

CQI BRANCHES - TERMS OF REFERENCE

CQI branches are the local face of the CQI. A CQI branch consists of all CQI members in a branch's designated geographical area.

1 Purpose of CQI Branches

CQI branches exist to:

- a. Support and promote the strategic objectives of the CQI.
- b. Ensure activities align with CQI strategy, policy and plans.
- c. Promote membership of the CQI.
- d. Enable participation of the membership in open and informed discussions on all areas of quality including governance, assurance, improvement, leadership and context.
- e. Inspire and support the continuing professional development of CQI members through a programme of quality-related events and activities.
- f. Engage with interested parties, including professional bodies and local industry.

2 Membership of CQI Branches

On joining the CQI, all members of all grades are assigned to a local branch based on the home and/or business address they provide. CQI members are entitled to attend meetings held by any CQI branch.

3 Governance of branches

3.1 CQI Branch Committees

Branches are administered by a committee of volunteers elected by members of the branch to whom they are accountable.

Branch committees report to the Regional Steering Committee (RSC), at which they are represented by a branch officer.

All Branch Committees will consist of a minimum of three branch officers: a Chair, Vice Chair and a Secretary. The rest of the committee may be made up of general committee members, where it is highly recommended that the workload of event organisation be shared across the committee. Where this is not feasible, Branch Committees may choose to agree specific roles such as Events Coordinator, Social Media Officer, etc.

A branch committee shall:

- a. Plan and deliver a minimum of four events each year.
- b. Provide feedback on each event to the CQI Professional Networks team.
- c. Hold an annual general meeting at which branch officers and ordinary committee members are elected or re-elected.
- d. Follow the financial procedures for all expenditure related to branch events and committee expenditure.
- e. Support and promote CQI products and services including CPD.
- f. Welcome new members and encourage their engagement in branch activities.
- g. Listen to Branch Members suggestions for improvement and complaints and escalating these through the branch/regions/membership council as considered fit.
- h. Adhere to the CQI Code of Conduct.
- i. Ensure that any personal data that is processed during branch activities is done so in line with current Data Protection Laws

3.2 Branch officers

The role description of all branch officer and committee member roles are available in the branch handbook.

3.3 Tenure of branch committee members

Branch officers and ordinary committee members can be elected for a term of up to three years. No officer can hold the same position for more than two consecutive terms, unless specific approval is secured from the Regional Steering Committee.

Branch officers shall aim to provide at least two months' notice of their intention to stand-down in order to allow the Branch Committee to plan ahead and find a replacement.

3.4 Activities

3.4.1 Branch committee meetings

Branch committees should hold committee meetings as often as they feel is necessary for the effective operation of the branch. Meetings can be informal, but notes and/or summaries of actions shall be recorded.

Branch officers and ordinary committee members can attend meetings in person, online or over the phone. Branch officers and ordinary committee members who consistently fail to attend branch or committee meetings without good reason shall be asked to stand

down by the Branch Chair, or Regional Steering Committee Chair in the event of the Branch Chair's attendance record being in question.

If there are any problems within the branch committee the Volunteer Problem Solving Process will be followed by the Branch Chair. This can be found as an appendix of the CQI Volunteer Policy. Where there is a disagreement within the committee the Regional Steering Committee will provide support to resolve the problem.

3.4.2 Branch events

Being a member of a CQI branch and participating in branch events are benefits of CQI membership. Events should be aimed at existing CQI members predominantly. However, members should be encouraged to use events to introduce prospective members to the CQI.

Branches will deliver a minimum of four events each year. Events will be designed to engage and inspire the continuing professional development of CQI members. Examples of events could include, but are not limited to:

- Speakers sharing professional knowledge
- Networking
- Local site visits or tours
- Question and answer sessions/debates with subject matter experts
- Workshops to review CPD plans and records

All CQI branch events shall be listed on the CQI website.

3.4.3 Event evaluation and Branch Annual Reports

Branches (normally the branch secretary) shall submit a KPI reporting form to the CQI Professional Networks team after each event.

With the data submitted, the Professional Networks Team will produce quarterly and annual regional reports that are presented to the Membership Council. These reports will be given to the relevant Regional Steering Committees to assess the health of the branch network in their region.

The reports will evaluate performance against key indicators (KPIs) to be agreed by the Membership Council. These KPIs form Appendix A of the CQI Branch Terms of Reference.

Access to any of this data can be obtained by contacting the Professional Networks Team.

3.4.4 Annual General Meetings

CQI branches shall hold an annual general meeting or review (AGM) once a year. The purpose of the AGM is to review the past year's activity, plan the next, and to re-elect branch committee members.

Minutes shall be taken and submitted to the CQI Regional Steering Committee & Professional Networks Team as part of the annual report.

4 Changes

The Membership Council will review branch committee terms of reference for suitability at intervals not greater than three years.

5 Expenses

The CQI will reimburse members of the branch for reasonable expenses incurred wholly and necessarily in carrying out the work of the branch, within the provisions of the CQI Volunteer Expenses Policy.

Appendix A – Branch Network KPIs

Volunteers	Number of branches with 2 or more officer posts filled	PNET Manager	100%	Quarterly
	Number of branches having held an AGM within the past 12 months	PNET Manager	100%	Annually
Branch Activity	Number of branch CPD events held	PNET Manager	4 per year per branch	Quarterly
	Number of event attendees per branch event	PNET Manager	Recorded	Quarterly
	Member engagement with branches	PNET Manager	7%	Annually
	Attendee feedback	PNET Manager	Recorded	Quarterly