

Quality Assurance

Quality assurance is the foundation of any successful business and our procedures have helped build a robust organisation. Recruitment, Training, Continuing Professional Development (CPD) and Mentoring are crucial for the delivery of a high quality service that consistently meets the requirements of our clients.

After each session we deliver we ask for feedback from three perspectives, those who have attended the course, the person who booked the course and also the Instructor who delivered the course. Over a short period of time this feedback often highlights areas in which we can:

1. Improve the course in which we are delivering; and
2. Arrange CPD courses to help our instructors deliver the most effective training.

On a quarterly basis we will then fully review our courses and the way in which they are delivered. We then make changes where necessary.

Our freelance instructors then also receive CPD Training. This training is given the most serious of thought. It is not just about having a training provision in our organisation, it is about quality assurance in action and ensures that the practicing professional maintains their professional requirements.

All Quality assurance actions are logged and recorded.

Recruitment

Cycle instructors are employed on a freelance basis. All are subject to Disclosure and Barring Service (DBS) Checks and references. All instructors are to deliver to the National Standards and have passed a nationally accredited instructors course. All newly recruited Instructors who already hold accreditation will go through a period of mentoring to ensure quality tuition.

Training

All instructors are required to be qualified to deliver training at the national standard. For interested parties who are yet to achieve National accreditation, a typical training programme may be as follows:

- Attend first available four day National Standard Instructor Training Course. Details of where these courses are available as well as potential help with funding can be found by visiting <http://www.dft.gov.uk/bikeability/delivering-bikeability/becoming-a-cycle-instructor/> or https://www.1st4sportqualifications.com/landing-page/our_qualifications/
- On completion of training if awarded a provisional pass they must then gain experience of delivering courses and be observed running a full course to include one skills development and one on road session.
- Each new NSIP will be allocated a mentor who is available via phone or email to answer questions and offer support
- If successful at formal observation they can then become fully qualified instructors. If not successful, additional training may be required and the formal observation programme carried out again.
- On-going mentoring programme to identify further training needs.

Additional training

A Basic Cycle Maintenance course is offered to instructors. This course is provided by Cycle Confident Mechanics.

Trainer Standards & Development

Be Confident Group employs a Head of Training and Development to oversee the consistent delivery of our services. Our freelance instructors are trained and mentored to a high level to ensure they understand the exact requirements and delivery techniques required for their roles. Where additional skills are required training is supplied. Our aim is to have the best trained, most knowledgeable and most professional workforce in the industry.

In order to ensure the highest possible standards, all current Instructors should be the subject of Internal Quality Assurance (IQA) at least once per year. Regular IQA allows us to ensure:

- All staff are delivering training to the expected standard
- All staff are kept up to date with changes to the National Standard/Bikeability and Be Confident Group delivery model

IQA Procedure

Our IQA procedure comprises a structure looking at day to day delivery on the ground, at consistency of approach to QA and recording and audit of our IQA in partnership with the EQA.

On the ground, Senior Instructors observe and mentor an instructor delivering cycle training and assess their contribution to the smooth running of sessions, including time keeping and quality of paperwork etc. Feedback will follow as soon as is practicable after the session. Unless there is a health and safety or child protection issue, the Senior Instructor should play no part in the session, though they may wish to introduce themselves to trainees at the beginning of the session if the subject of the IQA doesn't do this for them.

Duration and timing of IQA

A Senior Instructor should observe as many sessions as required until they feel they have a comprehensive picture of the instructor's abilities. In most cases seeing the delivery of two or three outcomes (particularly if these are from the higher end of L2) and observing the Instructor around the school/training venue should be sufficient, but this is only a general guideline. The Senior Instructor must use his/her discretion, our post course peer support feedback mechanism, feedback from school and other stakeholders informs the Senior instructors inspection schedule.

We therefore target our QA assessment first at those instructors who may require extra scrutiny or who are less experienced. We also select a proportion of QA visits at random to ensure all instructors are aware of the need to continue to deliver to a high standard and have the opportunity to benchmark and refresh their delivery.

Before a IQA session

- Explain what the IQA consists of and what you are there to observe
- Answer any questions and alleviate any worries the Instructor being IQA'd may have.
- Ask the instructor to introduce the Senior Instructor to the trainees and briefly explain their role.

During a IQA session

- The main role of the Senior Instructor during training is to observe the instructor.
- Don't undermine the instructor by intervening in the session however,

The Senior Instructor must intervene and stop the activity where there are direct health and safety implications

- The Senior Instructor should take notes in order to assist developing written feedback and developing action points after the session.
- At the end of the session, the Senior Instructor should deliver feedback as soon as practicable.

Giving feedback

- Overly lengthy feedback immediately after a session can sometimes be counterproductive, so be precise and succinct.
- Ask the following questions: What did they do well? What could they have done better?
- Tell them: What you thought they did well and what you thought they could have done better if not already covered.
- Remember that IQA is a two-way process, so be prepared to discuss your observations in a mutually productive way and make sure your knowledge of the NS and Be Confident Group delivery model is current.
- Remember also that this assessment is based upon Be Confident Group Interpretation of National Standard Instructor outcomes.

After an IQA session

- Write/type up the IQA form. Any outstanding issues on the instructor's performance should be included in the Senior Instructor feedback.
- Give the Instructor a copy of the IQA feedback form. Develop action points between you that you feel the instructor needs to work towards, and what you want addressed by the next IQA session.
- Instructor should go away with clear and achievable aims and a timescale in which these are to be met.

IQA Form

The IQA form provides guidance and a framework from which the Senior Instructor can follow. All forms must be given to the Training Manager within 7 days of the IQA session taking place, and will be uploaded to each individual's page on ADM.

In addition, we also use experienced trainers to help develop and mentor less experienced instructors. This peer to peer mentoring is an important aspect of our business and helps to ensure consistent service delivery. These mentored sessions are all recorded through our CCOMS website and reports are shared between management and trainers to ensure action points are clear and transparent.

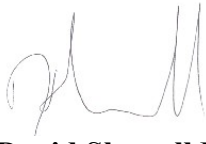
IQA structure

Be Confident group has trained a team of IQAs. IQAs meet quarterly as a multi-disciplinary panel to compare IQA assessments against the national standards and to review a selection of IQA visits for consistency of approach. This protects both IQA and instructors alike from professional disagreement in approach to delivery.

All IQA visits are recorded centrally in tandem with the CCOMS system. Details of units sampled, setting, feedback are recorded on a central spreadsheet for IQA, Head of centre and EQA reference.

New and additional industry information is also be passed on to staff working for Be Confident Group in order to broaden their knowledge and skill. This is essential to maintain a high standard of service in line with professional standards.

Be Confident Group also deliver quarterly meetings for all instructors which provide the opportunity for them to meet and discuss working practice.



David Showell Director

Date: Dec 2018

Review Date: Dec 2019