

# Quality Assurance Policy

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## Introduction

Cycle North is committed to providing high quality cycle training and activities. Our commitment is not only to satisfy the needs of our participants but to strive to improve the training experience through continuous quality improvement.

## Operating Principles

- To review and continuously improve the teaching of all our courses and training sessions.
- To implement a comprehensive quality assurance system which includes the need to identify our progress and develop a culture of continuous professional development.
- To continuously review and evaluate our activities.
- To identify opportunities for improvement and to develop our strategic aims.

## Quality Assurance Process

Our quality strategy is centred on the needs of the participants and stakeholders. Participants' and stakeholders' views, opinions and feedback will inform the development of training and service provision. Cycle North has developed a quality assurance process incorporating procedures to monitor, evaluate and review performance, both organisational and individual staff performance.

## Cycle North's Role

Cycle North will ensure that the Quality Assurance process is an active process that encourages staff, stakeholders and host organisations to maintain an open, honest and continuous dialog to ensure that the standard of training provision is not only maintained but consistently seeks to improve.

The key elements of the system are:

- Cycle North is open to the views of stakeholders. This includes the participants, the instructors, the clients and host organisations for the training.
- Cycle North will carry out a process of reviewing and evaluating its activities. This includes evaluation and feedback, including complaints, from participants, stakeholders and organisations. Feedback will be recorded.
- Cycle North will act upon feedback received and develop its practice accordingly.
- Cycle North will make itself aware of developments in cycle training best practice and develop its processes accordingly.
- Cycle North will implement the following practical measures to share and encourage best practice:
  1. Mentoring - New Instructors observe at least one course and are then mentored by a senior instructor. They are not required to train independently until they, and the

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senior member of staff, are satisfied with their delivery and knowledge of the course. A written report is drafted for reference.

2. All Instructors receive regular reviews where they are observed delivering two outcomes. A written report is prepared and discussed with the instructor. If action points are identified, for example weaknesses in the instructor's delivery, or incorporation of recent updates to the national standard, a further observed session will be arranged within 1 – 2 months. If the instructor still does not come up to standard a senior instructor will mentor the instructor or advise further action. A written report is drafted for reference.
3. CPD - Instructors attend staff meetings twice a year to discuss training and participate in workshops concerning specific areas of the training. A written report is drafted for reference and minutes of meetings are circulated to all staff.

### **Staff Role**

Individual members of staff have a key role in making the system work. To be successful in achieving continuous improvement, all staff must take personal responsibility to contribute to the identification of improvement opportunities.