



# Workshop 7

## External Quality Assurance

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The  
Bikeability  
Trust

# Session plan

- The purpose of External Quality Assurance
- Key issues identified for improvement
- Reflections on the current process
- The new External Quality Assurance process
  - What's new? – paperwork, report and focus
  - What happens after the visit
- How to have a successful visit

Why do we need External Quality Assurance, and  
What value does it add for you?



# The purpose of External Quality Assurance

‘The overall aim of EQA is to improve the quality of Bikeability delivery through external challenge and support. The key output of the visit is a feedback report which recognises the good practice seen and sets out the key actions to be taken by the provider to improve standards’

*Strengthening Bikeability quality assurance*

*Discussion paper, January 2019*

# Or in other words...

- Assuring compliance
- Recognising excellence
- Driving continuous improvement



# Key issues identified for improvement

There is still some inconsistency in the interpretation of the National Standard

- Not enough ride time
- Not enough independent decision making
- Riders unable to see demonstrations
- Demonstrations walked through
- Unnecessary signaling

There is still some inconsistency in Internal Quality Assurance

- In delivery
- In documentation
- In the difference between observation, mentoring and Internal Quality Assurance

# Some examples of good practice from EQA reports

The online booking  
service enabling  
parents to register  
online

Instructors  
empowered trainees  
to make decisions

Positive outlook in  
getting schools and  
trainees to take part

Scheme managers  
understand best  
practice

Scheme managers  
undertake regular  
observations of the  
training

Contact with other  
local schemes to  
share best practice

Developing a quality  
assurance strategy

Good use of open  
questioning to check  
understanding and  
encourage thinking

Excellent use of peer  
review

# Your reflection on the current process

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What do you consider the strengths of the current EQA process to be?



How could it be improved?





# Our reflection on the current process

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There have been no appeals to the Bikeability Trust about the EQA process

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EQA currently provides a 'snapshot' of delivery, possibly from carefully selected instructors

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There is no structured follow-up to monitor implementation of EQA recommendations

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There are no agreed steps to remove registered providers who are high risk

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# The new External Quality Assurance process

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The five pillars of Quality Assurance

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Selection for an EQA visit

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What's new?

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What happens after a visit?

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How to have a successful visit?

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# The five pillars of Quality Assurance

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Provider and grant recipient annual registration

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Instructor annual registration

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Bikeability provider Internal Quality Assurance

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Bikeability provider External Quality Assurance

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Bikeability school, parent and rider feedback.

# Selection for an EQA visit

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Selected from large/small and established/new Bikeability providers

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Selected at random

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Selected in response to school, pupil or rider complaints and feedback

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Selected following a high risk/low quality previous EQA visit

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From 2020, selection will be generated through the inter-relational database

# What's new? – Practical observation

**The purpose of the EQA delivery observation is to:**

- observe practical Bikeability delivery
- assess how well the Bikeability course modules, delivery principles, four core functions and systematic routines are delivered
- ensure the *Bikeability delivery guide* informs Bikeability delivery
- Compare EQA view with IQA view

The form is closely linked to the delivery guide

There is now a scoring mechanism on the form

# What's new? – Management visit

## The purpose of the EQA management visit is to:

- review provider workforce (manager, IQA lead and instructors)
- check and challenge the use, communication and effectiveness of policies and procedures
- review the management of the delivery process
- review of risk management
- use of stakeholder feedback
- review of instructor observation and mentoring
- check and challenge the use and effectiveness of the IQA report and plan (Autumn 2019 TBC)
- rate the overall management quality for the provider.
- Feedback key findings and recommendations



# What's new? – The report

- The maximum word count is 1000
- Rating is now a quality rating rather than a risk rating
- There is a separate quality rating for both management and delivery
- Management and delivery sections have been restructured into strengths and areas for improvement
- SMART actions are specified that should be achievable within 12 months

Work in groups to discuss the new documentation being proposed and feedback 2 comments and 2 questions





# What's new? - Focus

## **External Quality Assurance**

will be adjusted to focus more on the quality, implementation and impact of the

## **Internal Quality Assurance**

of the provider



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# What will high quality IQA look like?

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Management policies are current and well communicated to the workforce

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Instructors are regularly observed and effectively mentored

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IQA lead has the appropriate skills and knowledge

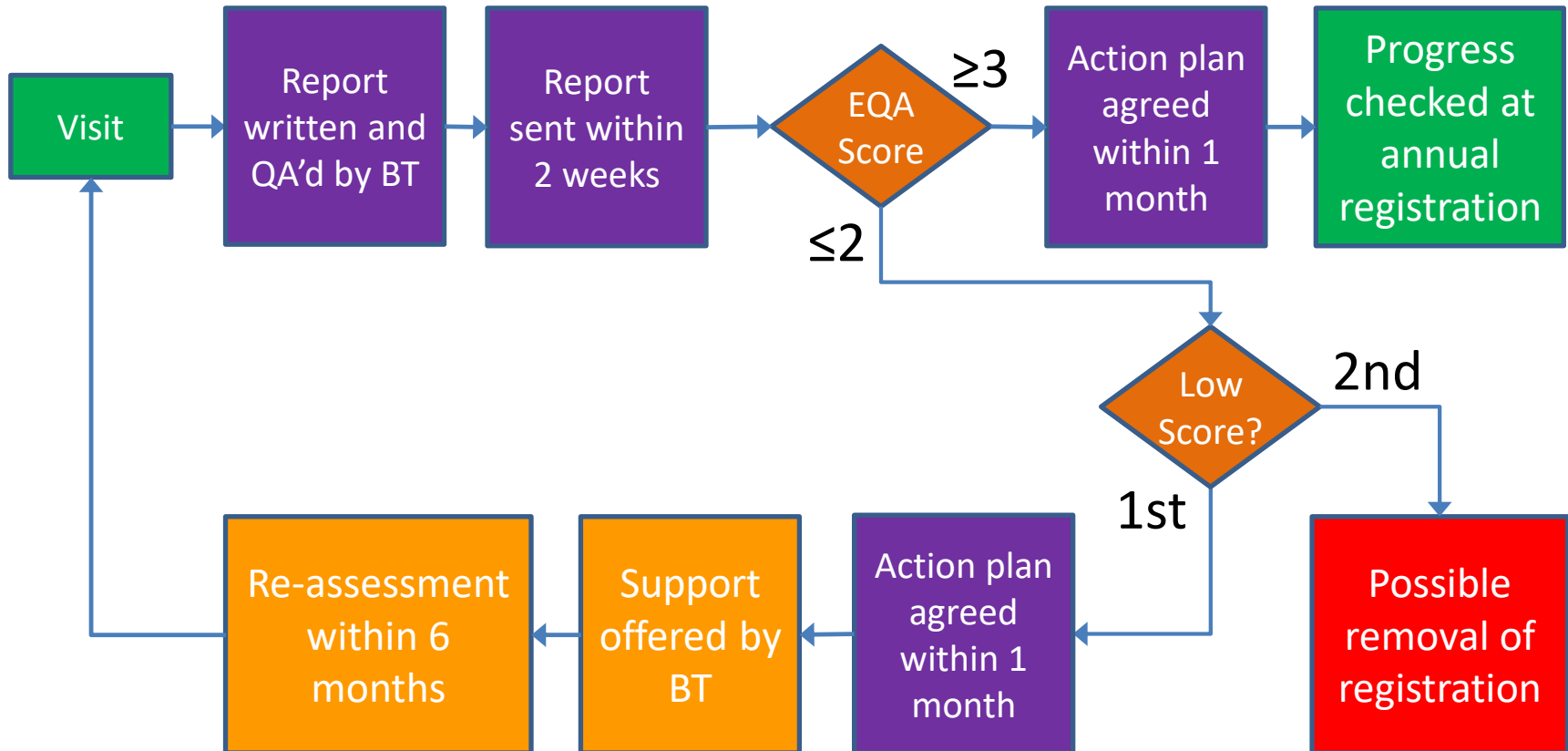
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A detailed IQA report informing a SMART IQA plan for the future

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A CPD plan based on evidence of need

# What happens after an EQA visit?



Work in groups to list actions that a provider can take to prepare for a successful EA visit



# How to have a successful visit

