

Standard Operating Procedure

Issue Pass Plus Certificates

1. Aim

To ensure staff processing Pass Plus certificates have a full understanding of the procedures

2. Audience

To be read by all staff who issue Pass Plus certificates.

3. Objective

To ensure existing and new staff are clear on all procedures

4. Ownership of procedures

Driver Training Registration Team (DTRT)

5. Operators of procedures

These guidelines apply to DTRT only

6. Frequency

To correctly process Pass Plus certificates on a daily basis

Contents

1. Check Training Report is an original & details are correct
2. Check ADI is current
3. Input pupil details
4. Send Pass Plus certificates

Processing Pass Plus certificates on TARS from the Training Report Forms

Standard Operating Procedure Pass Plus Certificates

1. Check Training Report is an original & details are correct

- Training Report Forms are stored in the 1st drawer of Cupboard 1 in date order of when received
- When processing, team members should select applications from the oldest date received
- If forms are not originals and you cannot ascertain a valid reason why (ie previous original has gone astray in the post); the ADI must be contacted and if they do not have any forms a pack must be purchased.
- If details are incorrect the TRF should be returned to the ADI (or pupil if the ADI's details are incorrect). A copy should be retained in the folder (Letters to ADI's) to be found in the Pass Plus cupboard no 2. The standard letter should be used (each team member will have their own supply).

2. Check ADI is current

- From your desktop click on the TARS live icon
- Click on authentication
- Enter userid and password (supplied to you after the appropriate training)
- Click next
- Click on instructor on the left hand side of the screen
- Click on manage instructor on the left hand side of the screen
- Enter the PRN/ADI number to be found on the front of the form
- Click submit
- The bottom of the screen will show 1 or more record for the applicant
- Double click on the ADI Register record (this will take you to the manage instructors details screen)
- Check that the name matches those on the form
- Scroll to the bottom of the page and ensure that the status is current
- If status is lapsed or removed the form should be placed in the green folder (Fraud and Integrity) to be found in Pass Plus cupboard no 2.
- If status is trainee check with the ADI team to ensure that this is correct and then the form should also be placed in the green folder.
- All current ADI's can be processed.

3. Input pupil details

- Follow steps as above until you have clicked manage instructor
- Click Pass Plus
- Enter the PRN/ADI number to be found on the front of the form
- Click submit

- Click Manage Pass Plus pupil.
- Click add pupil
- Input pupil surname and forename
- Input postcode and house number
- Click find
- Input number of hours from the form
- Click save
- Write certificate number on form
- Repeat from click Pass Plus

4. Send Pass Plus certificates – Using Inserter

- Press the right hand side button on the machine
- Press the left hand side button
- Place certificates in tray B on left hand side tower with the logo facedown and the address facing up and to the top of the tray
- Place envelopes in tray G on right hand side tower with window facing up and postage paid to the top of the tray
- Press the select another job button
- Select 3 month
- Press trial piece button
- Press ok button
- Press start button
- Any errors will show on the screen on the left hand tower and you must follow the instructions given. All blue handles and switches operate the moving parts.
- All instructions are given on the screen if in doubt.
- When finished band the envelopes together into 20's and then phone and let the messengers know the number once they have been placed in the tray