Model Internal Quality Assurance checks and procedures by the Bikeability Trust. Version 2 March 2023. This version is for all training providers.

All **red type** should be replaced by the relevant information specific to your organisation. Yellow highlights indicate where the model document fulfils the Bikeability Trust’s IQA requirements as set out on the website [here](https://www.bikeability.org.uk/professionals/for-training-providers/ensuring-your-quality/).

This template can be used as the basis for Training providers’ Model Internal Quality Assurance checks and procedures required for registration. It needs to be adapted, based on individual requirements and information added, before it will be fit for purpose.

This document must be available to all employees, instructors and the public.

Date of document creation: Insert Date

Date of review: Insert Date

Writer/reviewer of this document: Insert Name

Internal quality assurance lead: Insert Name

**Objectives**

Internal Quality Assurance (IQA) is an essential part of the Bikeability training programme. It aims to ensure quality and consistency of training and management by monitoring all aspects of programme delivery.

**ORG’s name** places ‘improvement’ at the heart of delivery. A supportive and collaborative feedback culture requires a strong commitment from everyone to continuously improve.

**ORG’s name will**

* ensure consistent quality delivery and management
* continuously improve the competence and confidence of instructors
* support and motivate all programme professionals
* develop a culture where feedback is welcomed
* create CPD programmes for industry professionals

**Instructor observation and mentoring**

The IQA lead will plan an annual schedule of observation and mentoring.

The IQA lead formally observes all cycle training instructors once per year as a minimum.

An [instructor observation form](https://www.bikeability.org.uk/wp-content/uploads/2022/01/Instructor-observation-form.docx) is used for all observations and this written report is then shared with the instructor in a debrief.

Instructor observation learnings are used to influence CPD and the IQA action plan.

An instructor observation sampling plan and a mentoring system will be used to ensure that all instructors are supported and can improve their delivery.

**Peer review**

**ORG’s name** ensures that peer review takes place both through individual review and through team meetings.

**Recruitment and induction**

**ORG’s name** ensures that all instructors are recruiting using safer recruitment practices.

**ORG’s name** ensures that all instructors have the following which are renewed every three years

* An up-to-date DBS check
* First aid training
* Safeguarding training (every two years for safeguarding leads)

In order to ensure the quality of all new instructors **ORG’s name** does the following

* Arranges an induction interview with the training provider manager or IQA lead.
* Arranges for the new instructor to observe a training session
* Arranges for the new instructor to be observed delivering a training session.
* Assigns an experienced instructor to mentor and support the new instructor

New instructors are also required to read all policies and procedures.

**IQA review of procedures**

The following are reviewed **monthly/quarterly/termly** to inform **ORG’s name’s** IQA action plan

* Feedback forms from riders, schools, parents and instructors
* Health and safety and safeguarding incidents and their outcomes
* Complaints and their outcomes
* Instructor observation reports and the actions set.
* Notes from any CPD sessions
* Individual instructor CPD plans and their progress against the plans
* Reviews of risk benefit assessments
* Rider tracking documents and achievements
* Last annual IQA action plan (if available)
* Last EQA report (if available)

Internal Quality Assurance is supported by additional policies. ORG’s name reviews the following annually:

* Policies and other registration requirement documents.
* Course bookings and achievement against grant allocation
* Instructor recruitment and retention
* All other instructor requirements

**IQA action plan**

**ORG’s name** will create an action plan. This will be updated each time an area above is reviewed, or following input from the Trust’s quality assurance programme The action plan will include the areas for improvement that have been identified. For each area, the plan will include a strategy for how to improve, with specific timescales. This information will be inputted at annual registration renewal.

**Continuing professional development**

Continuing professional development (CPD) describes the ongoing learning and training for instructors and staff. **ORG’s name** regularly reviews the information gathered from the IQA process and uses this to inform the CPD programme for all instructors and staff. Any CPD identified will go on the IQA action plan.