
Education QABME Guidance [G006] v4.0

Guidance:

QABME Visitor Appraisal

Issue

1. This document sets out the structure of the Annual Visitor appraisal process for the QABME programme.
2. This document is quality controlled and is therefore uncontrolled in printed format. The latest version of this guidance is found online at: http://www.gmc-uk.org/education/documents/G006_Visitor_Appraisal_4.0.pdf

Details

Approved by: Kirsty White; QA Programme Manager (format update)
Date: 5 October 2007
Review Date: August 2008
Location: E:\EDUCAT\UME\QABME Procedure Guidance\G006_Visitor Appraisal_4.0

Further information

3. Comments to be sent to <mailto:gabme@gmc-uk.org>

Introduction

3. The visitor appraisal process is a performance management system designed to help Visitors to meet their goals, in support of the programme's overall effectiveness and assist the GMC demonstrate that the pool of visitors is fit for purpose.

4. The key objectives of the Quality Assurance of Basic Medical Education (QABME) performance management approach are to:

- a. make sure Visitors know what they are expected to do.
- b. review their performance.
- c. provide training and support where appropriate.

5. This document outlines the performance management system. It describes the process to follow, and the tools and documents that will be used.

Principles

Principles of the system

6. The system should:

- a. Be simple, open, objective and fair.
- b. Support the core values and goals of the GMC.
- c. Identify what is expected from Visitors.
- d. Provide evidence to help review performance.
- e. Allow consistency across the Visitors and teams in the programme.
- f. Build and improve communications between GMC staff, Medical Schools, Team Leaders and Visitors.
- g. Be designed to encourage regular discussion throughout the year.

Overview of the system

7. The system is designed to help Visitors and the QABME team consider performance and development in an open and structured way.

8. There are three key components of the process:
 - a. Training and development.
 - b. Ongoing '360-degree' appraisal - Visitor to Visitor (informally at each visit); Medical School to visiting team; and Visitor and Medical School to the QABME programme and GMC support staff. This will ensure QABME reviews progress to date and enables the provision of ongoing feedback and direction.
 - c. End of cycle review – reviewing the objectives and competencies over the programme cycle, and rating them.
9. Reviews will be conducted in respect to two areas
 - a. Objectives – that Visitors are expected to achieve.
 - b. Competencies – the knowledge, skills and attitudes required by Visitors.

Objectives

10. The objectives for Visitors are:
 - a. To assess and ensure that the medical school is meeting the standards set out in Tomorrow's Doctors.
 - b. To discuss with the medical school any concerns they have about the way in which the curriculum is developing or being implemented, and allow opportunities for the school to address these concerns.
 - c. To provide information and feedback on the medical school in order to aid the preparation of formal reports to the Education Committee.
 - d. To identify areas of best practice.
 - e. To review the performance of other Visitors and the QABME programme.
11. The additional objectives for Team Leaders are:
 - a. To manage the team's relationship with the host medical school.
 - b. To manage the preparation and sign off of the team's reports to the Education Committee.
 - c. To manage the visits, including assigning of particular aspects of the teaching, assessments and the learning environment to individual members of the team, according to their expertise.

Competencies

12. Competencies are the knowledge, skills and attitudes that a Visitor needs to be able to do to carry out their role effectively.
13. At the beginning of the review year Visitors should refer to the competencies listed in our guidance 'Visitor competency framework' found online and understand how they are applicable for the programme, and how they would be expected to display them. If Visitors have any questions about these competencies they should talk with their Team Leader or a member of the QABME team.
14. The competencies required of Visitors are:
 - a. The ability to analyse and understand large amounts of complex information.
 - b. The ability to make reliable and objective judgements and be able to explain these clearly.
 - c. To have effective interpersonal skills and be able to work successfully in teams.
 - d. The ability to demonstrate an understanding and appreciation of the importance of promoting equality and valuing diversity.
 - e. The ability to demonstrate a thorough understanding of the QABME programme including explaining functions of the school visit process.
 - f. In addition, to demonstrate an understanding of educational expertise in any one or more of the following areas:
 - i. Medical expertise
 - ii. Educational expertise
 - iii. Reflecting modern society

Provision of feedback

15. Feedback will be collected throughout the cycle. Where adverse feedback is collected it will be triangulated before being used in the annual review.

The feedback form

16. Feedback forms are found online in the GMC QA webpage. A feedback form can be completed for every attending Visitor at the end of each visit. Feedback of a Visitor at each visit can be completed by:

- a. Each of the attending Visitors (including the Team Leader)
- b. The Education Quality Officer
- c. Any representatives of the medical school that have come into contact with a Visitor during the course of a visit.

17. It is mandatory for Visitors to fill out a feedback form if they have specific comments to make the conduct of a team member or QABME liaison observed at a visit.

18. As giving feedback throughout the visit cycle is optional, Visitors are required to provide feedback on the performance of their peers at the end of each cycle. Visitors will be notified from the head office when this feedback is due.

19. Medical schools will also be invited to provide feedback on each visit. If the School have any comments to make it should be done through the feedback form. They will have the option of reporting on individual Visitors should they wish to do so.

20. After the forms have been completed, they will be sent and reviewed by the QA Programme Manager. This information will form the basis of the end of cycle review.

The review form

21. The review form is based on the objectives and competencies, and is used to evaluate the Visitor at the end of cycle review. The review form is also available online.

22. The result column is completed at the end of cycle review, as is the overall comments section. This is completed as narrative, and should include evidence of the result. If an objective was not achieved or only partially achieved due to factors beyond an individual's control then this should be explained.

23. The Team Leader will conduct the end of cycle appraisal of the Visitors. This will generally be conducted by telephone.

24. The Chair of the Education Committee will conduct the appraisal for Team Leaders. This will generally be conducted by telephone.

25. The review form is confidential to the Visitor, their Team Leader, and the QABME team. The original form should remain in the Visitor's possession and should be completed at or immediately after each end of cycle review meeting. The QABME programme manager will hold a copy of each review form.

Overall ratings

26. The rating needs to reflect overall achievement in carrying out Visitor responsibilities, meeting objectives and displaying competencies. The overall ratings will be used by the QABME programme to monitor Visitor performance.
27. The overall ratings are:
- a. Meets or exceeds expectations – meets or exceeds objectives and displays competencies.
 - b. Below expectations – job performance is below expected standards. A development need is likely to have been identified.

Adverse performance

28. Adverse feedback on the performance of Visitors should be directed to the Team Leader at the time of the visit, or immediately in writing to the QA programme manager post-visit, as soon as any issues arise. The Team Leader should immediately notify the QA Programme Manager (or vice versa) and a strategy of how the complaint would be handled would then be jointly agreed.
29. Where adverse feedback has been received on a Visitor, Team Leaders may decide to give feedback on a 1:1 basis under appropriately private circumstances, and not necessarily only at the review period. Where possible and unavoidable, adverse feedback should be given face-to-face and not in writing or over the telephone.
30. The Chairman of the Education Committee would be notified if any complaints were received about a Team Leader.
31. Where an occurrence of poor performance has been confirmed, following annual appraisal the issue would be discussed with the Visitor concerned and remedial support offered if appropriate. However two consecutive years of poor feedback would result in removal of the Visitor from the programme.

Enquiries about the process

32. If you have any questions about these guidelines or would like clarification about any aspect of the process described in this document, you should contact your QABME team officer or advisor or email QABME@gmc-uk.org.

Equality proofing

33. These guidance notes have been equality proofed.

Alterations

34. The GMC reserves the right to amend or alter these guidance notes and the performance management process/procedures at any time.