Instructor Training Review

steer davies gleave

Report
April 2017

Department for Transport

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1   Introduction

Background

1.1   A review of Bikeability instructor training arrangements was carried out in 2015-16 and the initial findings were circulated among Bikeability schemes in April 2016. There followed an industry feedback survey in November 2016 through which industry stakeholders could submit comments and suggestions. This pointed towards a centralising of instructor training and a more structured approach to the Continuing Professional Development (CPD) of instructors. Analysis of the responses to the industry feedback survey are provided in Appendix A.

1.2   This paper sets out the elements of the proposed new approach to instructor training that would need to be developed with input from the industry. The paper begins with a summary of the findings from the industry engagement regarding options for instructor training undertaken in autumn 2016. The paper then sets out how the operation of the proposed new model for instructor training is envisaged to work. This should be seen as an outline with the fine detail to be developed in partnership with the industry.

The current system

1.3   Instructor training is currently delivered by 17 Instructor Training Organisations (ITOs), recognised by DfT. Most were established in 2010 following an application process (an additional two ITOs were recognised as part of a subsequent application process in 2012). They are located across England with concentrations in London and the southeast. A requirement of the current system is that all ITOs must also deliver Bikeability training.

1.4   All instructors working for Bikeability schemes are required to have membership with an ITO and the ITOs are required to offer members opportunities for CPD.

1.5   Over time it has become clear that the structure of the current system has weaknesses, which were identified in the 2015-16 review:

- It puts some schemes at a competitive advantage because some ITO schemes use their ITO status as a selling point when bidding for contracts.
- ITOs are able to train their own instructors at potentially lower or cross-funded cost than non-ITO schemes, which must pay another organisation for staff training.
- Inconsistencies in approach to instructor training course content and delivery resulting in differences in the knowledge and outlook of newly trained instructors which may have an impact on the quality and consistency of training by schemes.

1.6   The current ITOs work within the system that was created in stages through the history of cycle training. The unfair competitive advantage they have over other Bikeability Schemes is an inherent part of this system, and is not their fault. (Although some may endeavour to use this imbalance to their own advantage more than others.) Similarly, the inconsistency of

instructor training is a natural result of the system which allows ITOs to deliver different courses. No doubt the current ITOs have been working within this system to the best of their abilities, and this is appreciated.

Industry feedback

1.7   The review paper circulated in 2016 sought views on two elements:

- Improvements to the structure of the system for training new instructors.
- Improvements to the continuing professional development arrangements for instructors.

1.8   The industry feedback survey was distributed to all constituents of the industry comprising instructors, instructor training organisations (ITOs), scheme organisers, and training commissioners. The response was strong with 152 respondents in total, distributed almost equally across the constituents.

1.9   Respondents were asked whether they supported the recommendations for instructor training arrangements and also whether they supported the recommendations for instructor development. There were opportunities to provide specific comments and feedback on the proposals as a whole, and any aspect within them.   However, in summary, a large majority of respondents were in support of both sets of recommendations.

1.10   For the first, there was a clear 68% majority who expressed support for the central proposal to change the current instructor training arrangements in favour of a centralised system run by a single body. A minority expressed concerns, largely focussed on ensuring fairness, and accessibility in terms of cost and geographic access. There was some concern over whether any existing ITO would 'take over' this role and some concern from ITOs about the operational and economic impact on their current businesses. Only 6% were unsupportive with the rest (26%) not expressing a view either way or undecided.

1.11   There was some additional useful feedback on other aspects of the instructor training arrangements – namely positive feedback for standardising instructor training courses – content and nomenclature; a general concern about not abolishing the current post course assessment (PCA) system despite its current failings; and ensuring sufficient quality assurance oversight over new arrangements.

1.12   For the instructor development recommendations, there was a larger majority (74%) in favour. There was strong support for implementing a compulsory CPD system, and for introducing a formalised approach to mentoring. Only 4% were unsupportive of the proposals with the rest (87%) supporting some if not all the proposals. Concerns were generally around ensuring the breadth and rigour of CPD and overall quality assurance.

1.13   There is broad industry support for the proposals to improve instructor training and development, providing the solution offers accessibility and flexibility whilst maintaining (or improving) quality and consistency.

Management of instructor training – a new approach

Five key pillars

1.14   The key pillars of the new approach to management of instructor training, as refined through engagement with the industry, are therefore:

- **Centralisation of instructor training arrangements** in order to solve the weaknesses of the current system as outlined previously in this paper. There was majority support for the proposed option for a single body to take on the management of instructor training;
- **Standardisation of courses**, to ensure consistent approach to course structure and content.
- **Implementation of rigorous quality assurance mechanisms** to ensure quality and consistency and that the system is fit for purpose.
- **Post Course Assessment (PCA)** – although the original review proposed abolishing the PCA, there was concern from the industry over this because of the possibility of less oversight of new instructors.
- **More structured and audited approach to CPD** to ensure that instructors have opportunities to learn and develop their skills beyond the initial training and PCA.

1.15   Those offering qualified support raised concerns mainly around ensuring appropriate rigour and fairness to the system. Outside of the survey process a number of existing ITOs also approached the support team informally. Most agreed the problems identified were real but expressed concerns about not losing expertise currently sited within existing ITOs and also concerns about the operational impact (i.e. the supply of sufficient numbers of qualified instructors for their associated Bikeability scheme) and the economic impact (i.e. loss of revenue) on their businesses. Many wished to retain a role or were concerned about whether a current competitor might win a new central ITO role.

The Bikeability Trust

1.16   The Bikeability Trust is a newly established independent charitable organisation. Over time it is planned that the trust will take on more of the day-to-day operation of the Bikeability support services.

1.17   Working with the industry, the Bikeability Trust is the most obvious and preferred mechanism for delivering a centralised approach to instructor training, development and quality assurance, to address the specific issues highlighted above

2 Developing the New System

Overview

2.1 This section describes how a new approach to instructor training and development can be established and identifies the key features that would need to be developed in partnership with the industry. The new approach to instructor training would be developed alongside two parallel workstreams planned for the same timescale – the first a review of the National Standard for cycle training and the second, a formal structure for the Bikeability qualifications, progression pathway and continuing professional development (CPD). In combination, these changes will deliver enhancements to the whole instructor training system.

Industry development group

2.2 In order to facilitate partnership working with the industry an industry development group should be established to work with us to help develop the detail of the planned system. The role of the group will be to steer technical aspects, for example, helping to give industry perspective on elements relating to course content and views on how the detail of features identified in this paper are developed. The group should represent a cross section of industry including schemes, instructors and the current ITOs.

Course standardisation

2.3 There is currently a standardised, DfT-owned course that was released in 2010 alongside the introduction of the ITOs. This course is used by some ITOs but in the time that has passed it is inevitable that changes will have been made locally where the course is in use in light of practice. In addition, several of the ITOs have their own proprietary courses that have evolved over time.

2.4 The industry consultation provided positive feedback for standardising instructor training courses – in both content and nomenclature.

2.5 The intention will be to work with the industry development group to establish best practice for instructor training and develop the definitive "standard" Bikeability instructor courses that will be used in the centralised system. The issues that will need to be considered here include:

- Collating best practice in delivery of the course as well as content;
- Consideration of the appropriate duration of the course and different approaches to course delivery e.g. consideration of things such as self-directed learning prior to the course; and
- Standardisation of course materials.

2.6   It is clear that once the courses and content are standardised, any operational model must be based around proper management and oversight of the cohort of Bikeability "instructor trainers" who are so vital in ensuring high quality and consistent instructor training.

Potential for changes to course structure

2.7   Working with the industry development group the following potential changes to course structure should be considered:

- **Course duration**: At present instructors must be trained over a four day course. In practice courses take less time to deliver than the full four days allocated. The scope to deliver the training in a shorter period should be further investigated alongside the potential to introduce some form of self-directed learning by candidates in advance of the practical course. This has the obvious advantage of requiring less instructor trainer time on the course and may make attendance easier for candidates as they can take less time out from their day to day occupation.
- **Prior learning and assessment**: One consideration might be the potential opportunity to transfer some of the theoretical learning currently taught within the course, such as theory of Bikeability Levels, child protection and risk assessment theory, to online course content to be studied by prospective instructors before they present for the practical training. This could have the advantage of increasing the knowledge of course candidates before they arrive for the practical course.
- **Post-course assessment**: Currently, new instructors are advised to undertake their PCA within six months of the initial training. However, this timescale is advisory and cannot be enforced, meaning that some instructors never complete their PCA. Given the industry wants to retain the PCA, a useful refinement would be to link PCA much more closely to the initial training in order to make it a more central part of the instructor training than it is at present (e.g. candidates would book onto the PCA at the same time as booking onto the course). For example, there could be a requirement to undertake PCA within three months of the initial training, following some practical experience of delivering training to 'real' trainees.

Closing-out the current system

2.8   The following would need to be considered as part of the closure of the current system:

- Confirmation of timescales and notification to schemes that their ITO status will not be recognised after a specified date and that any new instructors trained by them after that point would not be eligible for inclusion in the database of instructors.
- Finalising PCAs of instructors trained by ITOs in the run up to the introduction of the new system for example a 'grace period' whereby the old ITOs can continue to do this.
- Notifying Bikeability schemes and instructors of changes to the system and what this means for them in the future.
- Removal of the ITO login area of the Bikeability website..
- Updating text on the Bikeability website about how to become an instructor.
- Review and update of any text on the gov.uk website about the National Standard and instructor training.

3 Operating the New System

3.1   The centralised system should be structured to operate in a commercially sustainable way. This chapter sets out how that could be achieved within a centralised model and the features that would need to be developed in partnership with the industry.

3.2   This chapter also sets out the considerations for staff resources including the approach that will need to developed for finding, managing and maintaining instructor trainer expertise.

Revenue earned from delivering courses

3.3   Revenue earned from the delivery of courses could be collected centrally and used to cover the costs of providing instructor training, including the costs of centralised organisation and administration. Any profit could be expected to be recycled into the wider Bikeability scheme.

Organising courses

3.4   In the new centralised system that's envisaged, courses could be organised and administered centrally. While there would be a need to ensure that courses are accessible geographically it is likely that course candidates may be required to travel to access a course if there is not one offered locally or within the timescale they are aiming to undertake the training. However, this is similar to the current system where only a small number of the Instructor Training Organisations deliver courses frequently, thus candidates are required to wait for a more local course to be provided or travel further to an ITO offering a course.

Post-course assessment

3.5   As described previously, post-course assessment (PCA) could become more closely linked to the initial training and there would be a requirement to undertake PCA within three months, following some practical experience of delivering training to 'real' trainees. PCAs could be undertaken by members of the instructor training panel, who would visit trainee instructors to observe them delivering for their scheme. Prospective instructors would then receive their instructor registration once the PCA has been completed.

Scheme backing for prospective instructors

3.6   Currently, newly trained provisional instructors are able to register a Bikeability scheme prior to becoming fully qualified and with limited experience of delivering Bikeability. One possible opportunity to close this 'loophole' is to require all prospective instructors wishing to attend an instructor course to be affiliated with and supported by a scheme in doing so (this need not mean that schemes pay for the training, course fees could still be paid by the candidates themselves). This would ensure that the candidates are able to deliver some Bikeability training as provisional instructors following the initial instructor training course, meaning that PCA could be undertaken within the required timescales, and will also help to ensure that

prospective instructors are undertaking the instructor training with a clear pathway to implement their learning.

Instructor CPD

3.7   There was support across the industry for a much more structured approach to CPD for instructors, in order to ensure that instructors remain up to date and can continue to develop their skills. For example instructors could be required to undertake a minimum level/type of CPD each year in order to maintain their status as an active Bikeability instructor. The industry development group should help to determine the level and type of CPD required. Details will also need to be developed for suggestions made in the earlier report around progression pathways and points-based systems for CPD.

Staff resourcing

Resourcing instructor training

3.8   There will be a need to consider the following issues in defining the approach:

- The number and working arrangements of the instructor trainers (e.g. a smaller number of people operating full time, or a larger number of people operating more on a part time basis);
- Geographic considerations to ensure good accessibility to training, but in a cost-effective way;
- Approach to recruitment, and how they could best be retained in order to create consistency over time;
- Induction, training and ongoing knowledge sharing arrangements.

4   Quality Assurance

Quality control and monitoring of instructor training

4.1   A system of centralised instructor training would still require a form of external oversight and critique to help maintain quality and ensure instructor training is fit for purpose - there was support from the industry for having a robust approach to quality assurance as part of any changes to the system. With a centralised system there is always a risk that there is a lack of outside influence on the quality of training being delivered. There are several ways this might be addressed however, in order to bring the necessary externality to the system including:

- Periodic external review of the quality of the instructor training courses being delivered. The industry already has some experience of this type of approach as Coachwise 1st4sport currently helps to provide external assurance services as part of scheme-level quality assurance
- Working closely with the Bikeability industry to ensure that both the content of the instructor course and the calibre of the new instructors is meeting the requirements of the industry. This could be an ongoing role for the industry development group (discussed in Chapter 2 of this report).
- It is also expected that the industry body to continue to represent the views of the industry on instructor training as they would any other issue affecting Bikeability schemes.

Future integration with Bikeability quality assurance

4.2   Quality assurance is currently undertaken at scheme level with delivery by a scheme's instructors taken to be indicative of the training across the scheme. In the short term this approach would not change. Over the longer term, the two main elements of quality assurance (review of scheme management and review of practical delivery) could be separated so that practical delivery is quality assured at instructor level.

5   Impact on Current ITOs

Operational and economic impacts

5.1   It is worth commenting on the potential impacts of the proposed changes on existing ITO businesses – particularly as this was a key concern from this constituency to the original proposals. Firstly, it must be noted that all current ITOs' instructor training work is in effect a subsidiary of their main cycle training delivery work as a Bikeability scheme (whatever the revenue they derive from each).

5.2   A potential impact is on their ability to directly source sufficient numbers of instructors (by being allowed to train instructors themselves) for their own delivery work. Of course it can be argued that this is a conflict of interest at the root of why there were problems with the old system, and that it is an unfair competitive advantage over non-ITO schemes when competing for new contracts which will require greater capacity.

5.3   Nevertheless, it highlights that to be effective these new proposals mean that the Bikeability Trust must be successful in meeting even the largest schemes' demand for qualified instructors. As the mechanism for the new centralised approach, the Bikeability Trust would need to put in place a means of alerting it to likely minimum demand in each region each year, but also alert it to forthcoming "spikes" so that there is not an unacceptable lag in training new instructors for schemes. This needs flexibility as well as forecasting ability, but overall, providing the Bikeability Trust is flexible and ensures it can meet demand, the impact on operational capability of existing ITOs ought to be small.

5.4   From a financial perspective, there is no doubt that a small number of ITOs which are also private businesses will see an impact on revenue and profit. In the original review of instructor training it was noted that the "market" is small (approximately £400k per year). The eight significant (in the sense of volume) ITOs are estimated to have a market share of between £25k and £75k turnover each. In all cases this is a minority proportion of their overall revenue. Even if there was a margin of 5% to 10% the net reduction for these eight, when considered in proportion to their overall scale, is small. More importantly this is outweighed by the considerable advantages of a higher quality, more consistent Bikeability offer, and benefits that a level playing field will bring to the other 300+ Bikeability schemes competing for work.

6 Implementation

Timescale

6.1   The suggested timescale for developing the proposed system is set out below.

Development tasks (April 2017 to March 2018)

- Establish best practice standardised course and delivery outline for instructor training.
- Commence review National Standard for cycle training (with DfT as lead).
- Develop the centralised courses (including instructor and instructor trainer courses).
- Develop initial list of recognised CPD modules.
- Develop surrounding systems for instructor development such as a qualifications points system and progression pathway.

Transition period (September 2017 to March 2018)

- Completion of centralised courses, list of CPD modules and progression pathway.
- Publish updated National Standard for cycle training.
- Trust takes over instructor registration, instigates annual renewal of instructor status and photocard.
- Operational model for instructor training determined.
- Depending on operational model, the Trust recruits or specifies the role of Bikeability instructor trainers.
- Training of instructor trainers in the new standardised course.
- Trust develops and tests its financial and pricing model for delivering instructor training.
- Mechanisms for forecasting demand refined.
- Trust takes over back-office systems for managing instructors training and development.

New system in place (Autumn 2018)

- The new instructor training system should be in effect from April 2018.
- At the same time the feasibility of the Trust taking on the existing quality assurance role should have been determined.
- Instructor training and development then becomes the key component of QA, as recommended in the QA review of 2015.

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Appendix

A Analysis of initial industry engagement

Survey Respondents

A.1 A survey was sent to all registered Bikeability providers and National Standard instructors to consult on the Instructor Training Review. In total there were 153 respondents to the survey.

A.2 Respondents were asked in what capacity they were answering the Instructor Training Review survey. 149 respondents answered this question, and the breakdown is shown in Figure 1.

Figure 1: Survey respondent types
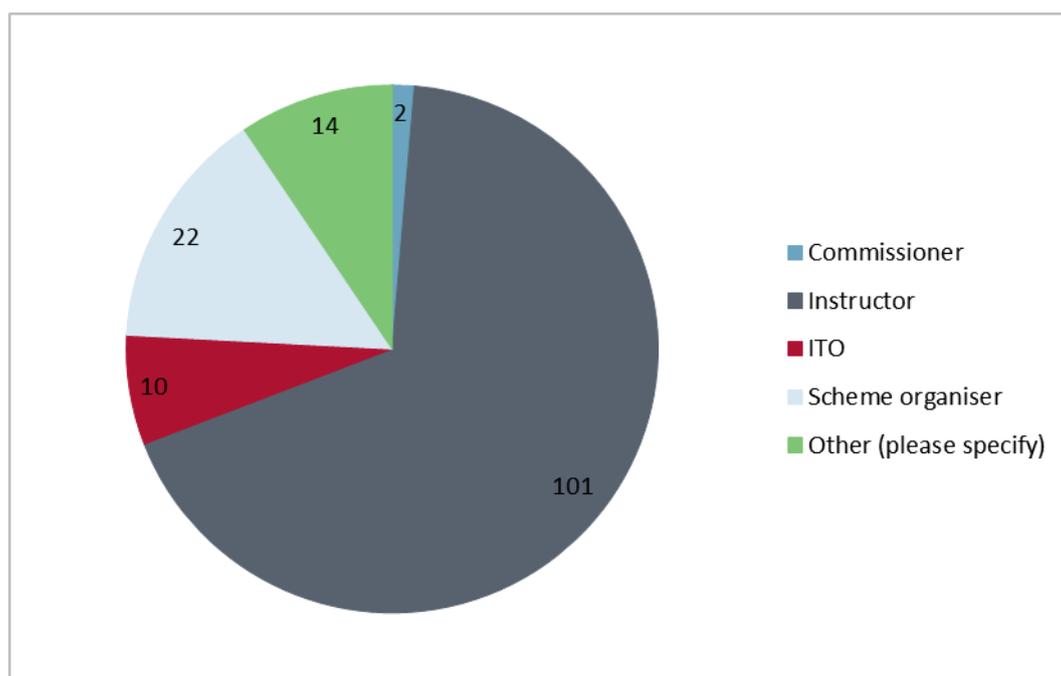
A.3 Included within 'Other' were respondents who categorised themselves under two of the options, e.g. cycle instructor and scheme organiser, as well as road safety officers, instructor trainers and one cycle campaigner.

A.4 For each of the three open text questions, individual responses have been read and analysed. To allow us to classify responses, a comprehensive code frame has been developed for each question. This consists of a number of comments which sit within different themes, e.g. *Centralised ITO – Must ensure new centralised ITO can cope with demand and volume of training.* Individual responses can be coded to one or many of the comments within the code frame as appropriate, for example where four different comments were made within a response these would be coded four times.

Question 1: Do you support the recommendations for instructor training organisations?

A.5   152 people responded to this question. Table 1 sets out the number of comments received for this question by the different response themes. Themes with the higher number of comments are discussed below the table. Coded raw responses are provided in Table 2.

Table 1: Do you support the recommendations for instructor training organisations?

Theme	Number of comments
General comment e.g. supportive/unsupportive	120
Centralised ITO	66
Instructor training/CPD	30
Quality Assurance	16
Current system	14
Comments on the ITO review	10
Alternative suggestion	2
Total comments	**258**

General comment

A.6   It was possible from some responses to understand whether the respondent was generally supportive or unsupportive of the recommendations. Of the 152 respondents, 103 stated they were supportive of the recommendations for instructor training organisations, nine stated they were unsupportive and eight were undecided.

Centralised Instructor Training Organisation (ITO)

A.7   66 comments were made in total about moving towards a centralised ITO. 24 respondents specifically stated support for a centralised ITO, whilst five respondents stated they were against a centralised ITO. Other supportive comments included that a centralised ITO would bring consistency to instructor training through fewer training organisations (five comments).

A.8   Some stated concerns about moving towards a centralised ITO. Seven respondents stated that the centralised ITO must be geographically accessible to all, for example with centres across the country or one training centre in a central position within the country. Five respondents stated course fees must remain competitive, and four respondents were concerned about which organisation would run the new centralised ITO.

Instructor training/CPD

A.9   Within this theme, six respondents stated support for standardising one National Cycling Standard or Bikeability standard. Five respondents supported option 3 set out in the review document, for instructor training to be moved into Bikeability schemes. Three respondents support linking the instructor qualification to an awarding body.

Quality Assurance

A.10   Nine respondents stated that inconsistencies in instructor training exist due to ineffective external assurance and regulation of the current ITOs. Two respondents questioned who will quality assure the new centralised ITO.

Current system

A.11   Within this theme, eight respondents stated that the current post course assessment (PCA) process should be reviewed and then regulated. Four respondents support the continuation of the current ITO set up, e.g. numerous ITOs around the country, but with improved support and regulation.

Table 2: Coded responses

Theme	Comment	Count	Theme Total
General	Supportive	103	120
General	Unsupportive	9	
General	Unsure/Undecided	8	
Centralised ITO	Support establishing a centralised ITO (more efficient, reduce competition)	24	66
Centralised ITO	Centralised ITO needs to be geographically accessible to all	7	
Centralised ITO	Against a centralised instructor training organisation	5	
Centralised ITO	Must ensure course fees remain competitive if moving to centralised ITO	5	
Centralised ITO	Welcome consistent delivery through fewer training organisations	5	
Centralised ITO	Concern over which organisation would run the new centralised system	4	
Centralised ITO	Must ensure new centralised ITO can cope with demand and volume of training	4	
Centralised ITO	Centralised system adds a further tier of management and expense	4	
Centralised ITO	Mentoring, CPD and QA should be delivered centrally	3	
Centralised ITO	Centralised ITO must have no involvement in delivery of Bikeability training	2	
Centralised ITO	Bikeability training should also be centralised and removed from the control of local authorities	1	
Centralised ITO	A centralised system could lead to less flexibility in training	1	
Centralised ITO	Centralised ITO should be a charity/not for profit organisation	1	
Instructor training/CPD	Support standardisation of one National Cycling Standard or Bikeability standard	6	30
Instructor training/CPD	Support option 3 (move training into Bikeability schemes)	5	
Instructor training/CPD	Support Option 2, linking to an award body	3	
Instructor training/CPD	Welcome further training to gain more consistency	2	
Instructor training/CPD	Instructor manuals should be more detailed and prescriptive for consistency	2	
Instructor training/CPD	CPD content should be extended - include teaching methods, promoting through doing, positive use of language, advice re associated costs e.g. first aid, insurance, DBS etc.	2	
Instructor training/CPD	The National Standard is outcome based and therefore different methods to reach the outcomes should be acceptable	2	
Instructor training/CPD	Should separate Bikeability training provision and instructor training	1	
Instructor training/CPD	NSITs should also be Bikeability instructors - need to keep this link	1	
Instructor training/CPD	CPD and training requirements penalise part time instructors	1	
Instructor training/CPD	Develop online CPD resources	1	
Instructor training/CPD	National Standard needs completely rewriting - poor and inconsistent	1	
Instructor training/CPD	Research current CPD best practice	1	
Instructor training/CPD	Re-evaluate instructor courses - shouldn't have to be 4 consecutive days, allow experience to be gained alongside the training	1	

Instructor training/CPD	NSI course should involve children/real life trainees	1	
QA	Inconsistency in instructor training is due to ineffective EA and regulation of the ITOs	9	16
QA	Who will QA the new centralised ITO?	2	
QA	Need further quality control of instructors	1	
QA	ITOs should have to deliver a minimum number of schemes per year	1	
QA	ITOs should report all planned ITO courses to SDG/ DfT to allow EA visits be planned	1	
QA	The person responsible for IQA at each ITO should hold a formal assessors qualification	1	
QA	De-centralised Training Centres should be held accountable for delivering the one standardised instructor training course - rigorously quality assured	1	
Current system	Current PCA process should be reviewed and then regulated	8	14
Current system	Support the current system with improved support and regulation	4	
Current system	Do not believe there is an unfair competitive advantage in current ITO setup	2	
Comment on the review	Review not clear enough to offer opinion	4	10
Comment on the review	This could be costly to implement - review lacks info re: costs	3	
Comment on the review	The impacts of the different options have not been evaluated enough	1	
Comment on the review	The review does not take account of the many schemes that are running very well already	1	
Comment on the review	Will there be direct consultation with the current ITO group?	1	
Alternative suggestion	A central body should support training centres/ITOs with support, QA visits, NS guidance etc.	1	2
Alternative suggestion	Follow similar framework to the Mountain Training Association (http://www.mountain-training.org/about)	1	
	Total comments	**258**	

Question 2: Do you support the recommendations for instructor development?

A.12 146 people responded to this question. Table 3 sets out the number of comments received for this question by the different response themes. Themes with the higher number of comments are discussed below the table. Coded raw responses are provided in Table 4.

Table 3: Do you support the recommendations for instructor development?

Theme	Number of comments
General comment e.g. supportive/unsupportive	133
Instructor training/CPD	81
Bikeability Instructor Mentor (BIM)	18
Quality Assurance	14
Instructor progression	9
Current system	7
NSITs	5
Comment on the review	4
Centralised ITO	2
Total comments	**273**

General

A.13 Of the 146 respondents, 108 stated they were supportive of the recommendations for instructor development, six stated they were unsupportive, and 19 stated they were supportive of some of the proposals, but not all.

Instructor training/CPD

A.14 23 respondents were in agreement that there should be consistent CPD opportunities for all instructors, through an instructor development programme. 15 respondents stated that they support mandatory, and minimum levels of, CPD. CPD leads to quality training and ensures standards are maintained (11 comments) and seven respondents stated that the subjects of CPD should be developed to include a broader range of topics.

Bikeability Instructor Mentor (BIM)

A.15 Specific support for the mentor role was mentioned by seven respondents, whilst four respondents sought clarification on what will count under the proposed 'points' system for mentors.

Quality Assurance

A.16 Five respondents stated that centralised management of CPD and 'BIM's would support quality assurance. Others stated that regulation of the whole process is essential (3 comments) and that additions to the current QA system are welcome (3 comments).

Table 4: Coded responses

Theme	Comment	Count	Theme Total
General	Supportive	108	133
General	Unsupportive	6	

General	Partially/parts of it	19	
Instructor training/CPD	Agree there should be consistent CPD opportunities for all instructors/an Instructor Development Programme	23	81
Instructor training/CPD	Support mandatory, and minimum levels of, CPD	15	
Instructor training/CPD	Support as CPD leads to quality training and ensures standards are maintained	11	
Instructor training/CPD	Should widen the subjects of CPD e.g. beyond just H&S	7	
Instructor training/CPD	Support CPD assuming it's not too costly and/or onerous	5	
Instructor training/CPD	CDP should not be compulsory	4	
Instructor training/CPD	There is currently no incentive for instructors to complete CPD	4	
Instructor training/CPD	Prefer online self-certification of CPD	2	
Instructor training/CPD	CPD does not take account of those who are regular cyclists who use their daily experience to build on their experiences/share with the trainees.	1	
Instructor training/CPD	Instructor time should be spent on delivery rather than training	1	
Instructor training/CPD	CPD reassessment timescales might not be realistic	1	
Instructor training/CPD	Missed opportunity to widen the training to include inclusive or all ability cycling	1	
Instructor training/CPD	Becoming an instructor should be based on competence, not just the fact they cycle a lot	1	
Instructor training/CPD	Important that flexibility is maintained to work around work commitments	4	
Instructor training/CPD	It's an individual instructors responsibility to ensure they undertake the relevant training	1	
Mentor role	Support mentor qualification	7	18
Mentor role	Seek clarification on what will count under the 'points' system	4	
Mentor role	Unsupportive of mentoring system	2	
Mentor role	BIM role will only work with an Ofqual style independent QA system	1	
Mentor role	Internal peer monitoring could cause friction	1	
Mentor role	If qualification results in increased pay, could cause equality issues when they are doing regular jobs	1	
Mentor role	BIM will need to be funded	1	
Mentor role	Further information needed regarding selection and QA of mentors	1	
QA	Centralised management of CPD/BIMs would support QA	5	14
QA	Regulation of the whole process is essential	3	
QA	Supportive of additions to QA process	3	
QA	EA system will need to be more rigorous and cover more schemes	2	
QA	CPD shouldn't be confused with QA	1	
Instructor progression	CPD and renewing 'lapsed' qualification could be expensive/ a barrier for instructors and schemes	3	9
Instructor progression	If training not completed within a set time frame, trainer should be removed from the database	3	
Instructor progression	Some schemes may not have the capacity for instructors to progress	2	
Instructor progression	Instructors should be reassessed after three years, or sooner if issues during assessment	1	
Current system	PCA should remain - observing instructors in a realistic teaching environment is important to maintain quality in the industry	3	7
Current system	Lack of confidence in existing ITOs	1	
Current system	Support removal of PCAs	1	
Current system	Often cannot complete experience element of training due to lack of local courses	1	

Current system	Develop the NSIT role rather than creating a new one	1	
NSITs	NSITs should be reappraised against new system	2	5
NSITs	There are too many NSITs	1	
NSITs	Disagree that there is an issue with the number of NSITs trained/register as active instructors	1	
NSITs	Unsupportive of rule that NSITs should have to teach a minimum number of trainees/deliver a set number of courses a year to stay 'active'	1	
Comment on the review	Review not clear enough to offer opinion	2	4
Comment on the review	No business case or financial impact assessment of changes	1	
Comment on the review	Should pilot the recommendations then seek feedback	1	
Centralised ITO	Removing the ability for ITOs to train instructors means loss of close engagement with the standards	1	2
Centralised ITO	Instructors should register membership with the central body for a small fee	1	
	Total comments	**273**	

Question 3: Is there anything not proposed that you would have liked to have seen included?

A.17 120 people responded to this question. Table 5 sets out the number of comments received for this question by the different response themes. Themes with the higher number of comments are discussed below the table. Coded raw responses are provided in Table 6.

Table 5: Is there anything not proposed that you would have liked to have seen included?

Theme	Number of comments
General comment e.g. supportive/unsupportive	58
Instructor training/CPD	29
Instructor and scheme contracts	13
Additional suggestions	13
Comment on the review	7
Costs	6
Quality Assurance	5
Centralised ITO	5
Current system	4
Instructor qualification	4
Funding	2
Total comments	**146**

General

A.18 58 respondents stated there was nothing additional they'd like to have seen proposed in the review.

Instructor training/CPD

A.19   Comments here generally repeat ideas presented in response to questions 1 and 2. Ten respondents stated that instructor training courses must be standardised and rigorous, and four stated CPD should include a broader range of subjects.

Instructor and scheme contracts

A.20   Comments were made about instructor contracts. Four respondents stated that the instructor pay scale should be reviewed and standardised, and three respondents stated that instructor contracts with Bikeability schemes should move away from zero hour contracts and freelance/casual work.

A.21   Four respondents stated that larger Bikeability schemes have a monopoly of training delivery through large scale local authority contracts.

Additional suggestions

A.22   11 different suggestions were made regarding different elements of the review. These can be seen in the Appendix.

Table 6: Coded responses

Theme	Comment	Count	Theme Total
General	Nothing additional to add	58	58
Instructor training/CPD	Instructor training course should be standardised and rigorous	10	29
Instructor training/CPD	Should widen the subjects of CPD e.g. beyond just H&S	4	
Instructor training/CPD	CPD should acknowledge relevant training and instructor experience e.g. less required the more experienced an instructor is	3	
Instructor training/CPD	New instructors should be offered more training and support	3	
Instructor training/CPD	Instructors should be assessed twice a year by an appointed trainer	2	
Instructor training/CPD	Online CPD training should be available	1	
Instructor training/CPD	Develop additional professional courses for Bikeability instructors that are competitively priced and relevant	1	
Instructor training/CPD	Consideration for freelance instructors and demands of CPD e.g. flexibility, costs, child care	1	
Instructor training/CPD	More than one piece of CPD per year is excessive	1	
Instructor training/CPD	Support minimum number of instructor hours per year to remain qualified	2	
Instructor training/CPD	Cap on charges for CPD	1	
Instructor and scheme contracts	Review/standardise instructor pay scale	4	13
Instructor and scheme contracts	Larger schemes are establishing monopolies through large local authority contracts	4	
Instructor and scheme contracts	End zero hour contracts for instructors/reliance on freelancing/casual working	3	
Instructor and scheme contracts	More transparency over how councils spend their DfT grant funding	1	
Instructor and scheme contracts	Local authority tenders should be more quality focussed rather than focus on cost	1	
Additional suggestions	Create an instructor forum	2	13
Additional suggestions	All ability training should be included in instructor training/CPD	2	

Additional suggestions	Follow tried and tested approaches like the Mountain Training Association	1	
Additional suggestions	Add value through an instructor licence (with photo and validity dates)	1	
Additional suggestions	DBS checks should be mandatory at the point of undertaking the NSI course	1	
Additional suggestions	Partnership working with organisations which deliver and assess Motorcycle and Driving Instruction - greater shared awareness	1	
Additional suggestions	Consult with the industry over changes to the National Standard	1	
Additional suggestions	A system where an experienced instructor can be seconded to another scheme	1	
Additional suggestions	Develop good practice guides	1	
Additional suggestions	Live QA/Performance management system where schemes log work as its done	1	
Additional suggestions	Increase minimum amount of riding in Level 1	1	
Comment on the review	Like to see a timetable/plan for implementation	3	7
Comment on the review	Omission of the positive impact some ITOs and schemes are already having	2	
Comment on the review	Specifics of how instructor trainers would operate unclear e.g. Who will employ them? How will they be deployed to schemes etc.?	1	
Comment on the review	Training review isn't fit for purpose	1	
Costs	Further detail required on cost implications for all stakeholders	2	6
Costs	Financial compensation for ITOs if right to train instructors is removed e.g. material developed	2	
Costs	DfT should bear the cost of any additional costs associated with changes	2	
Quality Assurance	Inconsistency in instructor training is due to ineffective EA and regulation of the ITOs	2	5
Quality Assurance	Support EA system with wider reach/more visits	2	
Quality Assurance	Schemes should be accountable for instructor delivery e.g. if delivery is below standard	1	
Centralised ITO	Centralised training entity is inconvenient and costly - training should be delivered locally	3	5
Centralised ITO	Unsupportive of centralised training body	2	
Current system	Current ITOs should have the opportunity to work within a more effectively regulated structure with proper support	2	4
Current system	DfT/SDG to remain the national chairmanship for Bikeability and allocating funding	1	
Current system	Ensure that experience built up within ITOs and Bikeability schemes is held on to	1	
Instructor qualification	Against 'Bikeability' qualification - not all trainers want to deliver training as Bikeability	1	4
Instructor qualification	Support an OFQUAL accredited route	1	
Instructor qualification	Full qualification of instructors (NSIQ) should be within 4 days	1	
Instructor qualification	Improve time it takes for instructor qualification to be recognised	1	
Funding	Increase funding and reach of Level 3 training	1	2
Funding	Funding should be available to instructors/organisations other than ITOs	1	
	Total comments	**146**	

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SDG project/proposal number	Client contract/project number
229779	.

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Version control/issue number	Date
2.7 for issue	April 2017