

How to Get Started with the Quality Award Online



**Befriending
Networks**

How to Get Started with the Quality Award Online

Congratulations, your organisation is now aiming for the Quality Award! You will have **six months** to complete the process. The sooner you start providing evidence, the sooner you will be able to receive valuable feedback on your organisation, so let's get started.

About our online platform

The Quality Award is partly undertaken through an online Moodle platform. You'll be provided with a login where you can proceed through the award indicators and upload any relevant evidence.

You can complete multiple indicators at a time, returning to the portal at your convenience. Once the assessment fee has been paid, feedback from your Quality Award Assessor will be received through the Moodle platform and to the registered email address.

You're encouraged to contact your assessor with any questions you have about the Quality Award. This helps Befriending Networks to develop the award process and ensures your completion date isn't delayed.

Don't forget...

Satisfying Quality Award indicators & GDPR compliance

Quality Award indicators are generally asking one of two types of questions:

1. **'Do you have a policy on...?'** – This assesses your service's intentions regarding a particular area.
2. **'Do you...?'** – This assesses what activities your service is currently carrying out. You'll need to provide a 'live' casework example to meet this indicator, redacted as needed. A policy/procedure or blank template will not meet the criteria here.



About the evidence

Some pieces of evidence may satisfy more than one indicator, and several of the indicators require more than one piece of evidence to be met. Ensure that any submitted documents are from within the stated time frame – policies should be from within the last three years and live examples within the last 12 months. You can upload a maximum of 10 files per indicator, with a combined data size of 1 MB.

Use of 'free text' boxes on the online platform

There is a free text box attached to each indicator on Moodle where you can upload links to online evidence, or reference page numbers and sections of uploaded documents. Please resist including long explanations here, as narrative statements cannot be taken into account. If you are unsure about what is required to meet an indicator, speak to your assessor for guidance before submitting.

Format of evidence

Moodle can support uploads in the form of Word, PDF, Excel, and JPEG files. If your evidence is in a different format, please convert it before submission.

Using the Platform

Step 1: Log into <https://onlinelearning.befriending.co.uk/> with the username and password provided.

Step 2: You will see your enrolled course on the Dashboard. This may be a Quality Award, Reaccreditation, or Excellence course.

Step 3: When you're ready to start uploading information, click on the desired practice area.

QIB Practice Areas 








Edit 



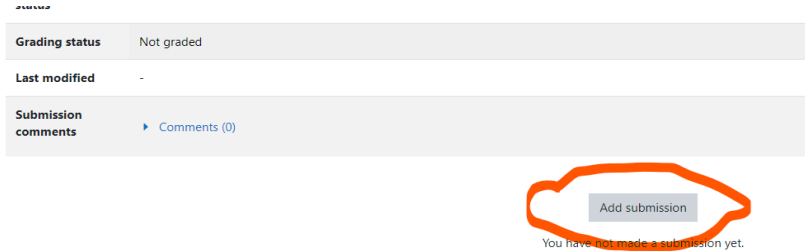
To achieve these Practice Areas please complete all of the indicators listed under each requirement. Click on the individual indicator and once opened, click on the "Add Submission" button to access the evidence uploading area. Quality in Befriending is evidence-based so the expectation is that upload of files will form the bulk of the application. The online text box can be used to offer supporting statements, though these should be minimal as practice paperwork should stand alone. It can also be used to submit links where the evidence is online, e.g. on the organisation's website, social media output, etc. You can return to your application at any time during the 6 month period for initial submission of evidence. Your progress will be saved. Your work will only be available to assess once you click the "submit for grading" button, after which it will no longer be open to you for editing until assessed.

Please be aware that in most instances for policies to be relevant they need to have been reviewed within the last 3 years. Also, where an indicator is asking you to demonstrate something is done in your practice, a "live" example, preferably from the last 12 months is needed and not a blank template, or a policy statement - either of which only show intention.

Step 4: Choose an indicator

-  Indicator 1
-  Indicator 2
-  Indicator 3
-  Indicator 4
-  Indicator 5
-  Indicator 6
-  Indicator 7

Step 5: Click on the 'Add Submission' button to upload evidence



Grading status Not graded

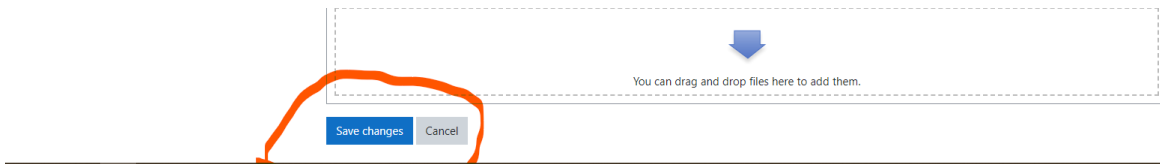
Last modified -

Submission comments ▶ Comments (0)

Add submission

You have not made a submission yet.

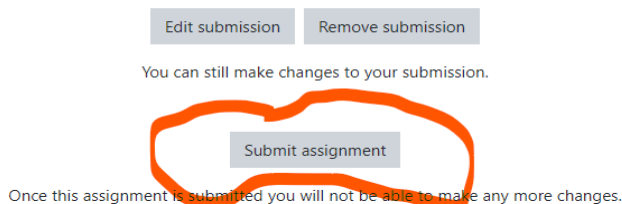
Step 6: Drag and drop your file(s) into the box. When the file appears in the box, click 'Save Changes'.



You can drag and drop files here to add them.

Save changes Cancel

Step 7: You may edit your submission at any time until you are ready to submit. Once you're happy with the evidence you have uploaded, click 'Submit Assignment'. You **will not** be able to make changes after this point.



Edit submission Remove submission

You can still make changes to your submission.

Submit assignment

Once this assignment is submitted you will not be able to make any more changes.

Step 8: Repeat this process for each indicator.

Step 9: Once you have uploaded your evidence and completed one practice area, your organisation will be invoiced for the assessment fee. Once this has been paid, you will begin receiving feedback from your assessor through the online platform.

Be GDPR compliant!

Does the evidence you're submitting contain personal data? Then ensure it is GDPR compliant!

Whilst much of the evidence you submit will contain no personal data, and so not be subject to GDPR considerations, you may wish to submit some evidence containing personal or sensitive information. This may be about a range of people, such as employees, befrienders, mentors, befriendees, mentees, family members or trustees. It is important that the individual cannot be identified by the assessor, so your evidence should be redacted accordingly. If personal information isn't redacted, consent is needed before you can submit the evidence.

To ensure evidence meets the requirements of the Quality Award but remains GDPR compliant, addresses, dates of birth, full names, emails, and other personal information should be redacted. A single initial should be left in place to help the assessor understand whether two or more anonymised documents relate to the same individual.

Care should be taken to ensure that a document doesn't also contain the unredacted names of others in the case notes, helping to make the individuals identifiable. For example:

Contact Record for Jxxx Xxxx

01/04/2023 – Dxxxxx emailed to say he had met Jxxx and they played football in the park and chatted about Jxxx's week. His mood was more positive and the conversation flowed.

25/04/2023 – Dxxxxx phoned to express concerns that, after taking Jxxx to the cinema today, Mum Shona was not home for their return. Despite being given times they had to wait 30 minutes for her to get back. Jxxx mentioned that they had been fighting and was subdued over the course of the meeting.

In the example, it is now easier to work out Jxxx's identify as the information identifies his mother by name. This information should have been redacted.



Befriending Networks

Remember! Always check all evidence has been redacted before uploading it for assessment. If personal information is shared with Befriending Networks, this will be recorded as a data breach and will constitute an automatic fail for that indicator.

You can find our Privacy Policy on Moodle to find out more about how we hold any data you submit.

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