Model Monitoring quality of training provider by the Bikeability Trust. Version 1 August 2023. This version is for all grant recipients.

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 requirements.

This template can be used as the basis for your document outlining how you check the quality of your training provider which is uploaded and confirmed at annual renewal. 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, your training provider and the public.

Date of document creation: Insert Date

Date of review: Insert Date

Writer/reviewer of this document: Insert Name

**Objectives**

Quality Assurance is an essential part of the Bikeability training programme. It is a process of checks which aim to ensure quality and consistency of training and management by monitoring all aspects of programme delivery.

**Roles and responsibilities**

Associated TP’s name is responsible for implementing an internal quality assurance procedure.

GR’s name is responsible for ensuring all IQA procedures are in place and comply with the Bikeability Trust’s requirements.

**Internal quality assurance checks and procedures**

Internal quality assurance of Bikeability includes the following:

* Instructor observation and mentoring
* Peer review
* Instructor recruitment and inductions
* Review of policies and procedures
* IQA action plan (used as a live document and updated regularly)

For more information see the Bikeability Trust website <https://www.bikeability.org.uk/professionals/for-training-providers/ensuring-your-quality/>

**GR’s name monitors the quality of the associated training provider TP’s name by:**

1. Requesting the following documents annually/quarterly/termly

* A selection of completed instructor observation forms
* A list of instructor names, DBS check dates, qualifications and essential training completion dates
* An IQA action plan
* A list of all complaints received, and actions taken from them

2. Holding biannual meetings with TP’s name to discuss both strengths and areas for improvement and having an extra meeting if an external quality assurance (EQA) visit has taken place.

3. Requesting that TP’s name reports all serious incidents and complaints to GR’s name and the Trust within 72 hours of the incident.

4. Requesting that all delivery figures are reported using the correct instructor names with the correct qualifications. No provisionally qualified instructors can deliver Bikeability alone. A booking/scheduling list is requested periodically to spot check this.