IQA Self- Assessment and Action Plan Completed Example

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| **Training provider name and ID no** | Training Provider | **Date of self-assessment** | June 23 |
| **Name of IQA Lead/ training provider manager** | NA |

 **IQA SELF- ASSESSMENT**

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|  **IQA LEAD** | **Evident** | **Not evident** | **Details** |
| 1-year minimum experience delivering high-quality Bikeability at all levels | ✓ |  | This was achieved last year |
| 1-year minimum experience observing, mentoring and developing Bikeability instructors | ✓ |  | This was achieved last year |
| Participation in annual relevant IQA CPD |  | ✓ | To be attended once a course is available |

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| **POLICIES AND ASSOCIATED DOCUMENTs** | **Evident** | **Not evident** | **Details** |
| **Complaints Policy** fulfils the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| **Equality and Diversity Policy** fulfils the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| **Safeguarding Policy**fulfils the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| **Health and safety**fulfils the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| **Emergency Procedures** fulfil the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| **Incident Report Form** fulfils the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| **Training Sites and Routes Risk Assessment** fulfils the latest requirements | ✓ |  | Has been updated to the latest standards as per Bikeability Trust website |
| Communication of current policies and procedures to all instructors |  | ✓ | To be circulated and discussed at next team meeting |

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|  |  **Good** |  **Needs improvement** | **Details** |
| Quality of completed **Training Sites and Routes Risk Assessments** | ✓ |  | Samples of instructor risk assessments are available  |
| Quality of completed **Rider Progression and Assessment Records** | ✓ |  | Samples of Instructor assessment records are available |

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| **COMMUNICATION** |  **Works** |  **Needs improvement** | **Details** |
| School bookings system  | ✓ |  | Our Bikeability Project Manager maintains contact with schools to ensure Bikeability runs smoothly |
| Feedback collection system for Instructors/School/Riders/Parents/carers |  | ✓ | All feedback is collected and stored but this system needs to be updated |

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| **MANAGEMENT OF COMPLAINTS AND INCIDENTS** |  **Works** |  **Needs improvement** | **Details** |
| Complaint response and recording system | ✓ |  | Documentation can be seen to support as evidence |
| Health and Safety incident response, reporting system and policy effectiveness | ✓ |  | Documentation can be seen to support as evidence |
| Safeguarding response and reporting system | ✓ |  | Documentation can be seen to support as evidence |

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| **LEARNING FROM FEEDBACK, COMPLAINTS, HEALTH & SAFETY AND SAFEGUARDING INCIDENTS** | **Details (What happened, what actions did you take, what was the outcome)** |
| Learning from feedback received from riders, schools, parents and guardians  | As we are just introducing feedback forms to stakeholders we do not have any learning to draw from. |
| Learning from complaints received | Ensure all records are up to date and easily accessible. |
| Learning from Health and Safety incidents | Ensure all records are up to date and easily accessible. |
| Learning from Safeguarding incidents | We will always ensure that 2 x Cycle Instructors are delivering to the group of pupils |

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| **EQA VISITS/ SUPPORT AND MENTORING** (na if none were completed) | **Evident** | **Not evident** | **Details** |
| Date of last EQA visit | **June 2022** |
| Date of support and mentoring | **June 2022** |
| Implementation of actions identified |  | ✓ | This will be implemented once the observations have been booked in and start taking place for the second time |

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| **INSTRUCTOR MANAGEMENT** | **Evident** | **Not evident** | **Details** |
| All instructors holdBikeability approved instructor qualificationDBS check, no older than 3 years1st aid training, no older than 3 yearsSafeguarding training, no older than 3 yearsSEND training completed onceAll details are up to date on Link | ✓ |  | All details are kept in the Cycle Instructors file |
| Plan for 1st4sport qualification of existing instructors | ✓ |  | All instructors are either enrolled or are about to be enrolled in RPL program |
| New instructors are recruited in accordance with safer recruitment policies and procedures as laid out in the Safeguarding Policy | ✓ |  | All new Cycle Instructors are recruited as per our policies and procedures |
| Plan for recruiting new instructors meets forecasted Bikeability delivery needs | ✓ |  |  |

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| **INSTRUCTOR DEVELOPMENT** |  **Evident** |  **Not evident** | **Details** |
| Total number of instructors | 8 |
| Number of instructor observations completed in the past year | 8 |
| Observations are accurately recorded | ✓ |  | All instructors who regularly work for TP were visited  |
| Instructor observation sampling plan |  | ✓ | This is something that is being introduced as per new guidelines from Bikeability Trust |
| Actions from instructor observations and mentoring inform instructor CPD planning | ✓ |  | We are using the template that has been provided by the Bikeability Trust |
| Informal peer instructor observation and mentoring (optional) |  | ✓ |  |
| All instructors have a CPD plan |  | ✓ | This is something that is being introduced  |
|  | ✓ |  | All have a CPD plan, we are in year two since this new system is in place so new CPD plans will be made |

**IQA ACTION PLAN**

**STRENGTHS**

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| All instructors hold the correct qualification and information is recorded accurately with reminders when due |
| IQA lead has completed training and is experienced in role |
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| **Goal**List the SMART changes you will make (**S**pecific, **M**easurable, **A**chievable, **R**elevant, **T**imebound) | **Actions to be taken**  | **Delivery strategy*** Who? - How?
* Cost? - External support required?
 | **Deadline** | **Notes on action progress** |
| Update all policies and communicate to instructors | Go through policies and procedures on the Bikeability Trust website and ensure that ours are in line with their requirements each year | Manager to review starting March 23 to ensure that policies are added as an agenda point for next team meeting. | April 24 | 2 policies have been reviewed so far 04/08/23 |
| Conduct instructor observations for this financial year using a sampling plan | Arrange times with all instructors to conduct an observations  | Level 3 Cycle Instructor to create detailed sampling plan and schedule all observations. | Jan 24 | Sampling plan created 01/09/23 |
| Feedback forms | Update feedback forms to all stakeholders to help us improve the service | Manager | June 24 |  |
| Create CPD plan for instructors | A plan for all instructors of appropriate CPD | IQA lead | April 24 |  |
| Implement actions from EQA | To be added to this plan after all observations from this year are completed | IQA lead | April 24 |  |