

Scheme of Control

The Scheme of Control (SoC) must detail how you will monitor and manage periodic training delivered by your centre to assure DVSA/DVA it is compliant with statutory requirements and delivered to a high standard. You will need to demonstrate how the SoC addresses the risks in relation to the size and structure of your business.

DVSA and DVA will conduct centre and course audits to ensure that your centre operates in accordance with the conditions of approval and the SoC.

1. Organisation Structure

The scale and complexity of the organisation has an impact on risk, and we will assess the suitability of the control measures and procedures in place to mitigate these risks.

- a) please provide an 'Organisational Chart' relating to the delivery and management of Driver CPC. This should include the scale and size of the organisation e.g. an overview including the approximate number of personnel involved in Driver CPC, training sites, and whether training will be delivered to internal employees, third parties or both
- b) explain how you will communicate updates and feedback (including changes in legislation) to personnel involved in the delivery of Driver CPC training.

2. Internal Quality Assurance

DVSA expects robust and appropriate internal quality assurance processes in place to uphold training standards. An experienced person with relevant skills should conduct these checks to assure DVSA/DVA that courses are delivered in accordance with the approval documentation and are of a high standard. You should need to include information about:

- a) how regularly courses will be observed and monitored.
- b) the proportion of audits compared to the number of courses being delivered.
- c) how you will address any identified non-compliance or shortfalls in training delivery and/or the trainer's knowledge.
- d) How you will maintain a record of issues, action taken and outcomes achieved.

3. Trainer Skills, Qualifications and Development

Tell us how you will manage trainers delivering Driver CPC to ensure they have the appropriate knowledge, skills, and qualifications to deliver high quality training. You will need to include information about how you will ensure:

- a) the trainer has the appropriate qualifications, skills, knowledge, and experience to deliver the periodic training course
- b) trainers undergo continual professional development
- c) trainers are familiar with your processes and procedures relating to Driver CPC training.

4. Course Evaluation

Trainees should have an opportunity to provide feedback. Good practice means that you will need to continually monitor and assess the course to identify areas for improvement.

You will need to tell us how you will ensure:

- a) the appropriateness of course content
- b) drivers' benefit from the course e.g. meaningful, interesting, worthwhile
- c) the course content is relevant to the industry sector and the drivers on the course
- d) the course content is evaluated by the trainer and trainee(s)
- e) feedback is used to update the course content before it is resubmitted for approval e.g. course audit, evaluation questionnaires and post course review meetings
- f) that changes are made where appropriate and how you will monitor the impact of these change.
- g) that different delivery techniques accommodate various learning styles and ensure drivers are engaged e.g. revisit/review the course content, materials and the aims and objectives .
- h) that customer complaints are appropriately managed and acted upon if individual or organisation raise a concern about the quality of your training or customer service.