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National Blue Light Users Conference

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Quality Assurance Procedure for High Speed Driver Training

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Purpose

What is Quality Assurance?





Why have Quality Assurance
for
High Speed Driver Training?

QA Activities



- QA Audit

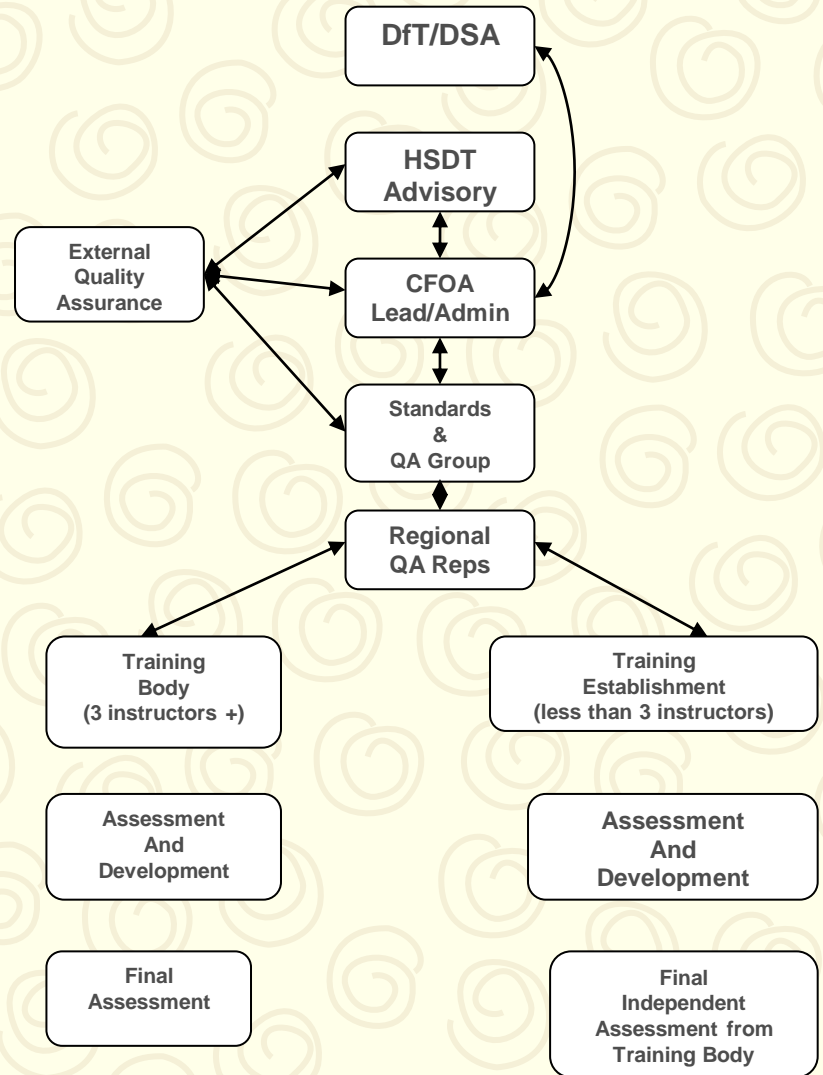
- QA/Peer Observations

- Instructor Competence

- Standardisation



Structure



CFOA Lead

- Report to DfT (who may allocate an External Quality Assurance review)
- Oversee and monitor HSDT QA Procedure and ensure all comply with Code of Practice
- Facilitate and Standardise practices within Standards & QA Group

Standards & QA Group

- Authorise, monitor and review procedures to ensure compliance
- Establish and review learning resources
- Pass on relevant information from DfT
- Review appeals process
- Arrange and facilitate standardisation sessions with Regional QA Reps
- Plan, monitor and review QA audits and forward trends and feedback to CFOA Lead

Regional QA Reps

- Review, Monitor QA procedure and identify areas of concern and good practices
- Carry out at least 1 QA Audit and observe delivery of Training Body or Establishment using the QA plan
- Help facilitate and support delivery of standardisation with their Training Body or Establishment
- Attend standardisation sessions led by the Standards & QA group (minimum every 6 months)

Training Body's and Training Establishments

- ❑ Examine qualifications of all instructors
- ❑ Ensure Driver Training portfolios are completed and reviewed regularly
- ❑ Observe (both technical & instructional) team
- ❑ Organise & facilitate standardisation exercises with team
- ❑ Monitor, review and evaluate courses
- ❑ In preparation for QA Audit – carry out self-assessment and participate in Audit

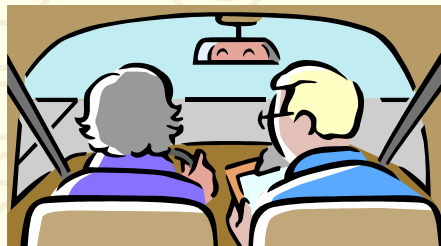
Relevant Records & Documents

- HSDT Codes of Practice
- Emergency Response Portfolios
- QA Audit Plan
- QA/Peer Observation Record
- QA Audit Report
- Appeals Process

1.ORGANISATION

Assessment criteria	Examples of required evidence	Comments	Date of last review	Evidence examined during visit.
1.1 Clearly defined driver training unit structure	Structure chart. (Any changes introduced should be documented and dated) Role Profiles / job description for all staff. Dated to show currency.	<ul style="list-style-type: none"> -Structure was examined of Service support which outlines driver training school and instructors (names) -structure is also on internal webpage – you can carry out a specific search for people – this has their job role and contact information - any changes are amended by HR 		<ul style="list-style-type: none"> -Job Description -Service Support Structure
1.2 Minimum qualifications and on going development for instructional staff	Document stating <ul style="list-style-type: none"> a) Qualifications required on appointment, b) Occupational competence / knowledge area / experience of the instructor c) Qualifications to be attained whilst in the department within prescribed time span. d) Qualifications to satisfy the requirements of the High Speed Instructor Development Programme Copies of certificates held by staff 	<ul style="list-style-type: none"> - Job application advertisement – shows qualifications/essential requirements needed – LGV License Cat C, LGV Instructor, ERD Instructor, train the trainer qualification or equivalent – this is also outlined in the person specification and job description - Part of County Council requirements for all personnel to have appraisals – this outlines personal development and is reviewed every 6 months 		<ul style="list-style-type: none"> - job description - person specification - job advertisement - evidence of Appraisal - evidence of Instructor competence folders
1.3 CPD	Continuous professional development records for all instructional staff. Completed and up to date PDR / appraisal for all staff. CPD reflection logs of activities that have taken place- what have you learnt/how to use in the future	<ul style="list-style-type: none"> - all instructors have to show evidence of working towards units 1-4 of the Driving NOS and I examined evidence of this workplace assessment towards these units - there was no real evidence to show CPD of the instructors – this should show how the instructor is keeping their knowledge up to date and current and reflect on how they are going to use this in future (action) 		<ul style="list-style-type: none"> - paper folder of evidence of instructor competence towards NOS

Tried and Tested



Questions





**Thanks for
listening!**