

ADI online services forum - Tower Bridge, Axis Building, DSA Nottingham, 25 February 2013

Attendees:

DSA

Martin Richardson - Chair

Jo Bembridge (JB) Specification and development manager

Helen Buchan (HB) Customer support manager

Trish Lavery (TL) Internet systems manager

Helen McKinnon (HMc) Operational procedures

Gillian Mather (GM) Deputy Registrar

John Ploughman (JP) Digital communication manager

Cara Nurse (CN) Minute taker

ADI industry representatives

Lynne Barrie (LB) ADINJC Chair

Richard Carrick (RC) ADINJC

David Hickenbotham (DH) UNITE

John Lepine (JL) MSA

Howard Redwood DIA

Cameron Smith (CS) DIDU

1. Welcome and introduction

MR welcomed the group for the second meeting of the ADI online services forum.

2. Minutes and actions

The minutes of the last meeting were agreed and actions updated.

Action Nov 1 – GM to feedback issues on find nearest instructor service to ADI Registrar - completed

Action Nov 2 – All members to review draft terms of reference and feedback any comments to Cara Nurse - completed

Action Nov 3 - SB agreed to look into the feasibility of providing a QR code for ADIs to display to direct pupils to DSA's booking service.

JP said QR codes were being launched on Wednesday 27 February with the Despatch ezine – which had been published at www.gov.uk/government/publications/despatch-ezine-issue-01-2013. Action completed

Action Nov 4 - GM to investigate withdrawing the application form for first registration following part 3 test pass – Ongoing. Currently, if a part 3 result hasn't been loaded onto the IRDT database a PDI can't apply online to register as an ADI. DSA are exploring ways to enhance the transfer of these results and once we are satisfied that this is efficient we'll reconsider the

proposal for examiners to give successful part 3 candidates instructions how to register online, rather than an application form.

Action Nov 5 – CN to distribute the presentation with take up levels - completed

Action Nov 6 – DSA to clarify whether an ADI can be registered with two businesses – completed. DSA confirmed this wasn't possible.

Action Nov 7 – DSA to distribute the OBS presentation before 1 December – completed.

Action Nov 8 - ES agreed that a meeting will be set up for the afternoon some point around the end of February - completed

3. Digital by default take-up & update on new internet booking service (IBS) and launch

MR gave a presentation on the take up of online services (presentation had been sent with action grid on 25/2/2013).

GM handed out up to date figures covering the period November 2012 and January 2013.

HR suggested posters for test centres and something in Despatch to help the ADI industry. He also asked for a direct line for the meetings representatives for them to be able to resolve their queries.

JL suggested a 'quick start guide' to the booking system as there was nowhere online telling ADIs how to do these things and that might increase take-up further.

Action Feb 1 – JP to co-ordinate publishing guides on GOV.UK that help ADIs understand how to use DSA's online services.

JL asked if GOV.UK had been designed to display less detailed information than DirectGov.

JP said that the content that the government was responsible for providing had not all been transferred to GOV.UK, eg advice on wrapping up warm when having a barbeque that was on Directgov wasn't moved over to GOV.UK

JL asked about missing content from DSA that was no longer on GOV.UK

JP confirmed the information was still there as most of DSA's information was content the government had to provide. He also confirmed that the redirects from Directgov and Business Link to GOV.UK would continue.

JP commented that he had been looking through different search engines to understand and make changes to GOV.UK to use relevant terminology, eg 'first ADI badge' rather than 'certificate',

GM said it was encouraging that PDI online applications had risen in the last 3 months, however ADI certificates had fallen.

JL said you can't fully complete the CRB check online because applicants had to pay £6 to post their documents; ADIs didn't realise this until later which was frustrating. This effected take up.

GM explained that some of the procedural problems that PDIs and ADIs experienced were due to CRB processes not DSA. She could raise issues with DSA's contractor TMG CRB to see what could be done. She was due to meet them on 6 March and would welcome any more feedback beforehand. Her email address is Gillian.Mather@dsa.gsi.gov.uk

Action Feb 2 – Representative to let GM have feedback

Action Feb 3 – GM to feedback to the contractor

JP confirmed the new version of the internet booking service was now also available for smart phones and tablets.

4. Online business service (OBS) update

A presentation of the OBS service to date was given. It was explained that representatives from the ADI industry had been involved in 'usability testing' at the start of the project and operational acceptance testing just prior to 'go live' where they had been able to give feedback.

Presentations had been given to ADI's around the country in autumn 2012. These presentations had been an opportunity for ADI's to find out more about the service and to learn about the benefits the system could offer. They had been able to ask questions and gain confidence in the system.

DSA had implemented a staggered approach to businesses registering and using OBS. Trainer bookers were invited to enrol in October and ADI's that were booking tests via their business ID were invited to enrol from January.

The presentation included statistics of take up. RC highlighted that there appeared to be a high number of changes. However, these would be from vocational and bike trainer bookers naming tests.

TL said feedback on social media sites such as Facebook and Twitter was very positive and had looked at suggestions such as texting or emailing notifications to ADIs when slots became available. TL confirmed this was not feasible.

JL asked why ADI's who delivered intensive courses couldn't use the trainer facility. TL confirmed this wasn't in regulations and wasn't being looked at.

TL asked whether accessing the Government gateway was an issue. RC said once ADIs had the information to register it worked well.

CS said it took about 50 minutes which appeared quite long.

JL asked how he would go about getting a business ID. TL said search for Business ID on GOV.UK or email adireg@dsa.gsi.gov.uk and DSA would send a DAT code.

HR also asked if the booking system could be used to see ADIs availability for organising check tests.

Action Feb 4 - GM to investigate whether the check test team can make use of ADI's diary information from Tars when arranging check test appointments.

LB asked whether check tests would be available for ADIs to book online.

GM said that was something DSA were looking into.

JL said he had received no feedback from ADIs about OBS but ADIs were not shy of complaining so that must mean they think it was good.

TL said DSA were sending out a survey to find out if there were any improvements which could be made and identify any usability issues. The survey would be sent to all ADIs who were using the current service in the next couple of weeks.

5. ADI online registration services update

JB confirmed there is a system update due in April which would mean that external customer passwords for the online instructor service, would never expire. Currently passwords expired after 60 days, and this could be problematic to the customer, who does not have to use the system on a regular basis. Also email confirmation functionality to all application types will be implemented in April.

During June changes were planned as follows -

- a link to the DVLA, which will check the validity of driving licence numbers entered onto the system by members of the public submitting an application online to commence the instructor qualifying process
- a system generated letter to be sent to a training school informing them when their employee's trainees licence had expired and they could no longer legally teach for payment or reward

JL asked if there were any plans for an automatic confirmation for when a certificate was being issued. JB confirmed customers should check online, as this information was displayed to the customer, via the doc trail on their homepage.

It was confirmed that ADIs could 'trainer booker' theory tests up to 3 months in advance and name the candidate by 4pm one clear working day before the test. This service was available at www.gov.uk/book-manage-theory-tests-for-your-pupils and following the meeting DSA has put the link on social media sites.

6. Feedback

JL asked whether the same format of the site being used for theory tests would continue when the new contract for the theory test is in place. MR said the re-let of the contract was due in September 2014 and more information would be given when known.

RC raised the issue of special needs tests not being available online at some test centres. MR confirmed that DSA continually review the availability of extra length special needs tests across test centres.

JL asked if two slots were allocated for a special needs test.

No, MR said that it depended on the type of special need as to whether an extra length slot was required.

Note: Following the meeting it was confirmed that **all** examiners were trained to conduct special needs tests.

7. AOB

JL raised the issue of old application forms and asked if this route was being made harder to encourage people to use internet services. MR confirmed DSA would still be accepting these and this would continue.

HR asked if the fast track number was still available and queried a direct line number. HB confirmed that the fast track was in operation but there was no direct line number.

GM explained that the ADI 14 was gradually being moved onto GOV.UK pages. She suggested that the associations' contacts should be limited to just their website addresses, rather than giving contact name, phone and email address. JL said he would prefer the link to be to a specific page on their website.

Action Feb 5 - Associations to send GM their preferred website address for publication on GOV.UK

8. Date of next meeting

It was agreed the next meeting would be 3-6months (to be confirmed)

Action point	Owner	Action	Comment/status
Nov 4	GM	GM to investigate withdrawing the application form for first registration following part 3 test pass	Ongoing. Currently, if a part 3 result hasn't been loaded onto the IRDT database a PDI can't apply online to register as an ADI. DSA are exploring ways to enhance the transfer of these results and once we are satisfied that this is efficient we'll reconsider the proposal for examiners to give successful part 3 candidates instructions how to register online, rather than an application form.
Feb 1	JP	JP to co-ordinate publishing guides on GOV.UK that help ADIs understand how to use DSA's online services.	
Feb 2	ADI associations	Associations to let GM have feedback on the CRB process issue.	
Feb 3	GM	GM to feedback CRB issues to the contractor.	
Feb 4	GM	GM to investigate whether the check test team can make use of ADI's diary information from Tars when arranging check test appointments	
Feb 5	ADI associations	Associations to send GM their preferred website address for publication on GOV.UK	