

Policies & Procedures Example

Please note that the examples that follow are short examples only and should not be considered 'best practice' guidance, nor should they be copied by members. They are provided as a guide only.

Each member should prepare their own detailed policy in line with their own business objectives, processes and targets. What will work for one business will not work for another, and therefore the policies employed should accurately reflect the systems in your business.

Members should ensure that each policy/procedure is reviewed regularly to maintain relevance.

Members should also ensure that they are working to their policies/procedures and are able to provide evidence of this upon request.

Quality Assurance Policy Example

It is the stated policy of Example Training, Happyville, to satisfy the requirements of course trainees in every way we can. We will always strive to improve our services.

This is achieved by;

1. Ensuring we prepare fully for course delivery
2. Ensuring we understand the needs of our trainees prior to arrival on a course
3. Being committed to the on-going development of our instructors and staff
4. Fully reviewing all course feedback and taking preventative action wherever a problem arises
5. Using our senior instructor/manager to shadow course delivery and provide constructive feedback

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

MDRS Username and Password Security Procedure

Example Training, Happyville, will ensure that only authorised personnel have access to the MDRs system.

This will be achieved by;

1. The Administration Manager being the only person to distribute the MDRS username and password to the authorised personnel.
2. If a member of staff leaves who had access to MDRS, the Administration Manager will contact the Master Driver CPC team to request an updated password.
3. If at any time there are concerns that the username or password may be being abused, the Administration Manager will contact the Driver CPC team immediately to make them aware of the issue.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Instructor Continuous Professional Development Policy

Example Training, Happyville, are committed to the continued professional development of the instructors we use, both employed and sub contracted.

We will ensure our instructors are always up to date with relevant legislative changes and best practice instructional techniques by;

1. Holding quarterly instructor meetings, where ideas can be exchanged and experiences shared
2. Circulating all relevant articles from industry press to all instructors
3. Attending relevant Logistics UK and RHA legislation seminars
4. Ensuring our instructors undergo refresher training and assessment for their Instructional techniques on a 5 yearly basis

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Instructor Selection Policy

Example Training, Happyville, will require all instructors used for the delivery of RTITB Driver CPC training to have the following qualifications/experience as a minimum;

1. Registered RTITB instructor
2. Evidence of attending the RTITB Driver CPC Consortium Online Induction
3. 2 years LGV/PCV driving experience
4. 1 years' experience of delivering classroom training

In addition, all instructors will be required to present a short classroom lesson to the Training Manager prior to recruitment to ensure that have suitable presentation skills.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Health and Safety Policy

Example Training, Happyville, are committed to providing safe and healthy working and learning conditions. We are also committed to ensuring equipment and systems of work are safe and fit for purpose.

We will ensure all staff and trainees are provided with suitable information and supervision in order to achieve this.

We also accept responsibility for the health and safety of other people who may be affected by our services.

Our appointed health and safety representative is Mr Bill Bloggs, who is responsible for managing all aspects of our health and safety systems.

Our Health and Safety systems include, but are not limited to, the following;

- 6 weekly fire drills
- Weekly fire alarm tests
- Fortnightly emergency lighting tests
- 3 monthly review of risk assessments
- Monthly visual check of building for maintenance requirements

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Equal Opportunities Policy

Example Training, Happyville, are an equal opportunities employer and training organisation. The company wholeheartedly supports equal opportunities in employment and the provision of training and opposes all forms of discrimination.

Every possible step will be taken to ensure that individuals are treated equally and fairly and enabled to participate in the training we provide to the fullest.

We gather information about individuals prior to attending a course to ensure that we are able to provide them with the opportunity to learn in a positive, enabling and non-discriminatory environment.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Refunds Procedure (not required for non-commercial)

Example Training, Happyville, is committed to customer and trainee satisfaction, therefore if we are found to have delivered a sub-standard service, we will take steps to reimburse any and all customers/individuals affected. The Training Manager will be responsible for ensuring a suitable investigation is undertaken and a refund provided where required.

This does not affect our standard terms and conditions of sale, nor apply in situations where we reasonably deem we were not at fault.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Data Protection Policy

RTITB cannot give an example Data Protection Policy, as this would need to be written specifically for your business. This policy will also need to be signed, dated and include a review date. We would be looking for the policy to cover the following:

What personal data is processed?

Why is the personal data processed?

Who is the data shared with?

How long is the data kept for and where is it stored?

How is the data kept safe?

Who is responsible for implementing the policy and monitoring compliance?

What will be done in the event of a breach?

How will a breach be detected/identified?

How will the controller be notified?

Who will notify the controller?

Complaints Procedure

Complaints/concerns regarding services provided by Example Training, Happyville, or RTITB Driver CPC Consortium members should be submitted, in writing, to;

Mr I N Structor
Manager
Example Training
Happyville
Safeshire
HA1 1AB
unhappy@exampletraining.org

The letter/email should outline the nature and details of the complaint/concern including, where appropriate, dates of training, course title, training venue and instructor(s) names. Example Training will process all complaints/concerns within 10 working days.

We will ensure all complaints are dealt with effectively and that appropriate corrective and preventative action is taken.

When concluded, all complaints are reviewed by the General Manager.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Licence & ID Checking Procedure

When instructors join Example Training they will be given a copy of this procedure for their reference. The General Manager will conduct drop in checks at random (at no less than quarterly intervals) at the start of courses to ensure the instructors are adhering to this procedure.

The purpose of this procedure is to ensure that all Example Training instructors are accurately and correctly checking driver ID prior to course attendance.

The following steps will be taken by our instructors at the start of every RTITB Driver CPC Periodic Training course;

1. As each driver enters the room they will be asked to present their ID to the instructor
2. The instructor will check the following;
 - a. That the ID presented is acceptable in line with the information provided by RTITB. If it is not, the driver will not be allowed on the course.
 - b. That the photograph on the ID is the person attending the course. If it is not, the driver will not be allowed to attend the course.
 - c. That the passport/photo card presented is in date. If it is not, the driver will not be allowed to attend the course.
 - d. That the driver has a suitable licence entitlement to attend the course. If the driver does not, they will not be allowed to attend the course.
 - e. That the driver has a DQC card if they obtained their licence entitlement after 10.09.08 (for PCV) and 10.09.09 (for LGV). If the driver does not, they will not be allowed to attend the course.
3. If any drivers are unable to attend the course, a written note will be made of the drivers name only, and the reasons why they were unable to attend on the MDRS Attendance Form.
4. For drivers that do have suitable ID, the ID that was seen and checked by the instructor will be recorded on the MDRS Attendance Form.

Any instructor found to not be following the above guidance will not be used to deliver RTITB Driver CPC Periodic Training until full re-training has been provided and the General Manager is satisfied that there will be no reoccurrence of the problem. RTITB will be notified of any problems internally identified in this regard.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*

Course Delivery Internal Auditing Procedure

When instructors join Example Training they will be given a copy of this procedure for their reference. The General Manager will conduct drop in checks on courses at random (at no less than quarterly intervals), but regular intervals, to ensure the instructors are adhering to this procedure.

The purpose of this procedure is to ensure that all Example Training instructors are;

- Delivering the DVSA approved RTITB Driver CPC courses to the timings described in the course instructor guides
- Delivering the DVSA approved RTITB Driver CPC courses as prescribed by the course instructor guides (i.e. including discussion, workshops and activities etc.)

Any instructors found to not be following the above guidance will not be used to deliver RTITB Driver CPC Periodic Training until full re-training has been provided and the General Manager is satisfied that there will be no reoccurrence of the problem RTITB will be notified of any problems internally identified in this regard.

Signed: *Mr I N Structor*

Dated: *3rd January 2023*

Review date: *3rd January 2024*