
- the award of a contract to XXXX, via a XXXXXXXX employee also employed in another organisation

By signing this document you declare you currently have no Conflict of Interests that would affect your duties in XXXXX, or that you have provided information to XXXXXXX in relation to any conflict of interest which may arise.

Members of XXXXXXX staff are required to declare any Conflict of Interest or potential Conflict of Interest immediately it arises to XXXXX.

Name	Signature	Date	Conflict of Interest Declaration: please circle	
			Yes	No

If you have answered YES to the Conflict of Interest Declaration, please provide details below:

Template 8: Audit Assurance Letter

Companies or partnerships that do not legally need to have a formal annual audit will need to adapt this model text accordingly.

1. We have examined the accounts of xxxx Ltd (the Company) for the year ended xxxxxxxx 200x. We have also read the DSA One Stop Shop Quality Assurance Framework.
2. Based on our audit work undertaken in respect of the year ended xxxxxxxx 200x we considered at the date that we signed our audit report (xxxxxxx 200x) that the Company had made adequate financial provision from the proceeds of sales in the period ended xxxxxxxxxxxx 200x to cover the warranty obligations given up to that date that it reasonably expected would crystallise beyond xxxxxxxx 200x relating to past sales under the DSA One Stop Shop Quality Assurance Framework.
3. On [date] the directors gave us a representation that having regard to the position of the Company and the circumstances which the directors of the Company considered likely to occur during the year commencing on that date, there was then a reasonable expectation that the Company had adequate resources to continue operations for the foreseeable future, i.e. for twelve months from the date of that letter.
4. The statements set out above are given solely for the purposes of your DSA One Stop Shop Quality Assurance Framework audit, without responsibility to you on our part, our employees, partners or agents, but is not to relieve you from any other enquiry or performance of any other duty.

.....

ABC Auditors

123 High Street

Date:.....

Checklists

Checklist 1: Engineer's Checklist

Delivery, Set Up & Familiarisation

Engineer's Checklist

Student's Name

Engineer's Name

Delivery Date

Start Time

Finish Time

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	

Signed by student

Date

Checklist 2: Training Checklist

Assistive Technology Software & Hardware Training

Trainer's Checklist

Student's Name

Trainer's Name

Training Date

Training Time

Start
Finish

Today's Training

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

Next Steps

--

Signed by student

Date

Appendices

Appendix 1: Complaints Policy and Procedure

One Stop Shop Suppliers 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 supplier'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 supplier'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 Suppliers 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 supplier'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 One Stop Shop Suppliers on a monthly basis.

QAF Ref	Description	Standard
4.5	Quotations supplied to assessors.	24 hours
6.1	Order acknowledgement sent to student when permission to supply received from funding body.	2 days
6.5	Delivery confirmation sent to student once student has contacted supplier.	1 day
7.1	On time delivery.	Within 2 hours
7.2	Delivery lead time.	10 days
11.5	Onsite or return to base repair arranged if problem cannot be resolved remotely.	24 hours
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
11.11	Length of time for repairs.	PC (3 wks) laptop (4 wks)

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