Centre Application

Appraisal Criteria

Date: July 2024

The criteria laid out in this document will be checked against the application form and Scheme of Control (SoC) to ensure the requirements have been met and provide standardisation in the way in which centre applications are assessed.

Section 1: Centre Details

1.1 Centre name:

1.2 Correspondence address:

1.2.1 Website address:

1.2.2 Name of person responsible for Driver CPC:

1.2.3 Position (i.e owner/director):

1.2.4 Telephone number:

1.2.5 Email address:

1.3 Name of primary contact:

1.3.1 Position in organisation:

1.3.2 Telephone number:

1.3.3 Email address:

1.4 Proposed approval Start Date:

Please note the proposed start date is an indication of when you would like the approval period to begin. This cannot be guaranteed.

1.1 Centre Name: The centre name and details. This can be a trading name.

1.2 Correspondence address: This is the address where all correspondence will be issued.

1.2.1 Website address: The website address of the organisation

1.2.2 Name of person responsible for Driver CPC: The person responsible for periodic training including the application. If it is a large organisation you would expect to see a senior manager or director as the responsible contact. Please note any changes to the responsible contact must be made in writing by the current responsible contact.

1.2.3 Position: The job title of the person responsible for Driver CPC.

1.2.4 Telephone number: The telephone number of the person responsible for Driver CPC.

1.2.5 Email address: The email address of the person responsible for Driver CPC.

1.3 Name of primary contact: The person who will be responsible for the day-to-day communications with DVSA.

1.3.1 Position in organisation: The job title of the primary contact.

1.3.2 Telephone number: The telephone number of the primary contact.

1.3.3 Email address: The email address of the primary contact.

1.4 Proposed start date: This is an indication of when the centre wants the approval period to begin. If the proposed date passed the approval start date should start on the next working day.

Section 2: Approval Details

2.1 Please confirm where you will deliver training:

- [ ] GB Only
- [ ] NI Only
- [ ] GB and NI

2.2 Has this centre been previously approved? [ ] Yes [ ] No

2.2.1 If yes, what was the centre number? [   ]

2.2.2 Has anyone of a senior capacity been linked with a previously approved Driver CPC or Dangerous Goods Driver Training (DGDT) training provider?

[ ] Yes (see 2.2.3) [ ] No (see 3.1)

2.2.3 If **Yes** - Please provide further details including the person's name, position, DCPC centre name and approval number.

[   ]

Important: If you, your provider or anyone connected to it have previously had approval suspended or withdrawn for non-compliance, or have unresolved compliance issues, you must have put in place robust and effective control measures to address these. All outstanding issues must be resolved satisfactorily before the competent authority can consider granting approval. You will be contacted following receipt of the application and invited to demonstrate what measures have been taken. Failure to have done so may result in the refusal of your application.

2.1 Please confirm where you will deliver training: Tick all that apply. Any training delivered outside of the location the centre is approved for will not count as periodic training.

2.2 Has this centre been previously approved: Details on the previous centre approval. This will allow DVSA/DVA to obtain further information about the application to identify any issues which may need to be addressed or highlighted e.g. outstanding audit findings, escalations, intelligence etc.

> **2.2.1 If yes, what was the centre number?** Approved centres are allocated a centre number which is displayed on the centre approval certificate and has a format of ACXXXXX.
>
> **2.2.2 Has anyone with senior capacity been linked with a previously approved Driver CPC or Dangerous Goods Driver Training (DGDT) training provided?** Indicate yes or no.
>
> **2.2.3 If yes, please provide further details including the person's name, position, Driver CPC centre name and approval number:** Details of previous involvement in centres where the approval was suspended/withdrawn due to non-compliance will help us understand if there are any outstanding issues and what additional information/assurances may be required.

Section 3: Registered Details

Important: Approval is granted to the legal entity of your organisation and not the person who completes the application form (except in the case of a sole proprietor). There is no provision under the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 (as amended) for the transfer of an approval to another person or corporate body.

3.1 Please confirm the organisation type

- ☐ Limited company
- ☐ Sole Trader
- ☐ Partnership
- ☐ LLP (Limited Liability Partnership)
- ☐ Charity
- ☐ Local Authority
- ☐ Other (please specify)

3.2 **Sole Trader** - Proprietor name:	
3.3 **Partnership** - Partner names:	
3.4 **LLP** - Partner names:	
3.5 Companies House registration number or Charity number (if applicable)	
3.6 VAT No. (if applicable):	
3.7 Registered address:	

3.1 Please confirm the organisation type: Please tick which applies. DVSA/DVA will complete checks on the registered details using Companies House or similar alternative

information sources. If the centre has been previously approved, checks will be made to ensure there have been no changes.

Important: There is no provision under the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 (as amended) for the transfer of an approval to another person or corporate body.

3.2 Sole Trader – Proprietor name: Please provide the full name of the owner e.g. Joe Bloggs.

3.3 Partnership – Partner names: Please provide the full name of each of the partners e.g. Joe Bloggs and Jane Example.

3.4 LLP – Partner names: Please provide the full name of each of the partners e.g. Joe Bloggs, Fred Example and Jane Example.

3.5 Companies House registration number of Charity number: The company number allocated by Companies House. This is not applicable to sole traders.

3.6 VAT No. (if applicable): A VAT number allocated to a company by HMCRC.

3.7 Registered address: Please provide the registered address shown on Companies House (if applicable).

Section 4: Compliance

4.1 Please provide a Scheme of Control (SoC) with this application.

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

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

Failure to comply with the SoC and Confirmatory Statements may result in your centre approval being suspended or revoked.

4.2. Confirmatory statements
To further support your application and provide assurance that you will operate in a professional manner, please confirm aspects of your administration/delivery using the format below:

☐ 4.2.1 We confirm that we will inform DVSA/DVA of any changes to our contact details.

☐ 4.2.2 We will give full details of where and when we will be running approved Driver CPC or Taxi periodic training courses including the full name of the trainer delivering the course, no less than 48 hours of the start of the course. In addition, we will notify DVSA/DVA of any changes (including cancellations) to the trainer, training course, date, time and location of no less than 24 hours of the start of the course via www.jaupt.org.uk

☐ 4.2.3 We confirm that we will provide full access to training records and other relevant documentation for audit purposes.

☐ 4.2.4 We confirm, and can evidence when requested, that we will abide by the guidelines for the use of Driver CPC logo, Taxi Driver periodic training logo and SAFED logo (if applicable)

☐ 4.2.5 We confirm, and can evidence when requested, that we will advertise approved periodic training courses under the same name as on approval documentation.

☐ 4.2.6 We confirm that we will manage trainers appropriately to ensure all training courses are delivered in accordance with the course approval and are aware that failure to do this may result in the revocation of drivers training hours from DVSA's Recording & Evidencing system (Driver CPC)

☐ 4.2.7 We confirm and can evidence when requested, that we have a process to check the address, identification, eligibility, and entitlement (for on road training) of those attending an approved Driver CPC periodic training course.

☐ 4.2.8 We confirm that on completion of an approved Driver CPC periodic training course, the drivers training hours are uploaded to Driver CPC Recording and Evidencing (R&E) accurately within 5 working days of the course being completed.

4.1 Scheme of Control: The Scheme of Control supports the centre application and provides DVSA/DVA with assurances you will monitor, manage and deliver periodic training delivered by your centre line with statutory requirements and of a high standard.

4.2 Confirmatory statements: Please carefully read the statements and tick where you are in agreement.

4.3. Consortium (applicable to consortium only)

☐ **4.3.1** We are a consortium and confirm that we will keep an accurate record of members linked to this approval, and update the details whenever there are changes for the purposes of Driver CPC and Taxi Driver periodic training (if applicable) via **www.jaupt.org.uk**

4.3 Consortium: If you are delivering periodic training as a consortium, please carefully read this and tick this statement to show you are in agreement.

Section 5: Publication

5.1 Would you like your centre to be publicised on the GOV.uk website?

☐ Yes   ☐ No

5.1 Would you like your centre to be publicised on the gov.uk website? If you tick yes, the details of your centre and planned training will be published on a search facility used by drivers and operators to find their nearest centre and/or courses.

Section 6: Payment

6.1 Payment of the fee is accepted via the methods below and should be made within **5-working days** of receipt of the application.

☐ Cheque (Please make cheques payable to DVSA)

☐ Credit / Debit card

☐ BACS (Please use the bank details below):

Bank Name: Nat West
Sort Code: 60-70-80
Account Number: 10004440

Please ensure your remittance advice is included.

Name: [   ]

Position: [   ]

Date: [   ]

6.2 Application checklist

☐ Payment Details (including remittance advice if paying by BACS)

☐ Scheme of Control

☐ Read and agreed to each of the relevant confirmatory statements

6.1 Payment: Indicate which method of payment you intend to use. Where you tick credit/debit card please note DVSA will contact you to take this payment once the application has been received.

Name: Name of the person completing the application.
Position: Job title of the person completing the application.
Date: Date the application form was completed.

6.2 Application checklist: Use this list to make sure you have all the information required before you submit your application.

Scheme of Control

A Scheme of Control (SoC) is a document outlines how an organisation will manage and mitigate risks related to the delivery of periodic training. This document should provide DVSA/DVA assurance that the organisation will ensure compliance with statutory requirements and deliver the training to a high standard.

Approved centres will undergo a quality assurance audit **at least** once during the five-year approval period. The audit process will verify the information

provided in the application and the SoC to ensure the centre is operating in accordance with the conditions of approval.

You should consider the following when developing your SoC:

- the processes and systems are proportionate to the size of your Driver CPC operation.
- providing information on each bullet point. If the information is unclear or missing this could delay DVSA/DVA processing the application.

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.*

You may wish to share an organisational chart like the one shown below:
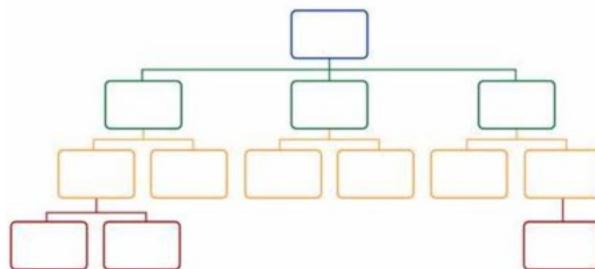
a. *explain how you will communicate updates and feedback (including changes in legislation) to personnel involved in the delivery of Driver CPC training.*

An organisation may do this in various ways including, but not limited to:

- Internal newsletters
- Memos
- Emails
- Team meetings (supported by notes/minutes).

2. Internal Quality Assurance

DVSA/DVA 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 include information about:

a) *how regularly courses will be observed and monitored.*

Quality assurance of your courses may be conducted by an external organisation, a dedicated department within your organisation, or through a peer review. DVSA/DVA need to understand how often these checks will be done.

b) *the proportion of audits compared to the number of courses being delivered.*

These quality assurance checks should check compliance, quality and consistency. DVSA/DVA would expect that you conduct internal quality assurance on all trainers and at least 2% of your training.

c) *how you will address any identified non-compliance or shortfalls in training delivery and/or the trainer's knowledge.*

It is important that your organisation has a process in place to address any non-compliance or shortfalls. This could include but is not limited to:

- A change to processes, procedures and/or systems
- Trainer development e.g. shadowing, formal training.
- Introduction of standardisation meetings.
- An increase of quality assurance checks

d) *how you will maintain a record of issues, actions, and outcomes achieved.*

It is important that the organisation maintains a record of the quality assurance undertaken and what corrective action has been taken.

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*

The organisation should provide details as to how they will ensure that their trainers meet the requirements. You may wish to consider having a master record which details trainer

names, training delivery skills, qualifications and subject knowledge and experience. This should be used to form the basis of their trainer/course allocation, to ensure effective course delivery.

b) *trainers undergo continual professional development*

Many centres will update the individual's personnel files with evidence of continual professional development (CPD). However, a larger organisation may also maintain a CPD record which lists all trainers and their CPD. They may review and update this periodically, on an ad-hoc basis or because of trainee/employer/quality assurance feedback.

c) *trainers are familiar with your processes and procedures relating to Driver CPC training.*

You will need to tell us how they will ensure that their trainers are familiar with processes relating to the delivery of periodic training e.g. identity, eligibility checks, late arrivals etc. This could be done via the induction process, internal quality assurance checks, standardisation meetings etc.

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 relevance and accuracy of the course content*

You should provide details on the review process you will undertake to ensure that the course content is relevant to the subject being delivered and the information is up to date and accurate.

b) *that drivers benefit from the course e.g. it is meaningful, interesting, worthwhile.*

You should provide details on the process to ensure that drivers benefit from the course. For example, trailing the delivery the course, using feedback from peers and drivers and or a more specific measure relevant to the course content such as a reduction in infringements.

c) *the course content is relevant to both the industry sector and the drivers attending the course.*

You should provide details on the review process you will undertake to ensure that the course content is relevant to the PCV/LGV industry and the trainees attending. For example, if the course is for PCV and LGV you will need to ensure that the content such as pictures, statistics, legislation etc applies to both sectors.

d) *the course content is evaluated by the trainer and trainee(s).*

It is important that both trainers and trainees have the opportunity to feedback on the delivery of the course and its content. You should provide details of the process you will use to collect and analyse feedback to identify areas of improvement.

e) *feedback is used to update the course content before it is resubmitted for approval.*

It is important that centres review their courses and implement any required changes before resubmitting it for approval. Feedback from course audits, evaluation questionnaires, trainer and trainee feedback and post course review meetings may inform updates and changes. You should tell us what feedback will be used to update the course content.

f) *that changes are made where appropriate and how you will monitor the impact of these changes.*

Once changes are identified they should be implemented and monitored to ensure they are having the desired benefit. You should tell us about the process for implementing change and how you will monitor the impact of them.

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.*

The trainer is critical to the delivery of a course and how it is received by the trainee. The trainer can bring a course to life making it interesting and engaging, for all in attendance despite their learning styles. It is important for us to understand how a centre will review trainer delivery and the tools to support this e.g. internal course auditing, peer reviews, shadowing, standardisation meetings.

h) *that customer complaints are appropriately managed and acted upon if an individual or organisation raises a concern about the quality of your training or customer service.*

Customer complaints are a form of feedback, and centres should have a complaints procedure in place to deal with these effectively. You should provide details of how a complaint can be made, the timelines, and how they will feed into any review processes.