

2011 CONREP Quality Assurance Program Pilot

All program activity will be coordinated by the Quality Assurance Coordinator.. Site Managers will provide updated class schedules to the QA Coordinator. Reporters will be employed by, Tunxis Community College.

The Coordinator will compile a list of classes to be monitored. Quality Assurance Reporters will indicate which classes they can watch, and coordinate the visit through the QA Coordinator . Range exercises and classroom sessions will be observed.

Quality Assurance Reporters will observe a minimum of 4 consecutive range exercises and complete a form for each exercise. They will objectively observe and document the following:

- Accurate exercise setup
- Objective and instructions provided without unnecessary information (RTFC)
- Correct demonstration of technique and path of travel.
- Evaluation points synchronized with demo
- Effective use of simulated practice
- Use of indicated coaching positions
- Effective use of coaching, not over coaching
- Safe and effective transitions between exercise parts, and staging
- Maintain a safe positive learning environment
- Effective range management
- Duration of the range exercise
- Other observations noted

Quality Assurance Reporters will monitor classroom units 1-3 or 4-5 in their entirety. A classroom reporting form will be completed for each unit. They will objectively observe and accurately document the following components of the classroom units:

- Classroom setup
- Topic and unit setup
- Proper use of vocabulary and terms
- Methods used
- Key points reinforced
- Effective use of training aids
- All required activities covered
- Met objectives
- Use of time
- Other observations noted

Quality Assurance Reporters will forward their reports, and an overall summary, to the CONREP Quality Assurance Coordinator within 72 hours.

Quality Assurance Reporters are onsite strictly as an observer. They will not interact with the RiderCoaches or students.

A QA Representative will contact the RiderCoaches and provide feedback, based on the completed forms, and communication with the Quality Assurance Reporters.

Quality Assurance Reporters will be paid \$125 for each range or classroom report.