Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2020_1118_06_DCUSA Training Headline Report
Action	For Information

DCUSA Training Headline report

1. Synopsis

1.1 This report sets out the headlines from the DCUSA Training session held on 28 November 2020.

2. Attendance

2.1 The training session was led by the DCUSA team.

2.2 18 industry participants attended in our Teams' event from Suppliers, IDNOs and CVA Registrants.

3. Overview

3.1 The delivery of the DCUSA training has developed over the last couple of years. We have incorporated as requested a poll asking attendees whether they would like to have a Podcast of the DCUSA newsletter the feedback was 100% positive.

3.2 The virtual session held in October was well received and multiple feedback forms were received.

4. Feedback from participants

4.1 We received 7 feedback forms from the participants. Some highlights from these forms are detailed below:

Supplier	Advice where they can get a full overview of schedules and governance areas to review and ensure we are adhering to these. Also, where they can update POC information.
Supplier	Thought this was a good introduction, found it to be very useful, as someone fairly new to code change & compliance, but mainly dealing with the BSC code so far.
Supplier	Training was informative and well presented. There was a lot of content, I think you could have arranged for another hour to be added to the course to make the most of that content. Additionally, with it being a Teams call I personally preferred it when webcams were used so we could see the presenter.
Supplier	very informative pitched at the right level.
Supplier	I would have liked more information on the Energy Theft changes to the Retail Energy Code.
Supplier	I found the website easy to navigate.

Supplier	More info on the relationships between DNO/Supplier etc, and an overview of the obligations on those relationships.
Supplier	Would have like a comprehensive view of the CDCM/EDCM

5. Review of Feedback

5.1 Upon review, the feedback received from delegates indicates a demand for:

- Theft transition to the REC

6. Recommendations

6.1 The DCUSA Panel is invited to:

- **NOTE** the contents of this paper;

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