

# Quality Assurance Guidance

The quality assurance document must detail how you will monitor and manage Dangerous Goods Driver Training (DGDT) delivered by your provider to assure the Driving Vehicles and Standards Agency (DVSA) and Health & Safety Executive Northern Ireland (HSENI) it is compliant with statutory requirements and delivered to a high quality and standard.

DVSA and DVA will conduct centre and course audits to ensure that your centre operates in accordance with the conditions of approval.

## 1. Observing and monitoring training and examinations

DVSA/HSENI expects robust and appropriate internal quality assurance processes in place to uphold training standards. An experienced person with relevant skills should conduct these checks to assure DVSA/HSENI that courses are delivered in accordance with the approval and are of a high standard. You need to include information about:

### ***a) how regularly courses will be observed and monitored.***

Quality assurance of your training and examinations may be conducted by an external organisation, a dedicated department within your organisation, or through a peer review. DVSA/HSENI need to understand how often these checks will be done.

### ***b) the proportion of audits compared to the number of courses being delivered.***

These quality assurance checks should check compliance, quality and consistency. DVSA/HSENI would expect that you conduct internal quality assurance on all your instructors and tell us what percentage of training delivered will be audited.

### ***c) the process you will use for monitoring e.g unannounced or announced.***

By implementing an effective monitoring processes, you can ensure that your training is compliant and of a high quality. This can be announced, unannounced a mixture of both or you may have a different approach.

## 2. Addressing identified issues and/or non-compliance

It is important that your organisation has a process in place to address any non-compliance or shortfalls. You will need tell us about:

### ***a) How you will record identified issues.***

It is important that the organisation maintains a record of the audits undertaken and any issues that have been identified. You will need to provide us details of the how you will record these issues, so they are accessible and auditable.

***b) How you will address identified issues, actions taken and the outcome.***

It is important that your organisation has a process in place to address any non-compliance or shortfalls. This could include but is not limited to:

- A change to processes, procedures and/or systems
- Instructor development e.g. shadowing, formal training.
- Introduction of standardisation meetings.
- An increase of internal audits.

***c) How you will monitor corrective actions implement to ensure a positive impact.***

DVSA/HSENI will need to understand how you will review the effectiveness of corrective actions to ensure issues have been addressed. This could be done through various methods of evaluation such as regular reviews, feedback from employees, customers and data analysis. The process should also include what actions will be taken if the corrective action is ineffective.

## **2. Complaints procedure**

You must ensure that customer complaints are appropriately managed and acted upon if individual or an organisation raise a concern about the quality of your training or customer service. DVSA/HSENI need details about:

***a) Your complaints procedure and how complaints are managed.***

You should provide details of your complaint process, including who is responsible for dealing with the complaint, an escalation process (if applicable) and timelines.

***b) How feedback is used to improve standards.***

Course evaluations, feedback from audits, complaints and other sources can provide valuable feedback allowing you to continually monitor and assess business practices to identify areas for improvement.

You should tell us about the processes you have in place to review the feedback, identify improvements and monitor the effectiveness of any changes and how often these reviews will take place. You should also include details of the process if the change is proved ineffective.