

Workshop 13

Internal Quality Assurance

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Session Aims

1. Definition of Internal Quality Assurance
2. Sharing of current practice
3. Internal Quality Assurance guidelines
4. Agreement of best practice and how the Bikeability Delivery guide can support this

What is the definition of Internal Quality Assurance?

What is the purpose of Internal Quality assurance?

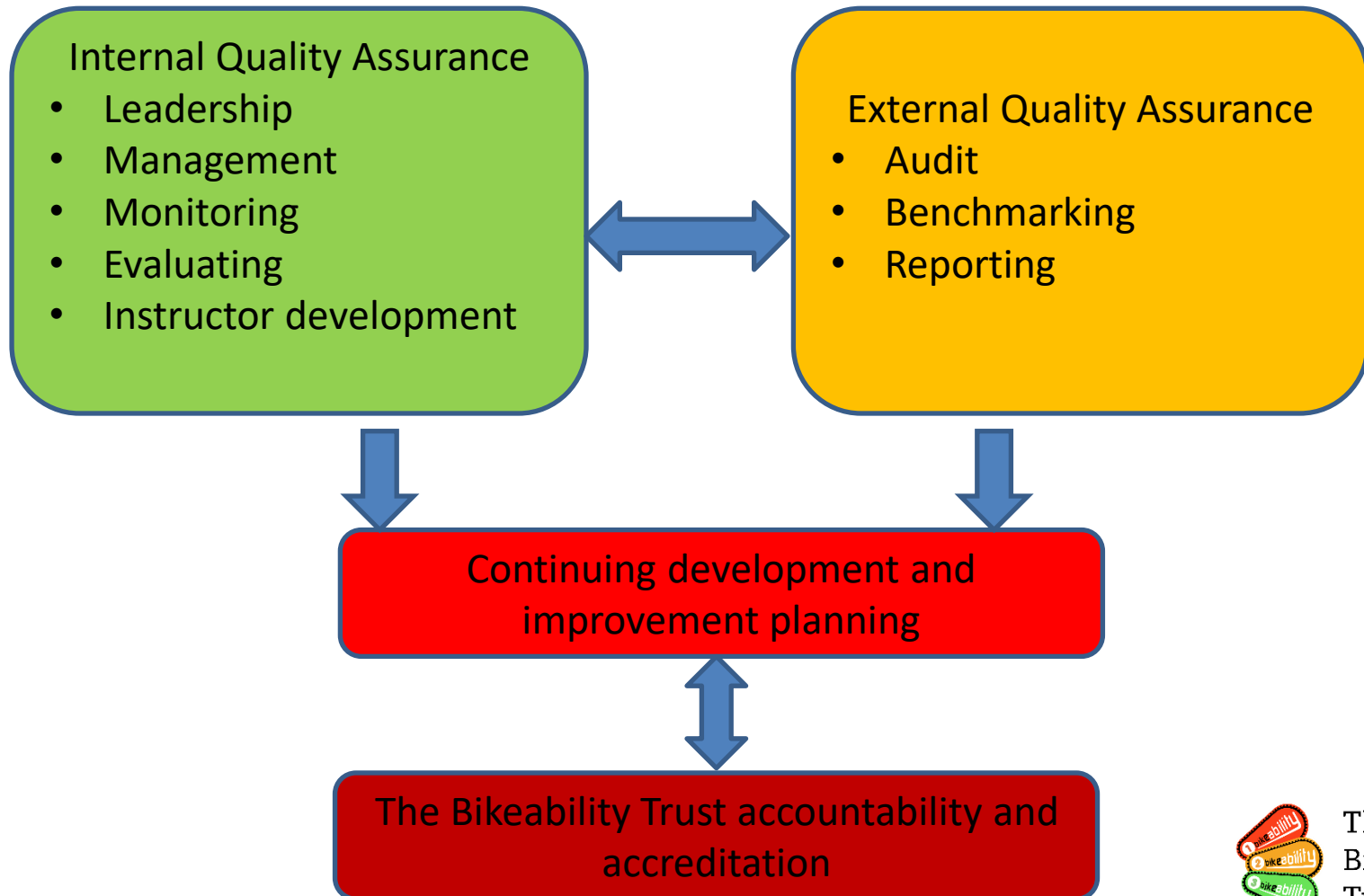


The purpose of IQA is to:

- Monitor quality
- Ensure consistency and reliability across a provider
- Ensure all procedures and policies within a provider are adhered to and maintained
- Highlight any problems, trends and development needs
- Improve standards and outcomes



The Bikeability Quality Assurance Framework



Sharing of current practice



An effective IQA system has four main pillars:

Quality assurance
leadership

Quality assurance
management

Instructor
recruitment and
development

Quality
improvement
planning and
reporting

IQA is about looking critically at each of these pillars, checking and challenging their effectiveness and ensuring they contribute to high-quality Bikeability delivery.

The IQA guidelines



The
Bikeability
Trust

1. Quality assurance leadership

The IQA leader should:

- be committed to improving Bikeability quality
- have substantial experience delivering high quality Bikeability training at all levels
- have substantial experience observing, mentoring and developing Bikeability instructors
- undertake CPD focused on recruitment, observation skills, quality assurance, providing feedback and supporting professional development.



1. Quality assurance leadership

The IQA leader is responsible for:

- recruiting, observing, mentoring and developing instructors
- supporting instructors with their individual professional development plans
- developing instructor training programmes for individuals and across the provider workforce
- communicating and implementing policies and procedures
- preparing the provider's IQA report and plan submitted at annual registration renewal
- responding to and reporting complaints and incidents
- engaging positively with the EQA process.



2. Quality assurance management: Policies and Procedures

Providers must ensure that policies and procedures:

- satisfy the Bikeability Trust's provider registration requirements
- are specific to Bikeability
- include an annual review date and named reviewer
- are communicated to all instructors.



2. Quality assurance management: Feedback

Bikeability provider must:

- secure external feedback from schools, parents and trainee riders.
- promote online surveys operated by the Bikeability Trust
- ensure IQA reports are informed by the feedback received from survey data.



2. Quality assurance management: External Quality Assurance

IQA leader is responsible for:

- liaising with Bikeability Trust staff coordinating the EQA visit
- discussing the provider's quality management
- arranging instructor observations
- receiving verbal and written feedback from the EQA panel
- submitting an IQA action plan to the Trust following EQA
- implementing actions in the EQA report
- updating IQA plans, policies and procedures as required.



2. Quality assurance management: Incident and complaint management

The IQA leader is responsible for the following tasks:

- communicating the provider's incident procedures and complaints procedures to instructors
- reviewing all incident and complaint reports
- investigating and deciding appropriate actions to be taken in response
- logging all actions taken in response to incidents and complaints



3. Instructor recruitment and development

All instructors must:

- satisfy the Bikeability Trust's instructor registration requirements
- complete approved instructor training and first aid training
- pass Disclosure and Barring Service (DBS) checks
- participate in internal quality assurance processes
- undertake continuing professional development (CPD).

3. Instructor observation and mentoring planning

A number of factors will inform instructor observation and mentoring planning:

- the experience of the instructor
- the proximity of the instructor's post-training practical assessment
- the instructor's familiarity with a new role or area of training
- the quality of an instructor's sampled risk assessments, teaching plans, assessment records
- a response to complaints and incident reports.

The IQA observation sheet

3. Continuing Professional Development

- Bikeability instructors are responsible for engaging in CPD, based on the National Standard, each year
- The IQA leader should assist instructors in the preparation of their individual professional development plans and should direct instructors to approved CPD provision.



4. Quality improvement planning and reporting

As part of annual registration Bikeability providers must submit an IQA report and action plan, to include:

- instructor recruitment, observation, mentoring and development
- quality management policies and procedures
- feedback from schools, parents/carers and trainee riders
- response to reported incidents and complaints
- EQA reports (if visited by the EQA panel).

The IQA report and action plan

Agreement of best practice and how the Bikeability Delivery guide can support this

