



How to get Started with QiB Online



Your organisation is now 'Aiming for QiB'! You will have 9 months to finish the process so the sooner you start providing evidence the sooner you will be able to receive valuable feedback about your application. Let's get started.

About the Online Platform

QiB is undertaken through an online platform or 'moodle', which allows the service to log in (with a login name & password provide by Befriending Networks), proceed through the indicators and upload evidence relevant to each indicator.

Services can complete any number of individual indicators at a time, returning at their convenience. Feedback from the assessor will be received through the platform to the email account registered, once the assessment fee has been paid.

Services are encouraged to contact their assessor at any point for clarifications or questions about QiB. This can save time for both parties and helps Befriending Networks to develop QiB.



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Hints & Tips

Hint 1: Satisfying QiB Indicators and GDPR Compliance

As a general rule, QiB's indicators are asking two types of questions:

1. #1 "Do you have a policy on...." which demonstrates the service intention in a particular area
2. #2 "Do you do....." which is asking for proof that the practice occurs.

For all the #2 type indicators, a policy/procedure or a blank template will not achieve the indicator as these only show intentions. Completed, "live" casework examples, suitably redacted are needed. (See Appendix on GDPR compliance for more information and ensure that all evidence is suitably redacted).

Hint 2: About the Evidence

Some pieces of evidence may satisfy more than one indicator. Several indicators need more than one piece of evidence to be fully demonstrated. Where indicated, the service should ensure that a submitted document had been reviewed within the stated time frame (policies within the last 3 years and live examples with the last 12 months). **10 Files** maximum per indicator can be uploaded with a combined data size of **1MB**.

Hint 3: Use of 'Free Text' Boxes on the Online Platform

There is a free text box attached to each indicator to upload links if evidence is online or it can be used to reference page numbers or sections of uploaded evidence. Please resist including large/long explanations as narrative statements cannot be taken into account. If you are unsure about what an indicator is looking for speak to your assessor for guidance before submitting.

Hint 4: Format of Evidence

The platform supports uploads in the form of Word, pdf, Xcel, jpeg files. If your evidence exists in a different form, please convert it to one of the above, otherwise we are unable to access the file type.



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Using the Online Platform

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

Step 2: QiB Practice Areas 1, 2, 3, 4 will appear on your Dashboard.

A screenshot of the QiB Online Platform dashboard. On the left is a navigation menu with links: Dashboard, Site home, Calendar, Private files, My courses, QiB (PA1), and Volunteers. The main content area features a user profile icon at the top. Below it is a 'COURSE OVERVIEW' section with tabs for 'Timeline' and 'Courses'. Under 'Courses', there are sub-tabs for 'In progress', 'Future', and 'Past'. The 'In progress' tab is active, showing a card for 'QiB Practice Area 1 - the service'. The card includes a circular icon with three figures and text: 'REQUIREMENT 1A – the service is clear about its aims and has ensured the foundations are in place for good service delivery REQUIREMENT ...'. At the bottom of the card is a pagination control showing '1' between left and right arrows.



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Step 3: When you are ready to start uploading information, click on the desired QiB Practice Area.

QiB Practice Area 1 - the service

Dashboard / Courses / Befriending Networks Training and Quality Award / Quality in Befriending (Award) / QiB (PA1)

QiB Practice Area 1(of 4) - the service

RECENT ACTIVITY










Activity since Monday, 21 May 2018, 2:48 PM
[Full report of recent activity](#)
No recent activity

To achieve this Practice Area 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 9 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 assessment" button. Once click it will no longer be open to your further submission.

Step 4: Click on an Indicator.

Requirement 1a

The service is clear about its aims and has ensured the foundations are in place for good service delivery.

-  [Indicator 1ai\)](#)
-  [Indicator 1aii\)](#)
-  [Indicator 1aiii\)](#)
-  [Indicator 1aiv\)](#)
-  [Indicator 1av\)](#)
-  [Indicator 1avi\)](#)
-  [Indicator 1avii\)](#)
-  [Indicator 1aviii\)](#)
-  [Indicator 1aix\)](#)



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Step 5: Click on the [circled] 'Add Submission' button to upload evidence.

QiB (PA1)

Participants

Badges

Competencies

Grades

Requirement 1a

Requirement 1b

Requirement 1c

Requirement 1d

Requirement 1e

QiB Excellence Indicators for PA1

Dashboard

Site home

Calendar

Private files

My courses

QiB (PA1)

QiB Practice Area 1 - the service

Dashboard / My courses / QiB (PA1) / Requirement 1a / Indicator 1ai)

Indicator 1ai)

The service's aims are communicated clearly.

Submission status

Attempt number	This is attempt 1.
Submission status	No attempt
Grading status	Not graded
Last modified	-
Submission comments	Comments (0)

[Add submission](#)

Make changes to your submission

Step 6: Drag and Drop your file(s) into the box [next to arrow]. When the file appears in the box, click 'Save Changes' [circled].

QiB (PA1)

Participants

Badges

Competencies

Grades

Requirement 1a

Requirement 1b

Requirement 1c

Requirement 1d

Requirement 1e

QiB Excellence Indicators for PA1

Dashboard

Site home

Calendar

Private files

My courses

QiB (PA1)

Volunteers

Indicator 1ai)

The service's aims are communicated clearly.

Online text

File submissions

Maximum size for new files: 1MB, maximum attachments: 10

You can drag and drop files here to add them.

[Save changes](#) [Cancel](#)



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Step 7: You may 'Edit submission' [next to arrow] at any time **until** you are ready to 'Submit assignment' [circled], after which you will be **unable** to make changes

QIB (PA1)

Participants

Badges

Competencies

Grades

- Requirement 1a
- Requirement 1b
- Requirement 1c
- Requirement 1d
- Requirement 1e
- QIB Excellence Indicators for PA1

Dashboard

Site home

Calendar

Private files

My courses

QIB (PA1)

Volunteers

PA1 - Excellence Indicator 1)

The service has a referral policy/procedure which includes time-frames and against which the service measures performance.

Submission status

Attempt number	This is attempt 1.
Submission status	Draft (not submitted)
Grading status	Not graded
Last modified	Wednesday, 23 May 2018, 2:58 PM
File submissions	QiB-Application-Form2016.docx
Submission comments	Comments (0)

[Edit submission](#)

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 evidence/documents to complete one Practice Area, your organisation will be invoiced for the Assessment Fee. Once the invoice is paid, you will begin receiving feedback from your assessor through the online platform.



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APPENDIX 1

GDPR compliance for evidence used

Much of the evidence processed as part of a Quality in Befriending application contains no personal data, so is not subject to GDPR considerations. This is the case where you would be uploading policies, procedures or reports or information which is publicly available. In this case, there does not need to be any change.

Where the evidence you are using contains personal data or sensitive personal data about someone (employee, befriender, befriender, family member, trustee, etc.), this needs to be redacted to the point at which the person can no longer be identified by the assessor. **In practice, to ensure evidence still meets the requirements of QiB, but remains GDPR compliant, this would mean checking that redaction has removed address, date of birth, full name, email, while leaving a single initial in place**, this will help the assessor understand that two or more documents relate to the same individual, while anonymising the person in question. Care should be taken with the redaction to ensure that a document recording information about Person A, which is redacted as suggested above, does not also contain the names of others in the case notes, which would help make the individuals, including Person A, identifiable. For example:

Contact Record for Jxxx Xxxxx

1/4/18	Dxxxxx emailed to say he had met Jxxxxx and they played football in the park and chatted about Jxxxxx’s week. His mood was more positive and the chat flowed.
25/3/18	Dxxxxx phoned to express concern that after taking Jxxxxx to the cinema today, Mum Shona was not at home for their return, despite having been given times and they had to wait for 30 mins before she arrived back. Jxxxxx mentioned they had been fighting and was subdued over the course of the meeting.



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In the example, it is now more likely to work out J's identity as the information identifies his mother by name. The level of redaction needed has been applied appropriately to J and the name of J's befriender.

Removing the means of identifying the people to which QiB evidence relates, means that the data is less likely to be considered personal data and subject to GDPR considerations. As a consequence, there would be no need to obtain consent for its use in the application.

Double check all "live" case work evidence has been redacted before uploading it for assessment.

If personal information is shared with Befriending Networks and the platform, this will have to be recorded as a data breach for our own records and will constitute an automatic fail for the indicator it was being used for.

The online platform will also display a privacy policy notification for users so that you can be reassured around what the platform does with data it holds once you use your login.