



August 2020

### **New software for self-assessment and quality action planning**

In response to feedback from training providers on the self-assessment and quality action plan documentation, the Quality Assurance team have been working over the last 6 months to identify an improved solution which will enhance the process for providers.

We are delighted to inform you of an exciting partnership between SDS and Mesma, a software development company based in England who offer a bespoke online, cloud based, software solution for self-assessment and quality action planning.

This product is called InsightQ and during the remainder of 2020-21 contracting year we are embarking on national roll-out of this software platform to providers offering MA and EF provision within National Training Programmes.

This exciting new online self-assessment and action planning toolkit should be a real asset to your own engagement with continuous improvement – we expect it to lead to better engagement with the QA process; greater involvement by your staff; and increased ownership of your self-assessment and quality action plan.

### **Timeline(s)**

#### *System Integration / Pilot*

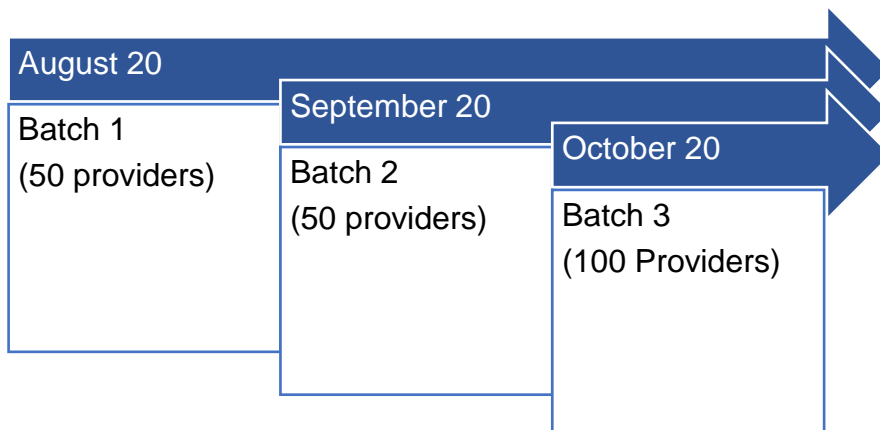
Initial set of the software was completed between April - June 2020 and 10 MA providers volunteered to be part of a small-scale pilot to test the system. This pilot activity took place between July - August and was extremely beneficial in identifying early system improvements and providing feedback on the end user experience from a provider perspective.

#### *National roll-out*

We have identified “batches” of providers and will onboard providers to the new system in these batches between August and December 2020.

For providers who have a new contract with SDS in 2020-21, we will work with you as a discrete group, offering an introduction and support with the Quality Assurance Framework in general as well as support on the new system.

We understand the Covid-19 situation is having a significant impact on providers and are very sympathetic towards the circumstances many of you will be working in. For the early batches we have selected providers we know to be available who can engage with us. For others who have some or all staff furloughed, we will engage with you later in the year when it is more appropriate to do so.



## Provider support

We will offer two training webinars to each batch – one on the functionality of the self-assessment and one on the quality action plan. Recordings of these webinars will be available within InsightQ for future reference and several crib sheets and user guides are currently being developed to support you.

As with all software systems the best way to gain expertise is to simply use the system so we would encourage you to do that as soon as possible. However, again in relation to the current pandemic circumstances, we appreciate there may be some challenges with this, so the Quality Assurance Assessors will offer extensive support to help you get up and running on the new platform.

There is also a live chat functionality and a range of extensive help and support guides available within InsightQ.

## Licenses

SDS are offering up to 10 user licenses to each training provider which we hope will help you manage the active input required by your key staff in the self-assessment process. As part of the onboarding process we will email you a form detailing the four different levels of access within InsightQ and ask you to identify the staff you wish to use the system and the user profile you wish assigned to each staff member.

Staff will then be set up with user accounts and invited to the training webinars.

These webinars are currently being facilitated using GoToWebinar but we expect that to transition to Microsoft Teams during the year.

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We're looking forward to this exciting partnership and introducing you the new system. We are sure you will immediately see the potential and realise the benefits it offers to your business by embedding continuous quality improvement.

If you have any questions or queries in the meantime please drop an email to [SDSQualityAssurance@sds.co.uk](mailto:SDSQualityAssurance@sds.co.uk)