



Ref: 14/15 – 013b	Date issued: 24 October 2014
Subject: Timeline of events surrounding the licence refusal for Qualitycourse t/a Transline	

Question: Can you confirm the timeline provided by Qualitycourse is an accurate reflection of events when compared with information held by the GLA? Please include and explain any significant omissions or points of disagreement.		
Date	Transline timeline	GLA Observations - plus significant omissions
03.07.2013	cheque sent to the GLA to renew licence	Cannot confirm or deny. No cheque was received. Omitted from this timeline is any mention of the reminder letters that were sent by the GLA to the representative nominated by this company on 4 June and 24 June.
13.07.2013	GLA licence renewal date	Correct
29.07.2013	accounts report renewal cheque not been cashed	No cheque was received from Qualitycourse. A letter was sent on 19 July 2013 informing Qualitycourse that the licence had expired since no payment had been received. This letter also advises that payment would not be accepted at this stage and would be refunded if received.
31.07.2013	Speak to GLA and make renewal payment by electronic transfer	This follows a phone call with director Paul Beasley, who was advised to provide proof of postage of the cheque. The call was recorded and has been checked. At no point was the caller advised by the GLA to pay by electronic transfer.
01.08.2013	GLA reject renewal fee paid on 31 July 2013 and state new application necessary	Correct - as was advised would be the case in the letter of 19 July.

02.08.2013	New application made to the GLA	For Qualitycourse Ltd t/a Transline Group. A separate application was submitted subsequently by Qualitycourse directors under the name of Transline Europe on 8 November – see below.
05.08.2013	Application fee paid to the GLA for new licence	Correct
02.09.2013	letter from GLA notifying application inspection on 16 September 2013	Correct
16.09.2013	GLA application inspection visit	Correct
19.09.2013	GLA application inspection visit	Correct.
18.10.2013	chase GLA for an update on licence application decision	<p>In line with normal GLA procedure, this information was sent only to the directors of the company who were named on the licence. Nothing was sent to the person who chased the application on this date as they were not named on the licence application.</p> <p>The named parties were advised by email to liaise with their un-named colleague as the GLA is restricted to corresponding only with individuals named as representatives by the company during an Application Inspection.</p> <p>The un-named individual called a second time and was advised to seek clarification from colleagues named on the licence application.</p>
22.10.2013	GLA request significant further information for licence application process	Correct
09.11.2013		Application from Transline Europe Ltd received.
13.12.2013	supply to GLA all the information requested	Correct – all the information requested initially was supplied at this stage.
15.01.2014	GLA request further information in relation to the application for a new licence	Correct – the GLA assessed the information provided and decided that further detail was required in order to make a fully-informed and correct decision on the Qualitycourse

		application.
14.02.2014	supply to GLA further relevant information requested	Another omission here is that some but not all information requested was supplied. On the same date the GLA wrote back to Qualitycourse pointing out that there were still significant gaps in the information provided. Much of the detail requested had not been supplied.
15.02.2014	GLA request further information in relation to the application for a new licence	Correct – none was sent.
After 15.02.2014	Decision taken not to supply further information requested as unreasonable and decision taken not to progress with application for a new licence	Assumed to be correct. No further information was provided by Qualitycourse.
07.03.2014	GLA notification of decision to refuse application for a new licence	This was conveyed by 'decision letter' in which the GLA lists all licensing standards that it considered Qualitycourse had failed to comply with, along with detailed explanations for each breach.
16.03.2014		The application for Transline Europe was also refused. The decision letter was issued on this date outlining all the Licensing Standards that had been failed during the inspection.