

Training Accreditation Website User Guide

**April 2025
Version 0.6**

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Introduction

As an approved centre delivering Driver CPC (DCPC) and/or Taxi Driver Periodic Training (TDPT), you play a crucial role in maintaining high standards of training and compliance. Our portal is designed to support you in meeting these standards effectively.

Within this guide, you will find step-by-step instructions on how to use the various functions of our website easily and efficiently. Whether you need to change your contact details, tell us about your planned training, or review your audit reports, our portal is your go-to resource.

We are committed to providing you with the tools and support necessary for your success. If you have any questions or require assistance, please do not hesitate to reach out to our dedicated team.

Getting Started

Once your centre is approved, you will receive a username and password to login. If you do not receive these credentials within 5 working days of approval, please contact us at JAUPT-Enquiries@dvs.gov.uk or call 01908 787000.

Getting started is easy. Follow these simple steps:

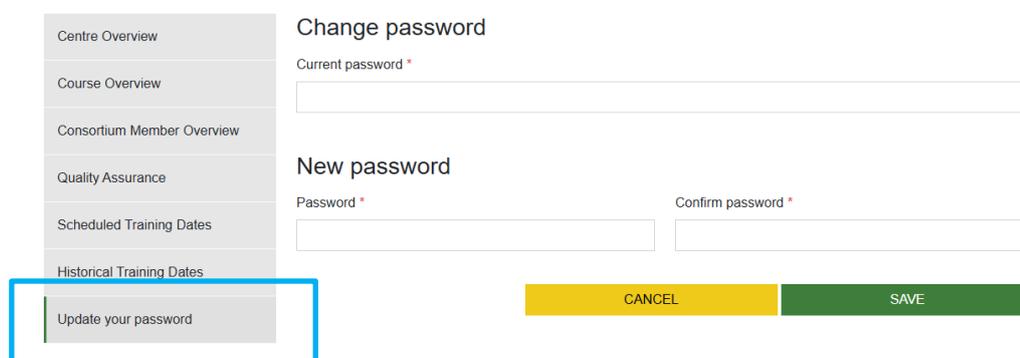
1. Open your browser and navigate to <https://www.jaupt.org.uk>.
2. Click the "Sign In" button located at the top right section of the website. Alternatively, you can go directly to the sign-in page by following this link: <https://www.jaupt.org.uk/sign-in>.
3. Enter your Email Address (Username) and Password, then click 'Sign In'.

Reset your password to something memorable. Ensure it is at least 8 characters long and includes at least one uppercase letter and one number. Do not share your password with anyone.

You're now ready to explore the portal and access all the resources available to you. If you encounter any issues or need assistance, our [support team](#) is here to help.

Update your Password

You can update your password at any time using the Update your password tab:



Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Change password

Current password *

New password

Password *

Confirm password *

CANCEL

SAVE

To change your password, you need to input your current password and then your new password. Remember it must be at least 8 characters long and includes at least one uppercase letter and one number. Do not share your password with anyone.

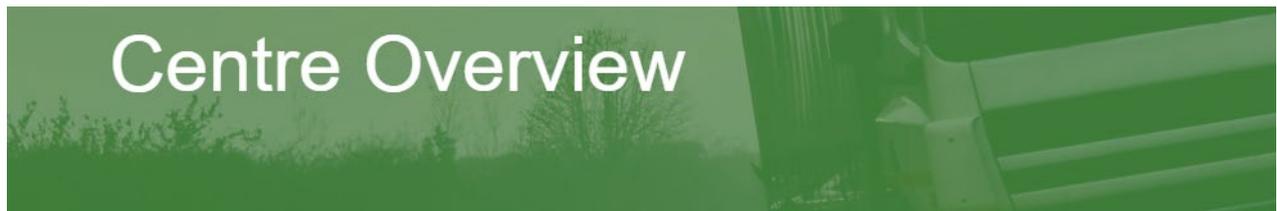
Centre Overview

This section is designed to give you a quick and easy way to access important information about your centre. It helps ensure transparency and provides a reliable reference for both internal use and public enquiries.

The Centre Overview section provides a comprehensive snapshot of your training centre. Here, you will find essential details about your centre, including:

- Centre name and addresses: The centre’s name, correspondence address and registered address.
- Contact information: Phone numbers, email addresses, and other contact details.
- Public visibility: If your centre has opted to publish its details, this information will be visible to the public.

The information on the Centre Overview page is about the centre, not any individual person. If the centre chooses to publish its details, the information shown in the blue box below will be public.



Home > Centre Overview

- Centre Overview
- Course Overview
- Consortium Member Overview
- Quality Assurance
- Scheduled Training Dates
- Historical Training Dates
- Update your password

JAUPT Training Services

Edit

Phone	01908 787 000
Email	JAUPT-enquiries@DVSA.GOV.UK
Address	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA

Centre Admins Trainers

ADD NEW CENTRE ADMIN

Centre Admin	
Centre Admin	centre.admin@DVSA.GOV.UK

Editing Centre Details

You can make various changes to your centre's details. To do this you need to select the Edit button:

[Home](#) > [Centre Overview](#)

The screenshot displays the 'JAUPT Training Services' page. On the left is a sidebar with the following menu items: Centre Overview (highlighted), Course Overview, Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area is titled 'JAUPT Training Services' and features an 'Edit' button in a red box. Below the title is a table with contact information:

Phone	01908 787 000
Email	JAUPT-enquiries@DVSA.GOV.UK
Address	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA

Below the contact table are two tabs: 'Centre Admins' and 'Trainers'. Under 'Centre Admins', there is a green 'ADD NEW CENTRE ADMIN' button and a list of admin users. One user is shown with the name 'Centre Admin' and email 'centre.admin@DVSA.GOV.UK', with a pencil icon indicating it can be edited.

After making your changes, click the Save button at the bottom of the page. If you want to undo the changes, click the Cancel button.

Please note that your changes need to be approved by your Account Officer. They won't be updated until they are either approved or rejected. You will get an email once your request has been processed.

User Roles and Permissions

The responsible person oversees the approval of the centre and the delivery of periodic training. They have full access to perform all actions on the website.

The primary contact handles the day-to-day operations of the centre. They can perform most actions on the website, except for submitting feedback on audit reports.

A centre admin is personnel who supports the primary contact and the responsible person. They can manage planned training (add, view, edit, and cancel) and view all consortium members (if applicable) and their planned training. They have read-only access to other areas of the website. [Adding Centre Admin Users](#)

Consortium admin can only view and edit planned training for their specific member. [Adding a Consortium Admin](#)

Adding Centre Admin Users

You can add more centre admin users to the website by clicking Add New Centre Admin:

The screenshot shows the 'JAUPT Training Services' admin page. On the left is a navigation menu with options: Centre Overview, Course Overview, Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area displays contact information in a table:

Phone	01908 787 000
Email	JAUPT-enquiries@DVSA.GOV.UK
Address	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA

An 'Edit' button is located to the right of the contact table. Below this is a section for 'Centre Admins' and 'Trainers'. A green button labeled 'ADD NEW CENTRE ADMIN' is highlighted with a blue border. Below the button, a list of Centre Admins is shown, with one entry: 'Centre Admin' with email 'centre.admin@DVSA.GOV.UK' and an edit icon.

Fill in the user's first name, last name and email address then click save.

The user can sign in using the login page and clicking forgot password. See [Getting Started](#).

The password should be something memorable, contain at least 8 characters long and includes at least one uppercase letter and one number.

Do not share your password with anyone.

Keep track of who has access to your centre login. For data protection, remove any users who no longer need access as soon as possible.

[Home](#) > [Centre Overview](#) > [New Centre Admin](#)

The screenshot shows the 'Create centre admin' form. On the left is a navigation menu with options: Centre Overview, Course Overview, Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area has the title 'Create centre admin' and three input fields: 'First Name', 'Last Name', and 'Email'. Below the input fields are two buttons: a yellow 'CANCEL' button and a green 'SAVE' button.

Remove a Centre Admin User

You can remove centre admin users to the website by clicking the edit icon:

[Home](#) > [Centre Overview](#)

- Centre Overview
- Course Overview
- Consortium Member Overview
- Quality Assurance
- Scheduled Training Dates
- Historical Training Dates
- Update your password

JAUPT Training Services

[Edit](#)

Phone	01908 787 000
Email	
Address	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA

Centre Admins **Trainers**

[ADD NEW CENTRE ADMIN](#)

Centre Admin 

Centre Admin
centre.admin@DVSA.GOV.UK

The user's profile will open. Click the delete button.

[Home](#) > [Centre Overview](#) > [Edit Centre Admin](#)

- Centre Overview
- Course Overview
- Consortium Member Overview
- Quality Assurance
- Scheduled Training Dates
- Historical Training Dates
- Update your password

Edit centre admin

[DELETE](#)

First Name Last Name

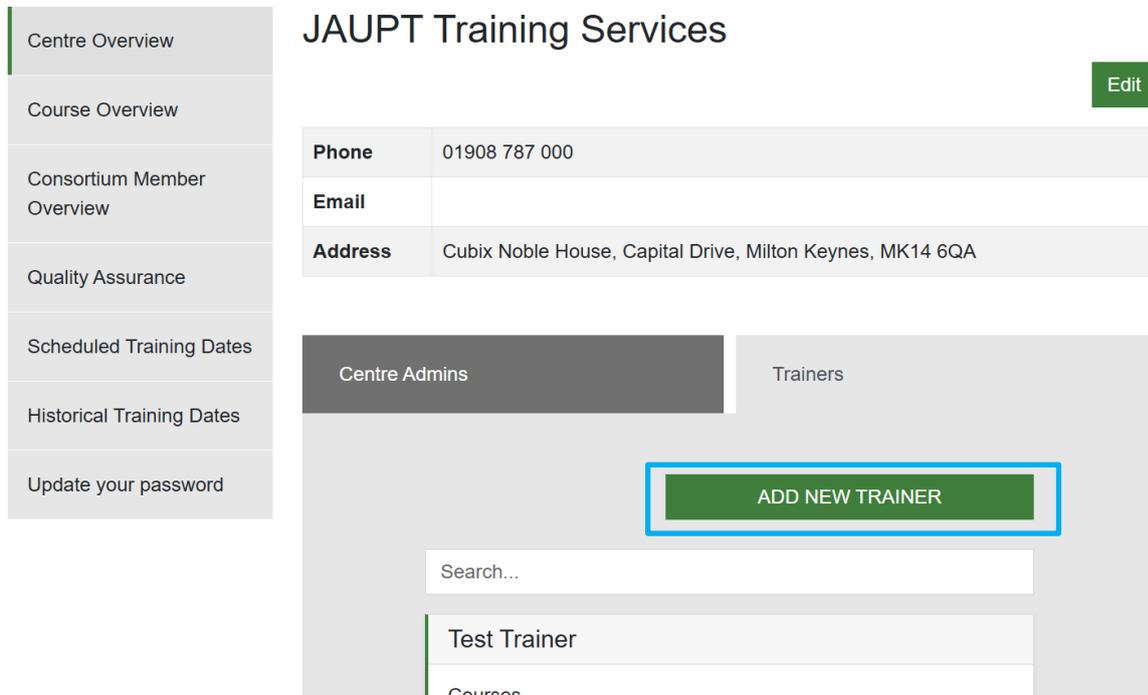
Email

[CANCEL](#) [SAVE](#)

Adding a New Trainer

This section displays all Driver CPC trainers and the specific courses they can deliver for your centre.

To add a new trainer click Add New Trainer:



The screenshot shows the JAUPT Training Services interface. On the left is a navigation menu with options: Centre Overview, Course Overview, Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area is titled 'JAUPT Training Services' and includes an 'Edit' button. Below the title is a table with contact information:

Phone	01908 787 000
Email	
Address	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA

Below the table are two tabs: 'Centre Admins' and 'Trainers'. The 'Trainers' tab is active, and a green 'ADD NEW TRAINER' button is highlighted with a blue border. Below the button is a search bar with the text 'Search...' and a dropdown menu with options: 'Test Trainer' and 'Courses'.

Fill in the trainer's first name, last name and select the course you want them to deliver. Attach the trainer evidence to demonstrate their appropriate training skills, subject knowledge and experience.

Provide a unique identifier for the trainer such as their driving licence number or another form of information e.g. date of birth (DD/MM/YYYY format).

Once you are satisfied you have provided the required information click save.

Before a trainer is authorised, their skills, knowledge, and experience will be reviewed. After this, the request will be either approved or rejected. If the trainer already delivers periodic training, the request will be rejected, and your Account Officer will contact you to handle it manually.

Adding Trainers to Multiple Courses

If you would like the trainer to deliver multiple courses, please email the information and evidence detailed above to your dedicated Account Officer or JAUPT-Enquiries@dvs.gov.uk.

Before a trainer is authorised, their skills, knowledge, and experience will be reviewed. After this, the request will be either approved or rejected. If the trainer already delivers periodic training, the request will be rejected, and your Account Officer will contact you to handle it manually.

Searching for Trainers

You can search for a trainer using the search bar:

The screenshot displays the JAUPT Training Services interface. On the left is a vertical navigation menu with the following items: Centre Overview (highlighted), Course Overview, Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area is titled 'JAUPT Training Services' and includes an 'Edit' button. Below the title is a table with contact information:

Phone	01908 787 000
Email	
Address	Cubix Noble House, Capital Drive, Milton Keynes, MK14 6QA

Below the table are two tabs: 'Centre Admins' and 'Trainers'. The 'Trainers' tab is active. A green 'ADD NEW TRAINER' button is positioned above a search bar. The search bar is highlighted with a blue border and contains the placeholder text 'Search...'.

Make sure the name matches the one submitted to DVSA.

Course Overview

This section helps you find important information about your courses. The Course Overview section gives you a detailed look at your approved courses, including:

- Course name and number: This identifies the specific course and its unique identifier.
- Expiry date and sector: Indicates when the course approval expires and the sector it is approved for.
- Course objectives, subject areas, and modules: Outlines the goals of the course, the syllabus topics covered, and the modules (if the course is a modular course).
- Public visibility: If your centre has chosen to publish its details, this information will be visible to the public, allowing potential participants to see what courses are available.

Edit a Course

You can request changes to the course objectives, trainer/driver ratio and making the course public. To do this select the course you wish to edit:

Centre Overview	Courses
Course Overview	International Test Course 
Consortium Member Overview	ICRS25036/1896 International: <i>Approved</i>
Quality Assurance	JAUPT Test Course 
Scheduled Training Dates	ICRS25510/1896 International: <i>Approved</i>
Historical Training Dates	
Update your password	

Click the edit button:

[Home](#) > [Centre Overview](#) > [Course Overview](#) > International Test Course

International Test Course 	
Public	No
Expiry Date	31/12/2025
Driver/Trainer Ratio	
LGV & PCV	

Fill in the changes you want to make. After making your changes, click the Save button at the bottom of the page. If you want to undo the changes, click the Cancel button.

Please note that your changes need to be approved by your Account Officer. They won't be updated until they are either approved or rejected. You will get an email once your request has been processed.

Add an Existing Trainer

You can add a trainer to the course by expanding the Trainers tab and clicking Add Trainer:

The screenshot shows a web interface for managing a course titled "JAUPT Test Course". On the left is a sidebar menu with options: Centre Overview, Course Overview (highlighted), Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area shows course details: "Public" (Yes), "Expiry Date", and "Driver/Trainer Ratio" (20:1). Below this is a section for "Trainers" which is expanded to show a search bar, an "Add trainer" button (highlighted with a red box), and a search result for "test trainer" with a delete icon.

Ensure that the "Would you like to create a new trainer?" option is set to No and select the trainer you want to deliver the course. Attach the trainer evidence to demonstrate their appropriate training skills, subject knowledge and experience.

Once you are satisfied you have provided the required information click submit.

Before a trainer is authorised, their skills, knowledge, and experience will be reviewed by DVSA/DVA. After this, the request will be either approved or rejected.

You can also add a new trainer. Ensure that the "Would you like to create a new trainer?" option is set to Yes. See [Adding a New Trainer](#).

Consortium Member Overview

This section helps you find important information about your consortium members. The Consortium Member Overview section gives you a detailed look at your members, including:

- Member name, address and number: The member's name, address and a number allocated to them by DVSA.
- Contact information: Contact name, phone number and email address.
- Public visibility: If your centre has opted to publish its details, this information will be visible to the public.

Adding Consortium Members

You can add a consortium member by clicking the Add New Member button:

[Home](#) > [Centre Overview](#) > Consortium Members



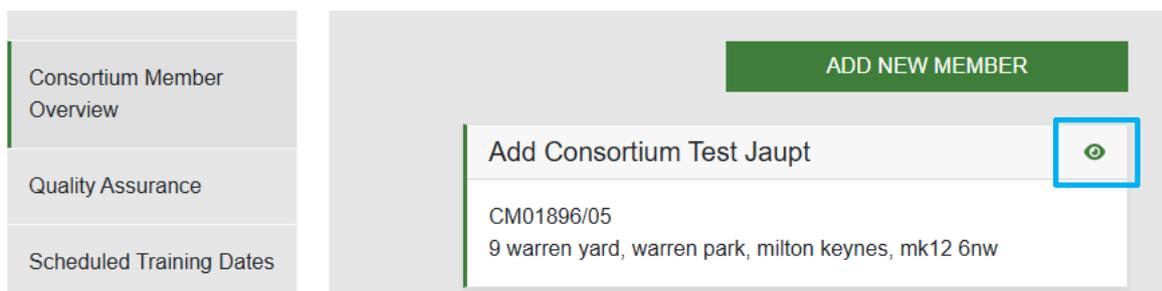
Fill in the organisation name, contact's full name, email address, telephone number, address and if you want to publish their details.

Once you are satisfied you have provided the required information click save.

Before a member is authorised, the request will be reviewed by DVSA/DVA. After this, the request will be either approved or rejected.

Edit a Consortium Member

You can make changes to your member's details. To do this select the member you wish to edit:



e

Click the edit button:

Centre Overview	Add Consortium Test Jaupt 	
Course Overview	Consortium Member Number	CM01896/05
Consortium Member Overview	Contact	test
	Email	testemail@test.com
	Phone	0190878700

Fill in the changes you want to make. After making your changes, click the Save button at the bottom of the page. If you want to undo the changes, click the Cancel button.

Please note that your changes need to be approved by your Account Officer. They won't be updated until they are either approved or rejected. You will get an email once your request has been processed.

Remove a Consortium Member

You can remove centre admin users to the website by clicking the edit icon as detailed in [Edit a Consortium Member](#).

The member's profile will open. Click the delete button.

Centre Overview	New Consortium Member 	
Course Overview	Name *	<input type="text" value="Add Consortium Test Jaupt"/>
Consortium Member Overview	Contact Name	<input type="text" value="test"/>
Quality Assurance		

Before a member is removed, the request will be reviewed by DVSA/DVA. After this, the request will be either approved or rejected.

Adding a Consortium Admin User

Consortium admins can only view and edit planned training for their specific member. To add a new consortium admin, select the edit button on the member:

Consortium Member Overview	ADD NEW MEMBER	
Quality Assurance	Add Consortium Test Jaupt 	
Scheduled Training Dates	CM01896/05 9 warren yard, warren park, milton keynes, mk12 6nw	

Click on Add New Consortium Admin:

The image shows a sidebar menu on the left with the following items: Centre Overview, Course Overview, Consortium Member Overview (highlighted), Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area is divided into two sections. The top section is titled 'Add Consortium Test Jaupt' and contains a form with the following fields: Consortium Member Number (CM01896/05), Contact (test), Email (testemail@test.com), Phone (0190878700), Address (9 warren yard, warren park, milton keynes, mk12 6nw), and Status (Not Published). The bottom section is titled 'Consortium Admins' and contains a list of users. A green button labeled 'ADD NEW CONSORTIUM ADMIN' is highlighted with a blue box. Below it, a user entry for 'Consortium Admin' is shown with the email address consortium.admin@jaupt.org.uk and an edit icon.

Fill in the user's first name, last name and email address then click save.

Before the new consortium admin is authorised, the request will be reviewed by DVSA/DVA. After this, the request will be either approved or rejected.

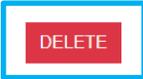
Once approved the user can sign-in to the website. [See Getting Started](#) and [Update Password](#).

Remove a Consortium Admin User

You can remove consortium admin users to the website by clicking the edit icon:

The image shows a sidebar menu on the left with the following items: Centre Overview, Course Overview, Consortium Member Overview, Quality Assurance, Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area is divided into two sections. The top section is titled 'Consortium Admins' and contains a list of users. A green button labeled 'ADD NEW CONSORTIUM ADMIN' is highlighted with a blue box. Below it, a user entry for 'Consortium Admin' is shown with the email address consortium.admin@jaupt.org.uk and an edit icon.

The user's profile will open. Click the delete button.

Centre Overview	<h2>New Consortium Member</h2> <p>Name *</p> <input type="text" value="test 101 Jaupt"/> <p>Contact Name</p> <input type="text" value="test name"/>	
Course Overview		
Consortium Member Overview		
Quality Assurance		
Scheduled Training Dates		

Before the new consortium admin is removed, the request will be reviewed by DVSA/DVA. After this, the request will be either approved or rejected.

Schedule Planned Training Dates

All approved centres must provide full details of their planned periodic training courses at least 48 hours before the course starts. Additionally, any changes (including cancellations) to the trainer, course, date, time, remote access details (if applicable) or location must be notified to DVSA/DVA at least 24 hours before the course starts. **If you fail to inform us about your planned training at least 48 hours before the course starts, you will be subject to the escalation process, which could ultimately lead to the suspension or withdrawal of your centre approval.**

If you have opted in to the publication of your courses the planned training will show on the find your nearest service.

Add a Course for One Day

You must upload one record per course. To do this select the course you want to deliver:

Centre Overview	Courses
Course Overview	
Consortium Member Overview	
Quality Assurance	
Scheduled Training Dates	
Historical Training Dates	
Update your password	

International Test Course	
ICRS25036/1896	
International: Approved	
JAUPT Test Course	
ICRS25510/1896	
International: Approved	

Select Add Scheduled Date:

Centre Overview	JAUPT Test Course
Course Overview	
Consortium Member Overview	
Quality Assurance	
Scheduled Training Dates	
Historical Training Dates	
Update your password	

Public	Yes
Expiry Date	
Driver/Trainer Ratio	20:1

[LGV](#)

Course objectives

Subject Areas

Modules

Trainers

Scheduled Dates

[ADD SCHEDULED DATE](#)

Fill in the required details and click save.

Adding a Course for Multiple Days

Courses over 7 hours can be delivered over consecutive days. This can occur if you:

- Split a 7-hour course into two 3.5-hour parts
- Deliver a course longer than 7 hours (e.g., 14 hours, 21 hours)
- Deliver a course overnight

To tell us about this you must complete one record per course but complete the number of days required. For example, if you wanted to deliver a 14-hour course, you would complete one record and either:

- Date 1 and 2 (for 7 hours of training each)
- Date 1, 2, 3 and 4 (for 3.5 hours training each)

If the course is overnight, you will still need to tell us about each day. For example:

- Date 1
 - Start date: 09/05/2025 20:29
 - Finish date: 09/05/2025 23:59
- Date 2
 - Start date: 10/05/2025 00:00
 - Finish date: 10/05/2025 03:30

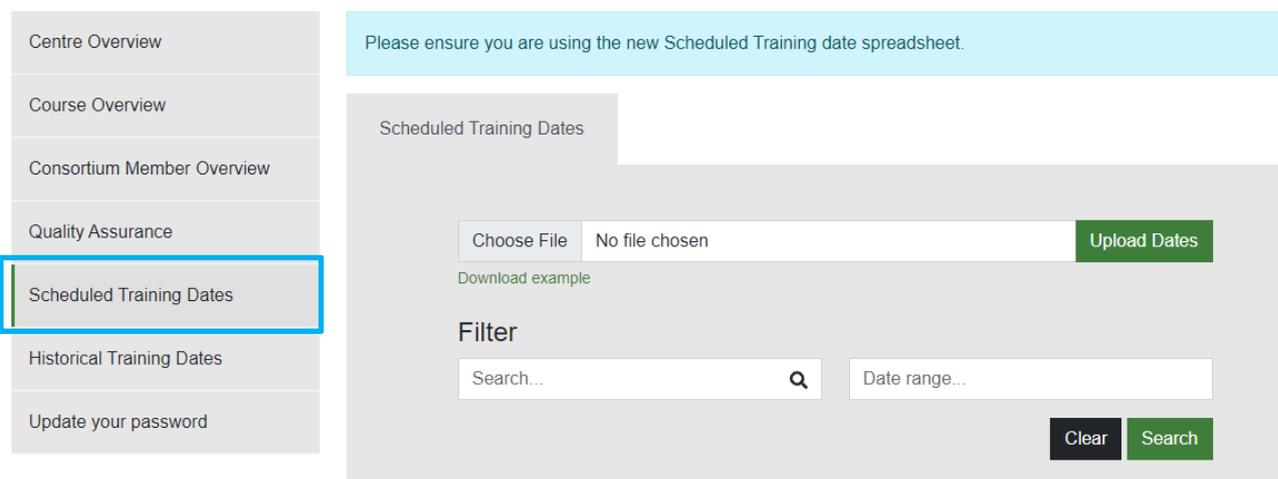
To tell us about a course delivered across multiple days follow the steps shown in [Add a Course for One Day](#), however before you save the record click +Add Date & Time:

The screenshot shows a form for adding a course. At the top, there is a text input field with a placeholder 'dd/mm/yyyy hh:mm'. Below it is a dropdown menu for 'Delivery location *' with 'Remote' selected. Underneath is a text input field for 'Remote access link'. The section 'Day 1 - Venue' contains several text input fields: 'Trainer name *', 'Address Line *', 'Town / city *', and 'Postcode *'. At the bottom of the form is a large text area for 'Additional Comments'. A green button with the text '+ Add Date & Time' is highlighted with a blue rectangular border.

Once you have completed the details, click 'Save'.

Adding Multiple Courses

If you have a large volume of courses, you may wish to tell us about your planned training on mass. To do this click on the Scheduled Training Dates tab and download the excel file:



We recommend that downloading the file each time to ensure you are using the latest version and to avoid any issues. The spreadsheet should only be used for new training records. To edit planned training, follow the steps under [Edit a Course](#).

Changes to the format or the file type will prevent upload.

Complete the form using one row per course. Red headings are mandatory and green headings are optional.

Column A | Centre No: The number must match the AC number on your approval documentation. Ensure that AC is in capital letters e.g. AC99999.

Column B | Centre Name: The name must match the centre name on the approval documentation exactly. Any variation will prevent upload. For example, if your approval letter shows "Driver and Vehicle Standards Agency," uploading "DVSA" will not work.

Column C | Consortium Member No: Ensure that CM is in capital letters e.g. CM99999/99999.

Column D | IDCPC Number: The course number for international courses which is shown on the course approval documentation. Ensure that ICRS is in capital letters, there are no spaces and / is used e.g. ICRS99999/99999.

Column E | NDCPC Number: The course number for national courses which is shown on the course approval documentation. Ensure that NCRS is in capital letters, there are no spaces and / is used e.g. NCRS99999/99999.

Column F | RTD Number: The course number for return to driving courses which is shown on the course approval documentation. Ensure that NCRS is in capital letters, there are no spaces and / is used e.g. RTD99999/99999.

Column G | TX Number: The course number for TDPT courses which is shown on the course approval documentation. Ensure that NCRS is in capital letters, there are no spaces and / is used e.g. TX99999/99999.

Column H | Course Name: The name must match the course name on the approval

documentation exactly. Any variation will prevent upload.

Column I | Client Name: The name of the customer e.g. Example Transport.

Column J | Start Date 1: This field must be entered in a date and time format of DD/MM/YYYY HH:MM e.g. 01/01/2025 09:00.

Column K | Finish Date 1: This field must be entered in a date and time format of DD/MM/YYYY HH:MM e.g. 01/01/2025 15:00.

Column L | Trainer 1: Please provide the trainer's name as submitted for authorisation.

Column M | Delivery Location 1: This is where you intend on delivering the training such as classroom, remote etc.

Column N | Address 1 : Please include the door number or name of the building and the street name.

Column O | City: Please provide the city.

Column P | Postcode 1: You need to enter a space between the first and second parts of the postcode e.g. MK12 5NW.

Column Q | Remote Access 1: If the delivery location is remote, please provide the link for DVSA/DVA to access the course.

Column R | Additional comments: This is where you can provide additional information e.g. secure access details.

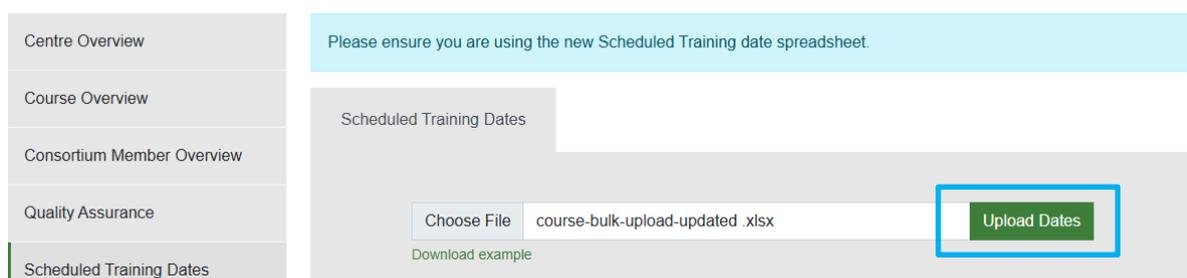
Column S | Publish Details: Please indicate yes or no. If you state yes, the planned training will be published on the find your nearest service.

If the course runs over multiple days, fill in the fields for each additional day.

After you've added the training dates to your spreadsheet, save the file.

Go to Scheduled Training Dates and click the Choose File button to select your spreadsheet.

Once you've chosen the file, click the Upload Dates button to add your training schedule to the website.



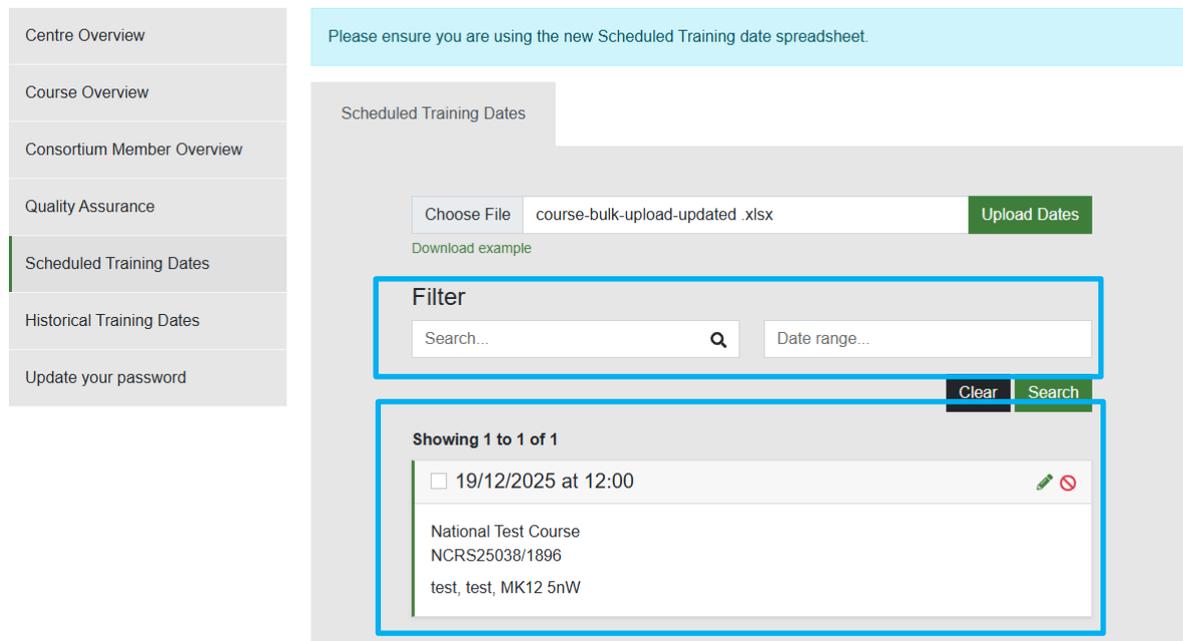
Training Receipt

After each upload, the responsible person and primary contact will get an email receipt from noreply@jaupt.org.uk.uk.plesk-server.com and appears as Driver and Vehicle Standards Agency (DVSA). Keep these receipts as proof of your training dates and cancellations.

Edit Planned Training

You can make any changes (including cancellation) to the trainer, course, date, time, remote access details (if applicable) or location at least 24 hours before the course starts.

Find the course you want to change using the list of training records or the Filter function:



You can search the training records using the Search and/or Date range options. Use the search to find text e.g. course name. Use the Date range to look at dates.

Click on the edit button:

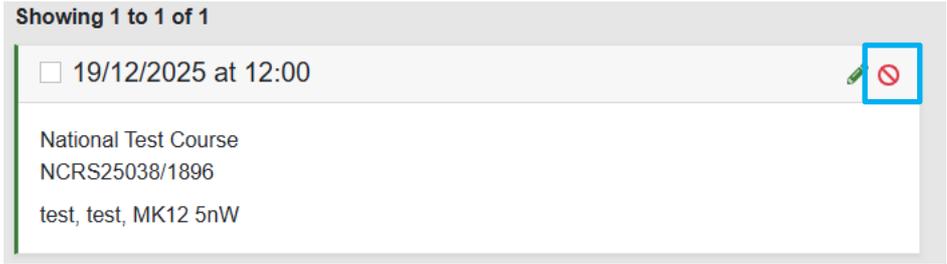


Make the required changes and click save. Please allow 15 minutes for the changes to show.

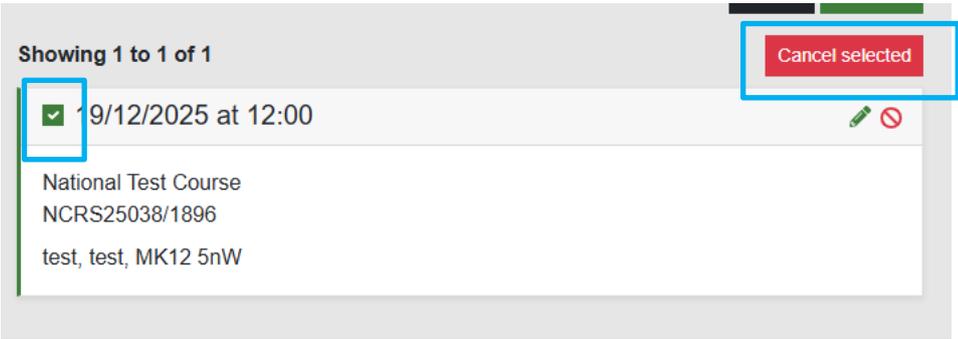
If you want to undo the changes, click cancel.

Cancel Planned Training

You should tell us about cancellations at least 24 hours before the course starts. To cancel a course date, click on the delete button:



You can cancel multiple courses by selecting those you wish to cancel and clicking the Cancel selected button:



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

Historical Training Dates

You can view the training dates that you have told us about by using the Historical Training Dates functionality. Select Historical Training Dates:

[Home](#) > [Centre Overview](#) > [Historical Training Dates](#)

Centre Overview

Course Overview

Consortium Member Overview

Quality Assurance

Scheduled Training Dates

Historical Training Dates

Update your password

Historical Training Dates

Download historical training records

Filter

Search...

Date range...

Clear Search

Showing 1 to 25 of 103

21/04/2022 at 09:00

JAUPT Test Course
CRS14517/1896

JAUPT
9 warren yard, milton keynes, remote

You can search the training records using the Search and/or Date range options. Use the search to find text e.g. course name. Use the Date range to look at dates.

To download the training dates to an Excel file, click the Download Historical Training Records button.

Quality Assurance

This section enables you to view and print your centre and course audit reports and provide corrective action feedback.

To access the audit reports, click on the Quality Assurance tab and select the centre or course section:

[Home](#) > [Centre Overview](#) > [Quality Assurance](#)

The screenshot shows a web interface for Quality Assurance. On the left is a sidebar menu with the following items: Centre Overview, Course Overview, Consortium Member Overview, Quality Assurance (highlighted with a blue box), Scheduled Training Dates, Historical Training Dates, and Update your password. The main content area has two tabs: 'Centres' (highlighted with a blue box) and 'Courses'. Below the tabs is a list of training services. Each entry includes the service name, a date, a 'More info >' link, and a button (DCPC or DDR).

Service Name	Date	Action
JAUPT Training Services	04/10/2021	DCPC
JAUPT Training Services	24/03/2021	DCPC
JAUPT Training Services	03/02/2021	DCPC
JAUPT Training Services	28/02/2020	DDR

Find the report you want to view and/or print and click 'more info'.

Report Structure

Each record includes a report with five sections:

- **Executive Summary:** Summarises the audit and highlights areas needing action or improvement.
- **Evidence Obtained:** Details the evidence and observations seen by the auditor.
- **Requirement Notices:** Lists areas where practices fell short of legislative or regulatory requirements. Immediate action is needed, and failure to act may lead to suspension or withdrawal of approval.
- **Action Points:** Identifies areas at risk of non-compliance that require control measures.
- **Continuous Improvements:** Suggests areas for enhancing existing practices. Action is not mandatory but recommended for quality improvement.

Printing a Report

You can print the report by using the print report 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.

Send Feedback

If your audit identifies areas where feedback is required, you can provide this by clicking on Send Feedback button:



Fill in the containment, root cause and corrective action boxes.

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: Provide details of the immediate actions taken to prevent recurrence of each issue raised.

Root Cause: Explain what caused the error or non-compliance.

Corrective Action: Describe the permanent actions taken to address the issue. Evidence may be required in some cases.

For example, an audit identified the following action points:

2.3 Ensure there is an audit trail of attendance and ID check records completed on the day to confirm trainees' ID and attendance.

4.1 Each course introduction must cover housekeeping, including at least a Health & Safety briefing and Fire evacuation procedures.

The responses can be submitted as shown below:

Containment *

2.3. The trainer was reminded of the updated IT procedure and the importance of ensuring this is followed.
 4.1. The matter was discussed with the trainer to ensure all Health & Safety aspects are covered.

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

Root Cause *

2.3. The trainer had not been provided with the updated ID procedure.
 4.1. As the trainees work within the building it was assumed they knew the Health & Safety/evacuation procedures.

What caused the issue?

Corrective Action *

2.3. Please find attached the updated procedure for ID checks and the email showing it has been reissued to all trainers.
 4.1 Please find attached a communication to all trainers about the importance of delivering a Health & Safety brief.

Evidence to demonstrate how the issue has been addressed.

To attach supporting evidence or information, select the required file and click 'Submit'. DVSA will review the information and send an email confirming whether the response is satisfactory or if more information is needed.

Troubleshooting

Issue	Have you checked....
My password won't work	You are using the latest password. You have received an update your password email if you have attempted to reset it.
I haven't received a training receipt.	You have waited at least 30 minutes. Your junk/spam mail.
My excel spreadsheet won't upload	There have been no changes to the excel spreadsheet e.g. column widths, font size and style. The information is in the correct format (see Adding Multiple Courses). There is no change to the file type.

Support Details

If you experience any problems with using the website or require further support, please contact your Account Officer directly. Alternatively, please contact the team at JAUPT-Enquiries@dvsa.gov.uk or call 01908 787000.