

External training manual for the proactive quality assurance of the management and delivery of medical education and training

October 2021

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1. Purpose of this document

This training manual details how to use the proactive quality assurance process on GMC connect. The manual is split into the different aspects of the process and each section takes you through how to navigate GMC connect using instructions and screen shots. We hope you find this manual useful and that it contains all the information you need, however if it doesn't then please inform your regional contact with the Monitoring and Improvement team at the GMC.

For a descriptive overview, and additional information about the QA process, the following documents may prove to be useful:

- External QA process guidance – This document provides a descriptive overview of the QA process for all organisations involved in medical education and training that the GMC quality assures. It is available on GMC connect or on the GMC website [here](#).
- GMC website – The [QA pages](#) on our website detail the new proactive QA process and how this fits in with our QA system as a whole.

2. Logging into GMC Connect

Log into GMC connect using your username and password. If you have forgotten your password, use the 'Forgotten Password?' link where you can reset it using your email address.

General Medical Council

Home

GMC Connect sign in

Username or email

Password

 Show

[Forgot password?](#)

Sign in

[How to create a GMC Connect account](#)

Select quality reporting user group if you have access to more than one group.

3. Declaration

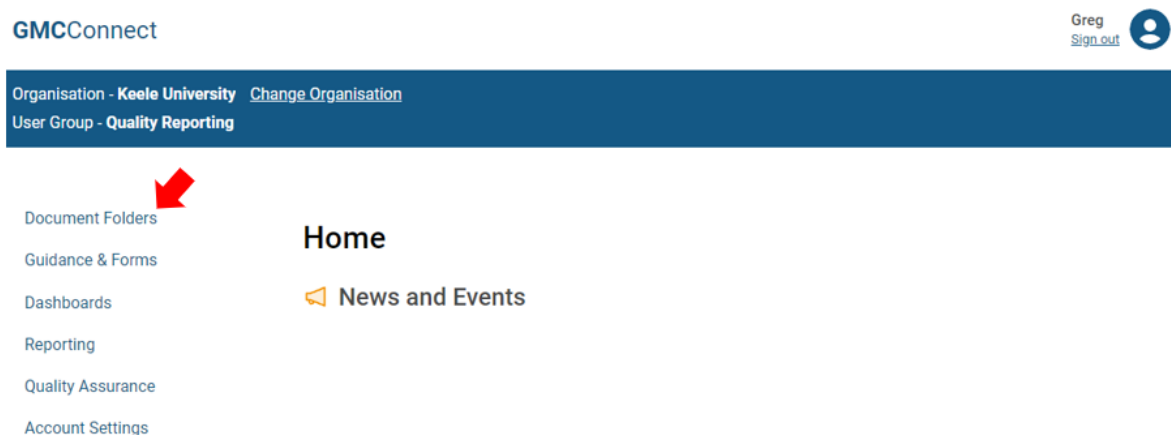
The first part of the QA process is to complete the declaration. Medical schools and postgraduate training organisations (PTOs) will be required to sign a declaration every four years that signifies they are meeting or working towards meeting the standards set out in [Promoting Excellence: Standards for education and training](#). This marks the beginning of the four-year QA cycle and will be the first part of the process that the organisations will need to do before they go on to complete the self-assessment questionnaire (SAQ).

a. Completing the declaration

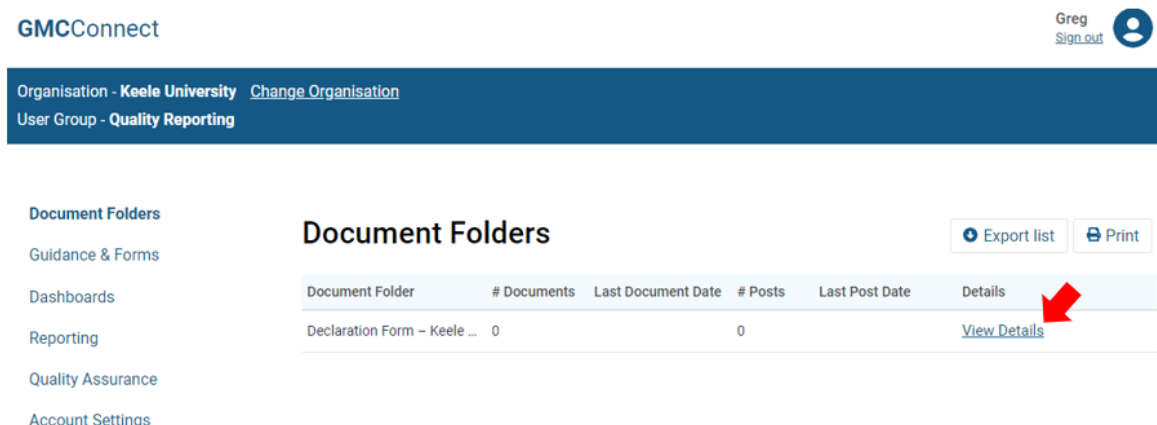
Completing the declaration is a paper-based exercise. The declaration will be shared with you via email with a link to the declaration form on our [website](#). The declaration will need to be printed and signed by the Dean of the Medical School/PTO. The signed declaration will then need to be uploaded to GMC Connect.

b. Uploading the declaration to GMC connect

Select the document folders tab



Select the appropriate document folder by clicking the 'View Details' hyperlink and upload the documents as necessary.



4. Self- Assessment Questionnaire

The SAQ has been developed to find out more about the policies and processes in place at a medical school or PTO to establish if they meet GMC standards. There are separate SAQs for undergraduate organisations and postgraduate organisations. The format is a series of questions based on the themes and standards of Promoting Excellence. The SAQ is available on GMC connect and one or more users will have access to it at the organisation. You will be able to work on a question at a time or download it and work on it as a whole, you will be able to export individual questions to others to complete, and multiple users will be able to work on the SAQ at one time.

a. Completing a questionnaire


Select the 'Quality Assurance' tab

The screenshot shows the GMCConnect interface. At the top left is the 'GMCConnect' logo. At the top right, the user 'Greg' is logged in, with a 'Sign out' link and a profile icon. Below this is a dark blue header bar containing 'Organisation - Keele University' with a 'Change Organisation' link, and 'User Group - Quality Reporting'. On the left is a navigation menu with items: Document Folders, Guidance & Forms, Dashboards, Reporting, Quality Assurance (highlighted with a red arrow), and Account Settings. The main content area is titled 'Home' and contains a 'News and Events' section with a bell icon.

To download the questionnaire to work offline click the export hyperlink. To start completing the questionnaire click the questionnaire name hyperlink.

The screenshot shows the 'Self Assessment Questionnaires' page. At the top left is the 'GMCConnect' logo. At the top right, the user 'Greg' is logged in, with a 'Sign out' link and a profile icon. Below this is a dark blue header bar containing 'Organisation - Keele University' with a 'Change Organisation' link, and 'User Group - Quality Reporting'. On the left is a navigation menu with items: Document Folders, Guidance & Forms, Dashboards, Reporting, Quality Assurance (highlighted), Self Assessment Questionnaire (highlighted with a blue bar and a right-pointing arrow), Quality Activities, Annual Summary, and Account Settings. The main content area is titled 'Self Assessment Questionnaires' and includes 'Export list' and 'Print' buttons. Below the title is a message: 'Your self assessment questionnaires are listed below.' An information box contains instructions: 'To complete your open questionnaire, click on the 'Questionnaire Name' link in the 'Open Questionnaires' section of the screen. To view previous responses, you can click on the 'Questionnaire Name' link in the 'Submitted/Closed Questionnaires' section of the screen. Alternatively, you can export responses by clicking the 'Export' link.' Below this are two sections: 'Open Questionnaires' and 'Submitted/Closed Questionnaires'. The 'Open Questionnaires' section contains a table with columns: Questionnaire Name, Deadline Date, Status, and Export. One row is highlighted with a red box: 'Self Assessment - 2021...', '31/01/2022', 'Not Started', and 'Export'. The 'Submitted/Closed Questionnaires' section contains a table with columns: Questionnaire Name, Status, and Export. One row is visible: 'Self Assessment 2019 -...', 'Closed', and 'Export'.

To respond to questions relating to a specific theme click the 'theme' hyperlink

GMConnect Greg [Sign out](#) 

Organisation - [Keele University](#) [Change Organisation](#)
User Group - [Quality Reporting](#)

Document Folders
Guidance & Forms
Dashboards
Reporting
Quality Assurance
Self Assessment Questionnaire >
Quality Activities
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Account Settings

Self Assessment - 2021 Keele University

[Export list](#) [Print](#)

i Your questionnaire is grouped into the themes of Promoting Excellence. To see the questions within each theme, click 'View'.

[Back](#)


| Theme | Description | Status |
|----------------------------|----------------------------------|--------------|
| Learning e | Learning environment and culture | Not Complete |

[Add Document](#)

| Document | Description | Uploaded | Remove |
|----------|-------------|----------|--------|
|----------|-------------|----------|--------|

[Back](#) [Submit](#)

To respond to a question, click the 'Reference' hyperlink

GMConnect Greg [Sign out](#) 

Organisation - [Keele University](#) [Change Organisation](#)
User Group - [Quality Reporting](#)

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Learning environment and culture

[Export list](#) [Print](#)

Please list quality management activities, processes and/or policies that demonstrate your ability to check whether standards are being met with regard to:

[Back](#)

| Reference | New Question This Year | Question | Status |
|-------------------------|------------------------|--|--------------|
| LEC1-01 | | Patient safety concerns, an organisation's ability to demonstrate an open... | Not complete |

[Back](#)

The response field is mandatory as well as setting the question status. Once done save the question by clicking the 'save' button.

Document Folders

Guidance & Forms

Dashboards

Reporting

Quality Assurance

Self Assessment Questionnaire >

Quality Activities

Annual Summary

Account Settings

LEC1-01

Export list Print

Complete all mandatory sections marked with an *

LEC1 Learning environment and culture

Please list quality management activities, processes and/or policies that demonstrate your ability to check whether standards are being met with regard to:

Patient safety concerns, an organisation's ability to demonstrate an open and honest learning environment, and their ability to investigate and learn from mistakes.

View previous years responses

Standards

R1.1

R1.2

R1.3

R1.4

Response

Planned activities we could observe

Response Documents

Provide examples of excellence

Status*
Not complete

Save Cancel

Please note that each question has a word limit on it and each response cannot be longer than 2000 characters.

Once you have checked the question has been correctly completed then save it, the status for the question will change to complete.

GMCConnect Greg Sign out

Organisation - **Keele University** [Change Organisation](#)
User Group - **Quality Reporting**

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Learning environment and culture

[Export list](#) [Print](#)

Please list quality management activities, processes and/or policies that demonstrate your ability to check whether standards are being met with regard to:

[Back](#)

| Reference | New Question This Year | Question | Status |
|-------------------------|------------------------|--|----------|
| LEC1-01 | | Patient safety concerns, an organisation's ability to demonstrate an open... | Complete |

[Back](#)

Once each question is set to complete, then the theme will be set to complete. Once all themes are complete you can submit the questionnaire by clicking the 'submit' button.

GMCConnect Greg Sign out

Organisation - **Keele University** [Change Organisation](#)
User Group - **Quality Reporting**

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Self Assessment - 2021 Keele University

[Export list](#) [Print](#)

i Your questionnaire is grouped into the themes of Promoting Excellence. To see the questions within each theme, click 'View'.

[Back](#)

| Theme | Description | Status |
|-----------------------------|----------------------------------|----------|
| Learning_e_ | Learning environment and culture | Complete |

[Add Document](#)

| Document | Description | Uploaded | Remove |
|----------|-------------|----------|--------|
|----------|-------------|----------|--------|

[Back](#) [Submit](#)

Click the confirm button to finalise the submission of the questionnaire

GMCCoconnect Greg [Sign out](#)

Organisation - [Keele University](#) [Change Organisation](#)
User Group - [Quality Reporting](#)

Document Folders
Guidance & Forms
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Submit Self Assessment - 2021 Keele University

i You will not be able to edit the questionnaire once it has been submitted for review unless further information is requested by the GMC.

[Cancel](#) [Confirm](#)

Once submitted to the GMC you can view and/or export the questionnaire by clicking the appropriate hyperlink.

You will also be able to monitor the status as it will update as the GMC undertake a review of the questionnaire.

GMCCoconnect Greg [Sign out](#)

Organisation - [Keele University](#) [Change Organisation](#)
User Group - [Quality Reporting](#)

Document Folders
Guidance & Forms
Dashboards
Reporting
Quality Assurance
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Self Assessment Questionnaires

[Export list](#) [Print](#)

Your self assessment questionnaires are listed below.

i To complete your open questionnaire, click on the 'Questionnaire Name' link in the 'Open Questionnaires' section of the screen.

To view previous responses, you can click on the 'Questionnaire Name' link in the 'Submitted/Closed Questionnaires' section of the screen. Alternatively, you can export responses by clicking the 'Export' link.

Open Questionnaires

| Questionnaire Name | Deadline Date | Status | Export |
|--------------------|---------------|--------|--------|
|--------------------|---------------|--------|--------|

Submitted/Closed Questionnaires


| Questionnaire Name | Status | Export |
|---|-----------|------------------------|
| Self Assessment - 2021... | Submitted | Export |

5. Quality Activities


A QA activity is an exercise undertaken by the GMC to seek assurance that our standards are being met or to explore innovative or notable practice. QA activities will be selected from the QA toolkit which is the overarching term for all the possible activity types, including document reviews, meetings, shadowing of visits etc. We may also undertake quality activities as part of a UK-wide or thematic review outside of the SAQ. We will select QA activities from the list of activities the organisation identified in the SAQ. We will try to select a range of activities from the QA toolkit so that each team is not just undertaking observations or visits, for example.

a. Viewing quality activities

Click the quality activities tab

GMCConnect Greg 
[Sign out](#)

Organisation - [Keele University](#) [Change Organisation](#)
User Group - [Quality Reporting](#)

- Document Folders
- Guidance & Forms
- Dashboards
- Reporting
- Quality Assurance**
 - Self Assessment Questionnaire** 
 - Quality Activities
 - Annual Summary
 - Account Settings

Self Assessment Questionnaires

[Export list](#) [Print](#)

Your self assessment questionnaires are listed below.

i To complete your open questionnaire, click on the 'Questionnaire Name' link in the 'Open Questionnaires' section of the screen.

To view previous responses, you can click on the 'Questionnaire Name' link in the 'Submitted/Closed Questionnaires' section of the screen. Alternatively, you can export responses by clicking the 'Export' link.

Open Questionnaires

| Questionnaire Name | Deadline Date | Status | Export |
|--------------------|---------------|--------|--------|
|--------------------|---------------|--------|--------|

Review the detailed quality activity by clicking the 'Quality Activity #' hyperlink.

GMCCConnect

Greg
Sign out

Organisation - **Keele University** [Change Organisation](#)
User Group - **Quality Reporting**

Document Folders
Guidance & Forms
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Quality Activities

[Export list](#) [Print](#)

i Your quality activities for the current cycle are listed below.
Click the 'Quality Activity #' link to see more detail about the quality activity.
You can also export all your quality activities by clicking the 'Export list' button.

| Quality Activity # | Type | Status | Description | Date of Activity | Summary |
|---------------------------------|----------|-----------------|------------------------------|------------------|-------------------------|
| QQA1-2701891784 | Document | Shared with Org | Request document for furt... | 01/11/2021 | Request document for fu |

6. Annual QA Summary

We will produce an annual QA summary (AQAS) for each organisation which will include summaries of the SAQ submission, QA activities that were undertaken and any requirements, recommendations or areas good practice identified during the year.

PLEASE NOTE: This section is currently being developed on GMC connect and will be added to the training manual shortly.