Website User Guide

Driver CPC and Taxi Driver Periodic Training (NI) Approved Centres

June 2023
Version 3

Contents

1. Introduction

As an approved centre delivering Driver CPC and/or Taxi Driver Periodic Training (Northern Ireland only) you will be provided with access to the login function on www.jaupt.org.uk This login provides you with numerous functions which aim to make your experience easier.

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

2. Sign In

Once you become an approved centre you should have received a username and password to login.

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

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

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

Home > Sign in

Email

JAUPTTestCentre@jaupt.org.uk
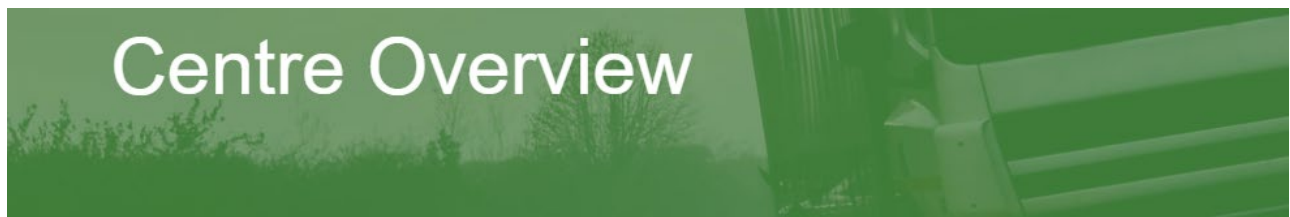
Password

••••••••••••••••

I forgot my password

Sign in

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

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

3. Centre Overview

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

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

3.1 Editing Centre Details

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

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

The details highlighted within the blue box, shown in the diagram below will be visible to the public if the centre has requested to publish their details.

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

The display shown below will become available.

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

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

3.2 Adding Centre Administration Users

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

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

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

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

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

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

3.3 Deleting a Centre Administration User

The *Centre Overview* page has a section called *Centre admins*, if you wish to delete a user, select the *pencil* icon next to their name from the list shown below:
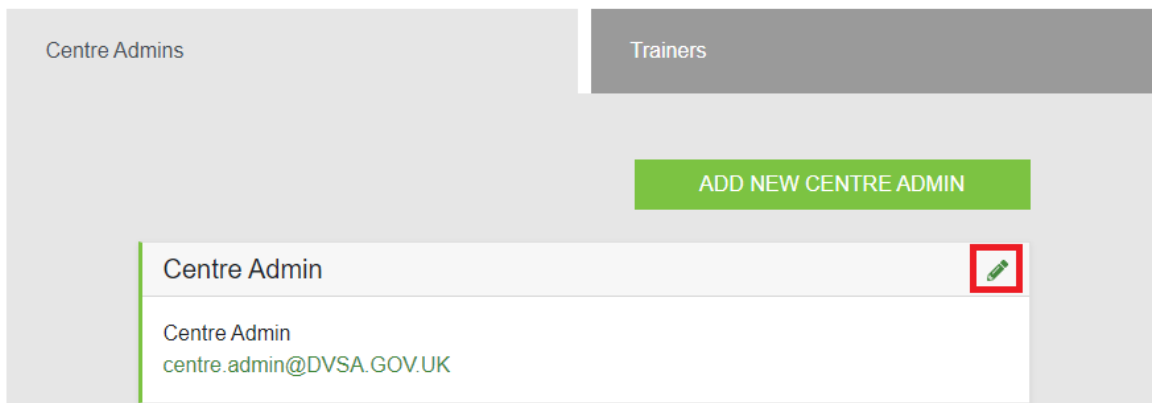
To delete a centre admin user, click the red *Delete* button.

3.4 Adding New Driver CPC Trainers

The trainers tab will show all Driver CPC trainers and the specific courses that they are able to deliver for your centre. To add a trainer select the "Add New Trainer" button:

You will need to provide the relevant information for DVSA to process the request including trainer evidence. Further information on trainer evidence can be found here.

Fields marked with a red asterisk are mandatory and need to be completed. Once the information is entered and you are content press save. Before the trainer is deemed satisfactory the trainer's skills, knowledge and experience will need to be checked. Once complete the request will be validated and approved/rejected.

You can search for a trainer using the search facility shown above. Please note that this should match the trainer's name submitted to DVSA.

Please note that the trainer you have requested to be added might already exist, in that case the initial request will be rejected and your Account Officer will be in touch to process this manually.

4. Course Overview

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

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Courses

JAUPT Test Course
CRS14517/1896

Modular Course Test
CRS15696/1896
TX0320/1896

By selecting a course from the list, you will be able to view the details which includes if it is published on the search facility. This information will be visible to the public if the centre has requested to publish their details.

4.1 Editing Course Details

The *Course Overview* section will provide a list of all your currently approved courses, to edit a course select the course title from the list and then click the *pencil* icon

You can request to change a few course details, these include:

- Course Objectives
- Trainer/Driver Ratio
- Making the Course Public

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Modular Course Test

Public	No
Expiry Date	24/07/2022
Driver/Trainer Ratio	20:1
	PCV/TDPT

Course objectives	⌄
Subject Areas	⌄
Modules	⌄
Trainers	⌄

The display shown below will become available.

Once you have made the desired changes click the *Save* button at the bottom of the page.

Any unwanted changes can be cancelled by selecting the *Cancel* button at the bottom of the page.

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

4.2 Adding another Trainer to an approved course

To add an existing trainer to another course, expand the "Trainers" tab in the Course Overview and press "Add Trainer":

A pop up window (pictured below) will appear where you can select the trainer and submit the evidence required to support your request. Before the trainer is created DVSA will need to validate and approve the request.

You will need to provide the relevant information for DVSA to process the request including trainer evidence. Further information on trainer evidence can be found here.

Before the trainer is deemed satisfactory the trainer's skills, knowledge and experience will need to be checked. Once complete the request will be validated and approved/rejected.
If you would like to add a new trainer please refer to section **3.4**

5. Scheduled Training Dates

As an approved centre you **must** tell us about all your planned training.

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

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

5.1 Add an Individual Course Date

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

From here, you will be able to add a training date to a specific course and consortium member (if applicable).

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Course

Modular Course Test
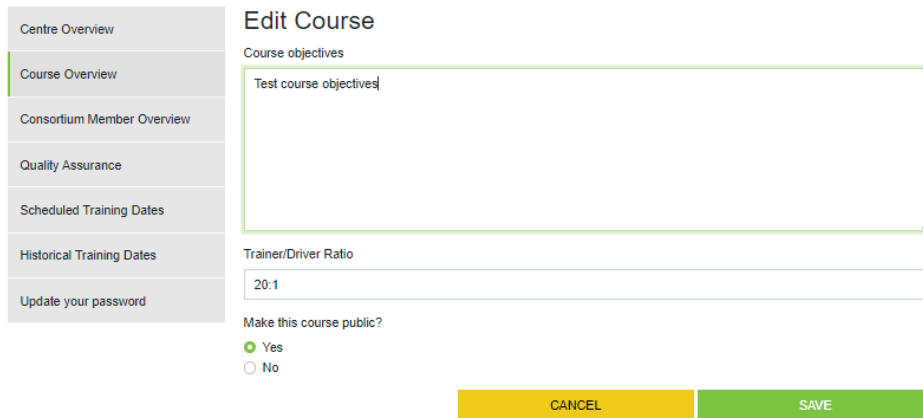
Consortium

N/A

Course number(s)

☐ CRS15696/1896
☐ TX0320/1896

Date & time

Course date

dd/mm/yyyy

Start time

hh:mm

Finish time

hh:mm

Delivery location

Classroom

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

Please note that if the delivery location is remote, you must provide DVSA/DVA with remote access details in the secure access section. These can be links or invites e.g. zoom link, Microsoft team link etc.

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

The venue

Trainer name

Client Name

Address Line 1

Address Line 2

Town / city

Postcode

Secure Access Comments

Additional Comments

Publish Details

○ Yes

○ No

CANCEL   SAVE

5.2 Add Multiple Course Dates

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

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

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

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

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

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

Column C | Consortium Member No: This is an optional field and should be entered in upper case with no spaces e.g. CM99999/99999

Column D | CRS Number: This is a required field (if applicable due to TX only courses) and should be entered in upper case with no spaces e.g. CRS99999/99999

Column E | TX Number: This is a required field (if applicable due to CRS only courses) and should be entered in upper case with no spaces e.g. TX99999/99999

Column F | Course Name: This is a required field for each row

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

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

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

Column J | Trainer: This is a required field for each row

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

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

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

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

Column O | Postcode: This is a required field for each row. You need to enter a space between the first and second parts of the postcode. E.g. MK12 5NW. This is still required even when the course is delivered remotely for the purposes of upload only.

Column P | Secure Access Instructions: This is an optional field unless the delivery location is remote. If the training venue has any specific access requirements e.g. remote access link, code for a security gate etc add them in this field.

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

Column R | Additional comments: This is an optional field

Column S | Publish: This is a required field and is used to determine if you wish for the course date to be published *(please note that you will have had to tell us at the time of approval if you wish for the course to be published)* on the website. Accepted options are True, False, Yes or No.

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

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

Home > Centre Overview > Scheduled Training Dates

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Scheduled Training Dates

Choose File dualcoursebulkupload.xlsx **Upload Dates**

Download example

Filter

Search... 🔍   Date range...

Clear Search

Showing 1 to 6 of 6

☐ 01/06/2022 at 09:30   ✏️ 🚫

Modular Course Test
TX0320/1896 & TX0320/1896

test1
9 warren yard, warren park, Milton Keynes, MK12 5NW

5.3 Splitting Courses over Multiple Days/Overnight Courses

You can split a course over consecutive days if:

- You deliver 2 hours of E-learning on day 1 and 5 hours of classroom on day 2
- You split a 7-hour course into two 3.5-hour parts over two consecutive days
- You deliver a course that is more than 7 hours e.g. 14 hours, 21 hours etc
- You deliver a course overnight

To tell us about this you must upload individual dates as shown below:

E-Learning

Day One
Date – 01/02/2017
Start Time – 13:00
End Time – 15:00

Day Two
Date – 02/02/2017
Start Time – 09:00
End Time – 14:00

Splitting a 7-hour course

Day One
Date – 01/02/2017
Start Time – 13:00
End Time – 16:30

Day Two
Date – 02/02/2017
Start Time – 09:00
End Time – 12:30

Overnight Courses

Day One
Date – 01/02/2017
Start Time – 20:29
End Time – 23:59

Day Two
Date – 02/02/2017
Start Time – 00.00
End Time – 03:30

A course more than 7 hours e.g. 14 hours

Day One
Date – 01/02/2017
Start Time – 08:00
End Time – 16:00

Day Two
Date – 02/02/2017
Start Time – 08:00
End Time – 16:00

5.4 Training Receipts

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

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

An example of the e-mail can be found below:

Dear DVSA,

Thank you for submitting your scheduled training.

Please note we have received the following.

Added by: **DVSA Test User**

Course Date	01/09/2023
Start Time	09:00
Finish Time	15:00
Delivery Location	Classroom
Trainer Name	Test Trainer Name
Client Name	DVSA
Address Line 1	Cubix Noble House
Address Line 2	Capital Drive
Town / City	milton keynes
Postcode	MK14 6QP

Secure Access Comments	secure access test comments
Additional Comments	test additional comments
Publish Details	No
Course Number	CRS14517/1896
TDPT Course Number	
Consortium Member Name	test
Consortium Member Number	CM01896/06
Centre Number	AC01896

This record should be retained for quality and monitoring purposes.
Please contact us if you believe this information is incorrect.

What if it didn't work?

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

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

5.5 Edit Planned Training Records

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

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

After each successful edit you will receive an email receipt. An example is shown in 5.4.

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

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

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

5.5.1 Changing Start and Finish Times

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

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Course

Modular Course Test

Consortium

N/A

Course number(s)

☑ CRS15696/1896

☑ TX0320/1896

Date & time

Course date *

01/06/2022

Start time *

09:30

Finish time *

16:30

Delivery location *

Classroom

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

5.5.2 Changing the Address Details, Trainer Name and Venue

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

The venue

Trainer name *

trainer name

Client Name *

client name

Address Line 1 *

9 warren yard

Address Line 2

warren park

Town / city *

Milton Keynes

Postcode *

MK12 5NW

Secure Access Comments

secure access comments

Additional Comments

additional comments

Publish Details

○ Yes
● No

[CANCEL] [SAVE]

5.5.3 Changing Delivery Location, Comments and Publishing

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

- Classroom
- E-Learning
- On-Road
- Remote
- Yard

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

Please note that if the delivery location is remote you must provide DVSA/DVA with remote access details in the secure access section. These can be links or invites e.g. zoom link, Microsoft team link etc.

You can make the course public on the website (if your centre is published) to inform drivers/operators of when you will be delivering the course. The course dates will appear underneath the course name within the course search results and on the course page for that course.

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

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

5.6 Cancel Training Dates

Please note you should inform us <u>48 hours</u> prior to the start of the course of any course amendments and <u>24 hours</u> prior to any course cancellations.

5.6.1 Cancel an Individual Course Date

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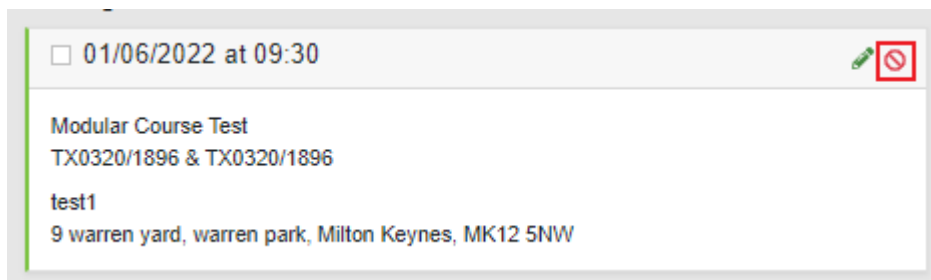
5.6.2 Cancelling Multiple Training Course Dates

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

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Scheduled Training Dates

Choose File | No file chosen | Upload Dates
Download example

Filter

Search... 🔍 | Date range...

Clear | Search

Showing 1 to 7 of 7 | Cancel selected

☑ 01/06/2022 at 09:30 ✏ 🚫

Modular Course Test
TX0320/1896 & TX0320/1896

test1
9 warren yard, warren park, Milton Keynes, MK12 5NW

☑ 02/06/2022 at 09:00 ✏ 🚫

Modular Course Test
CRS15696/1896

JAUPT Office
9 warren yard, Warren Park, Milton Keynes, mk12 5nw

☐ 03/06/2022 at 09:00 ✏ 🚫

Modular Course Test
CRS15696/1896

JAUPT Office
9 warren yard, Warren Park, Milton Keynes, mk12 5nw

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

After each successful cancellation you will receive an email receipt.

6 Quality Assurance

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

Home > Centre Overview > Quality Assurance

Centre Overview	Centres	Courses
Course Overview		
Consortium Member Overview	JAUPT Training Services — 04/10/2021 — DCPC — More info >	
Quality Assurance	JAUPT Training Services — 24/03/2021 — DCPC — More info >	
Scheduled Training Dates	JAUPT Training Services — 03/02/2021 — DCPC — More info >	
Historical Training Dates	JAUPT Training Services — 28/02/2020 — DDR — More info >	
Update your password		

6.4 Report Structure

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

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

Executive Summary:

This section contains a summary of the visit and will highlight any areas where action/improvement is required.

Evidence Obtained:

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

Requirement Notices:

These are areas raised where the observed practices fell short of the minimum statutory requirements and that control measures, including associated Action Points are implemented to ensure that the centre complies with legal requirements. Centres must take immediate and urgent action and evidence of the action is required. Failure to take the required action may lead to suspension or withdrawal of approval.

Action Points:

These are areas identified where there is risk of non-compliance and control measures are required. The centre must take appropriate action.

Continuous Improvements:

These are areas identified for improvement to enhance existing working practices. Action on the point raised is not mandatory but the centre should at least consider whether it would improve quality and implement where appropriate.

6.5 Printing a Report

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

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

6.3 Send Feedback

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

Back   Print report   Send feedback

A new page will open as shown below:

Containment *

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

Root Cause *

What caused the issue?

Corrective Action *

Evidence to demonstrate how the issue has been addressed.

File

Choose File   No file chosen

Cancel   Submit

Containment

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

Root Cause

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

Corrective Action

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

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

1. In order to confirm the trainees' ID and attendance on each day of the course the centre must ensure there is an audit trail of attendance and ID check records which must be completed on the day

2. The centre must ensure that each course introduction covers housekeeping including, as a minimum, a Health & Safety briefing and Fire evacuation procedures.

The below example shows how you can respond:

Containment

> 1. The trainer was reminded of the updated ID procedure and the importance of ensuring this is followed.
> 2. The matter was discussed with the trainer to ensure all Health & Safety aspects are covered.

Root Cause

> 1. The trainer had not been provided with the updated ID procedure
> 2. As the trainees work within the building it was assumed they knew the Health & Safety/Evacuation procedures etc.

Corrective Action

> 1. Please find attached the updated procedure for ID checks which has been issued to all trainers (also attached).
> 2. Please find attached a communication to all trainers reiterating the importance of a complete introduction inc. H&S

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

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

7. Historical Training Dates

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

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

You can download the training dates to an excel file by clicking the *Download historical training records* button
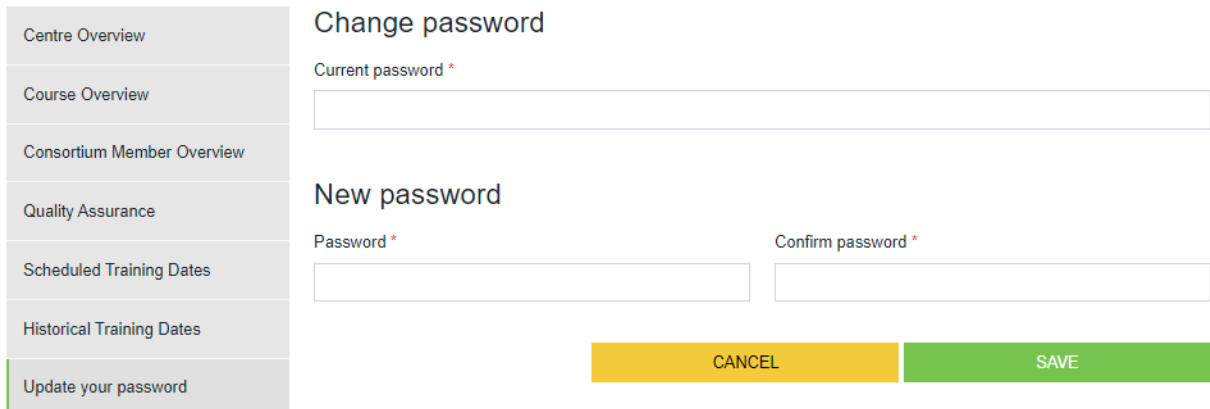
You can filter the training records by using the Search and/or Date Range filter shown above. The Search filter applies to all text fields inside the training record. To apply the search click *Search* and to reset the filter click *Clear*

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

8. Update your password

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

Change password

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Current password *

New password

Password *   Confirm password *

CANCEL   SAVE

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

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

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