



ProFouND: Prevention of Falls Network for Dissemination

DELIVERABLE D 5.3

PROTOCOL FOR QUALITY ASSURANCE of NEWLY QUALIFIED CASCADE TRAINERS

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D5.3 Quality Assurance Protocol

(V3)

Contents

Introduction.....	2
Quality Assurance: Cascade Trainers Training Overview Stage 4 QA	3
Quality Assurance Protocols and Processes Overview (QA)	3
QA Schedule	4
Other thoughts on delivery of cascade training.....	5
Payment of local CTs	6
Final Thoughts on costs of future training	7

Introduction

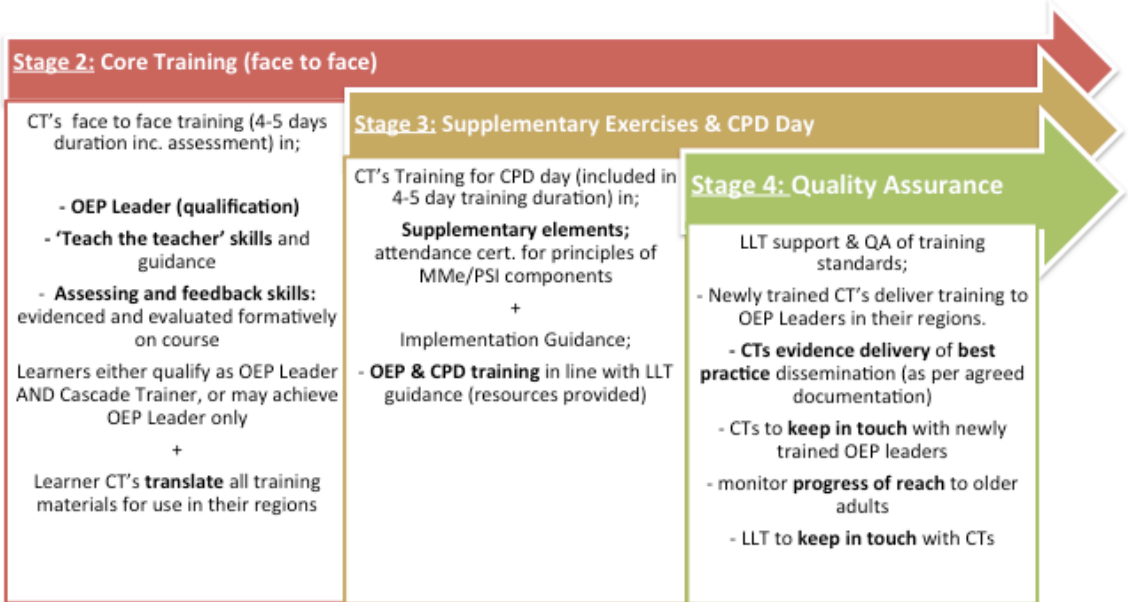
This deliverable covers the Protocol for Quality Assurance (QA) of the newly qualified ProFouND Cascade Trainers (CTs) across Europe, as detailed in the objectives of WP5. [Later Life Training](#) (LLT) (Bex Townley and Dawn Skelton) have produced this protocol in consultation with colleagues who have had to Quality Assure trainers for research studies (Sheena Gawler - Proact 65+ NIHR Study) and the ProFouND Director, Professor Chris Todd.

The LLT CTs once trained will be accredited to provide evidence based falls preventions exercise interventions (OEP) to a variety of different client groups (older people), and to cascade train standardised and endorsed training themselves to new OEP Leaders in their regions. The key objective of the quality assurance protocols (QAPs) is to ensure that newly qualified LLT CTs uphold the training standards and best practice protocols covered during the face to face training for LLT.

In addition, these CTs will be supported with continuing professional education, support for implementation and support for updated materials.

Quality Assurance: Cascade Trainers Training Overview Stage 4 QA

(Revised Cascade Model, Stage 1 = achieving pre-requisite criteria)



Quality Assurance Protocols and Processes Overview (QA)

WP5 will work closely with REPS Europe and other organisations (such as physiotherapy councils) to ensure that the training courses delivered by these tutors in their own regions is accredited and quality assured. In order to ensure that best practice protocols are disseminated effectively across the cascade training model, a robust quality assurance (QA) process will be implemented by LLT to monitor and support the newly qualified CT's for the life of the ProFouND project and beyond.

This QA process overviews how LLT will support and monitor the progress of the CTs.

QA Schedule

QA Element	Evidence to be provided (for monitoring/audit)	QA Method (by LLT)
Administration	<ul style="list-style-type: none"> • Application forms • Course Registers 	<ul style="list-style-type: none"> • To be sent (by email) to LLT • LLT access to online training reports
Performance Reporting	<ul style="list-style-type: none"> • Number of courses run • Evidence of support on online learners (discussion forum) • Pass rates 	<ul style="list-style-type: none"> • Managed by online platform • Overseen by LLT
CT Training Delivery	<ul style="list-style-type: none"> • CT's complete self-evaluations after each of their courses evidencing reflective practice and action plan • Short video samples of CT's delivering the OEP Model Session during their training 	<ul style="list-style-type: none"> • Completed online Within training portal • Videos to be uploaded on the training platform
Training Evaluations (new OEP learners trained by CTs)	<ul style="list-style-type: none"> • Evaluation of training and assessment by new OEP leaders for each course 	<ul style="list-style-type: none"> • Completed on the online training platform covering stages 1-4 • Overseen by LLT

It is vital that after qualifying the CT trainer continues to demonstrate effective 'teach the teacher' skills and competencies and continues to demonstrate clear assessment competencies.

In order to maintain consistency and standardization in their teaching, the CTs must be able to demonstrate that they are still teaching the same course, delivering the exercise component with good technique and are qualifying people appropriately to deliver this programme to older people.

All training delivered by the CTs will start with the online training portal. LLT have access to

this portal and will monitor numbers of people starting a course and numbers qualifying with each CT. The QA process will be set out clearly during the cascade training. Record keeping requirements of the CTs for this process will include;

- OEP course registers (name, profession, organization, email address)
- Pass rates (and samples of course evaluations completed by learners at the end of each course)
- Submission of sample course evaluation/action plans written by CTs at the end of each course
- Submission of OEP training submitted via video footage
- Professional discussions via Skype/face time/telephone

As the CTs will be translating all the materials into their own languages, and delivering the training in their own language, LLT cannot quality assure what they are saying (as LLT tutors only speak English fluently not other EC languages).

Firstly, the CTs will complete a reflective evaluation of their teaching on each course, including action points for improvement.

Secondly, LLT will QA the CTs delivery style by viewing submitted videos of their delivery of a “model” class to the new instructors they are training. This can be viewed from the perspectives of:

- *Teaching position*
- *Personal correct technique*
- *Observation and correction of technique of new instructors in front of them*
- *Effective group organization*
- *Engaged learners (they look as if they are following and enjoying the training)*

Thirdly, LLT will monitor the student course evaluations (which will be in the local language but the scoring of each item will be in the same order and therefore an overall assessment of the course evaluations is possible) and student assessment evaluations for each course that each CT delivers to check that students feel the training delivered by the CT is appropriate and well delivered.

Other thoughts on delivery of cascade training

Although the **cascade training cannot be free** (or it will not be sustainable) the cost will be set by the CTs so that it is feasible within the regions and for the target population (see section later). The LLT CTs will dictate locally the cost of new leaders attending the OEP

training courses and the cost of these newly trained OEP leaders attending one day CPD training in the motivation techniques and the PSI additional elements). A small fee will be charged to access the pre-course online learning which will be paid (after the EC project finishes) to LLT. This will allow constant update of materials, quality assurance, provision of certification and online and telephone/Skype support from LLT. This will also cover a small fee back to LLT for the IP of the original and updated training materials. At present it is anticipated that this fee will be €30 per OEP leader accessing the online platform. This can be paid directly by the OEP leader who wishes to be trained (via PayPal/Credit Card) or can be paid for by the Partner Organisation if they are financially supporting the training in their regions.

Payment of local CTs

There is no budget within the ProFouND project to pay the learner CT's to attend training or to deliver future local training courses, so the CT's identified for training **must either**:

- **Work within a service or organisation** that will pay them to deliver future training (this may be within their current paid employment) OR
- **Be allowed to charge a fee** (or a fee per new instructor) to deliver local training so that they get some return on their investment of time in undertaking this training or delivering it in the future. Once the EC grant is completed LLT will charge a fee (retrievable through PayPal) to access the pre-course online training (pre-course powerpoints and manuals) to all new OEP Leader learners. This is to cover IP of products, updates, quality assurance of training and continued professional support. If necessary the CTs may need to ALSO charge a fee for their time to deliver the subsequent face to face training and assessment.

This must be agreed and discussed locally before the delivery of the cascade training. This is vital or LLT may spend a lot of time training people that will not continue the cascade training model. This would waste EC monies and be a waste of time for partners as well. So it is vital that we spend the time identifying the most appropriate people to become CT's in each of our regions.

This is why we have stipulated that the organization/partner allows them to do this as part of their paid employment OR they be allowed to charge a fee for the training. Essentially in order for the training to continue in regions we need the LLT CTs to deliver future training. This cannot be FREE or it is not sustainable after the project finishes. So LLT suggest that organizations/partners agree with the CTs that are trained what the FUTURE cost of the training to new OEP leaders will be - and whether the CTs are paid or not for this delivery. If the CTs have to VOLUNTEER time to deliver this training then they will not do it. So either the organization who employs them agrees for them to have time off normal workload to deliver this training as part of their paid employment (but still the organization/partner

charges future leaders to attend training to recompense this time) OR the CTs must be allowed to charge the new leaders for the course training so they have an income to deliver the training (ie. self employed).

Final Thoughts on costs of future training

Although the requirements of organizations/partners appears strict and potentially costly, this model of training should produce a steady stream of income into the organization/partner if set up correctly.

In the UK the cost for an individual to attend the full OEP course and qualify is £410 + VAT (€575) and to attend the fast-track physiotherapy OEP course and qualify is £310 + VAT (€372). Whilst LLT appreciate this might seem a very high cost for training, we run over 25 OEP courses a year in the UK and 41% of falls services in the UK have exercise tutors/physiotherapists trained in OEP. The CPD days in the UK cost £110 + VAT (€154) to attend.

These rates may need to be adjusted for each region/country (indeed the ProFouND partners may choose to run their local training free if there are no costs to be covered such as venue hire and Cascade Trainers delivery costs).