

## Implementation Workbook

# QUALITY ASSURANCE



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4.1

Apply the NCDP and NGB quality – assurance procedures to the running of the courses, including the appointment of personnel to operate it

4.2

Test the course materials (syllabus, course-outlined-delivery materials) and the delivery arrangements for the course

4.3

Agree with NCTC the period for which the course will be valid and how it will be monitored

4.4

Be ready to proceed to the next level on the coaching ladder

## 4.1 APPLY THE NCDP AND NGB QUALITY-ASSURANCE PROCEDURES

To ensure that the course developed and delivered is to the highest standard, a quality assurance mechanism must be put in place.

There are two questions to be answered:

How can the NGB set up and operate a QA structure?

Who will co-ordinate all the aspects of QA?

The following is a draft checklist for the development and operation of a QA system:

1. Coaching contact identified (CE officer)
2. Office administration set up
3. Coaching certification file system developed
4. Detailed coach-certification procedures in operation
5. Tutor and course co-ordinators and other personnel briefed on the QA mechanism
6. Distribution and collection of all course forms (each with NGB/NCTC brand)
7. Establish filing system for QA forms
8. Development and distribution of NGB/NCDP certificates to coaches
9. Set up database system to ensure easy access to information for the needs of the sport
10. Observation and feedback system on coach education courses
11. Set up review meeting for pilot coach education course
12. Set up annual meeting to discuss course feedback
13. Summary and report system to be put in place to review and implement feedback

## 4.2 COURSE MONITORING

Check the observation developed in Step 3.2.

These forms may also be used in the monitoring process.