Sample communications

**Sample email to school**

Dear name of school office,

As part of the Bikeability Internal Quality Assurance process, I am advising of my intention to visit your school on day, date, time to observe the Bikeability Training provided by name of training provider.

I have an appropriate DBS certificate and a photo identity card. I will sign in as a visitor in the normal way and will observe the instructors throughout the morning. I would normally use my phone to make notes. If this is unacceptable please let me know.

At lunchtime/after school , would it be possible to use a quiet area to meet the instructor to discuss the training? Alternatively, if the weather is fine we could use an outdoor area away from too much noise.

Could you please confirm that the above arrangements are acceptable?

Many thanks

**Sample email to Instructor**

Dear name,

In line with our Bikeability Internal Quality Assurance process, I intend to visit name of School, on day, date, time to observe your teaching of a Level 2 group.

The observation process aims to support and develop continuous improvement in line with the National Standard. I will introduce myself to the group but otherwise remain unobtrusive. I will only intervene if there is a safety issue.

I will use a phone to make some notes. At lunchtime or the end of the day there will be a debrief session when we will spend around half an hour to reflect on the teaching in an open and friendly manner. I will advise the school of my visit and request a space for the feedback session.

The Observation form is attached so that you can see the criteria I will be looking for.

Please advise me of the junctions you plan to use in the early stages of the session in case I am delayed. I look forward to seeing you on day. Please confirm that you have received this email and let me know if you have any questions.

Best regards

Name

Phone number