How to get Started with QiB Online

Your organisation is now 'Aiming for QiB'! You will have <u>6 months</u> 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 partly undertaken through an online platform or 'moodle', which allows the service to log in (with a login name & password provided 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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Hint 1: *Satisfying QiB Indicators and GDPR Compliance*

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

- #1 "Do you have a policy on….?" which demonstrates the service intention in a particular area
- #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 within 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: The course **Quality in Befriending/ Online indicators** will appear on your Dashboard. For Reaccreditation the course will be **QIB Reaccreditation.** For QIB Excellence the course will be **QIB Excellence**.

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

Quality in Befriending award

Dashboard / Courses / Befriending Networks Training and Quality Award / Online indicators

QiB Practice Areas

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 be 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.

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Step 4: Click on an Indicator.

The service

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

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

Policies and Procedures

The service has developed a policy and procedural framework as a basis for its practice.

- Indicator 8
- Indicator 9
- Indicator 10
- Indicator 11
- Indicator 12
- Indicator 13
- Indicator 14
- Indicator 15

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

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].

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

Indicator 1

The service can demonstrate a **management committee/Board of trustee**s who leads the strategic development of the organisation and is legally responsible for its activities. service activity or/and at a team strategy meeting.

Submission status

Attempt number	This is attempt 1.
Submission status	Draft (not submitted)
Grading status	Not graded
Last modified	Tuesday, 30 November 2021, 2:47 PM
File submissions	📄 TEST PDF.pdf 30 November 2021, 2:47 PM
Submission comments	▶ Comments (0)

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 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.

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, befriendee, 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 <mark>Shona</mark> 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.

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.