Organisation Name: ***Your company*** *(First aid training provider)*

These are the **processes and procedures** that we will use to underpin and quality assure the following areas:

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| **Business operation** |
| * Scale of the business – a brief overview including the probable number of trainers and training sites, and whether training will be internal or public. This helps us to understand the level of controls required. * Intended administration arrangements for DCPC- here you need to tell us about any master control systems that you will use to ensure that the various processes related to the DCPC operation have been completed. * Communication – here you should tell us how you intend to keep us up to date with key changes to and within your organisation, including contact details. You should also state how courses are planned in advance and how they will be notified to us to facilitate a course audit. * How you will ensure that your organisation complies with our requirements with regard to use of propriety logos. |
| Remarks: |
| * ***Your company*** *was previously registered with JAUPT in association with*   *“First Aid Training Associates” with NAME as the main administrator and Name as the main trainer.* ***Your company*** *are retaining those skills and experience. And have now moved away from “First Aid Training Associates” and therefore need to register in their own rights.*   * *It is intended that we will offer commercial (public) first aid training at sites which will be arranged according to client needs.* * *Commercial first aid training will be arranged and booked by CPC administration staff. They will book the training with clients, arrange venues, ensure venue suitability using trainers to assess sites where required, and maintain records. We intend to use a control spread sheet to record bookings made, the date of courses, course name, scheduled trainer, driver attendance, client payment, certificate issue to them, and the date of upload.* * *Administration staff and trainers all have access to the company office 365 account and trainers schedule courses are checked to ensure trainer availability. They notified to ensure that the trainer is aware and that any conflicts are highlighted. They will also have access to our booking system confirming the course and venue details* * *Prior to certificate issue DCPC administration staff will confirm delivery of the course with the trainer and will record receipt of the completed registration / attendance forms on our master control sheet. They have access to the office 365 account so that they can easily identify courses that have been delivered and can chase the registration sheets if they are not received within 3 days of course completion. At this point the trainer will scan them to the administration staff.* * *When the details have been confirmed the uploads will be put onto the Government Gateway. Only then will the certificates will be created and posted to drivers by recorded delivery or by secure electronic methods.* * *A receipt for the upload will be printed off the Gateway. These actions will be noted on the control spread sheet (with dates and exceptions). Paper records including the registration sheet, individual course evaluation forms, and upload receipt will be put in a course folder and filed in date order. These records will be retained for 6 years.* * *I am aware that I need to keep JAUPT informed of any changes to the status and ownership of the company, of changes to the contact details given in this application. These will be reviewed on a 6 monthly basis and changes notified accordingly.* * *I have read your instructions on the use of propriety logos and will ensure that we are compliant. I have instructed training staff and the DCPC administration team not to use any official logos on stationery or elsewhere without my approval*. |
| **Trainer selection** |
| This should at least cover:   * How you will ensure that your trainers have appropriate qualifications and industry experience; what those qualifications and experience are. * How you will ensure that trainers are entirely familiar with the course that they are training. * What you will do in regard to Continuous Professional Development for trainers and to ensure awareness of the legislative requirements for DCPC, industry law and best practices; * Whether you will maintain a record of trainers and their skill sets. |
| Remarks: |
| * *We currently have 4 trainers. All of them hold teaching / training qualification as required by HSE and have at least 5 years’ experience working in the first aid industry.* * *I will ensure that any other trainer used for Driver CPC training will have at least those qualifications and equivalent experience.* * *Trainers maintain their industry awareness by receiving updates from SMP first aid industry body)* * *Our HR team maintains a record of trainer qualifications and development. I have a matrix of trainer skills that I use to ensure that only those trainers qualified for a course actually deliver it. All trainers are registered with “SMP” first aid industry body and ensure compliance with the HSE Health and Safety (First-Aid) Regulations 1981* * ***Your company*** *is registered with SMP (First aid industry body) and Qualsafe (Ofqual registered company) Prior to Oct 2013 Values training Services was registered with HSE.* |

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| **Course Planning** |
| This should at least cover: • How you will ensure that courses are delivered only within the period of centre and course approval;   * How you intent to notify JAUPT of planned courses and changes to those schedules; * How you will assess the suitability of training venues and what criteria you will use to ensure that they are both adequate and safe * What arrangements will be in place to notify drivers of course details; * How you will ensure that delivery equipment, including vehicles, are suitable. |
| Remarks: |
| * *As training manager I hold a quarterly meeting with trainers to review courses, feedback from clients, and to monitor course renewal. The DCPC administration team will attend these meetings and report on the scheduling of course approval. They will bring records of training booked and ensure that no training is booked outside the course approval period. Our booking control spread sheet includes a calendar format that shows the period of course approval and what courses are booked within that timescale. It is also marked with dates of review and a timeframe for re-submission to JAUPT.* * *The DCPC administration manager will notify JAUPT of all commercial DCPC training that is booked by e-mailing details to qa@jaupt.org.uk .or put these directly onto your website if available. The dates will be notified to you as soon as the course is confirmed.* * *As mentioned, different training venues will be used. In all cases our site assessment form will be completed during the course scheduling process. Where a site is being used for the first time a trainer will visit the venue prior to training to ensure suitability.* * *Joining instructions will be issued to every driver who is booked on to a training course. We have a set of joining instructions that provide details equivalent to those on your example.* |
| **Driver Registration** |
| This should at least cover:   * How you will go about registering drivers and recording training * What licence and identity checks you will put in place * For practical (on road) training what driver Entitlement checks you will conduct * The actions that you will take in exceptional circumstances including late attendance and failure to produce correct documentation. |
| Remarks: |
| * *We will use the example registration sheet that you have provided.* * *Trainers are familiar with licence and entitlement checks and follow written instructions. As we know who is going to attend the training the registration sheet will be pre-populated with the candidate name and driving licence number. A visual check of the driver will be made against the photocard or passport. The licence details will then be checked against the pre-populated details on the registration sheet. The trainer will follow this by recording the type of licence and asking the driver to sign the sheet. To conclude the check the trainer will compare the signature given to that on the licence.* * *Our policy is that all drivers must present the required documentation prior to training.. The registration sheet will be annotated accordingly and the driver details will not be uploaded until the trainer and the DCPC administration manager confirm that they have seen the documents.* * *Full records of DCPC training will be stored securely and retained for 6 years.* |

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| **Consistent delivery of the course** |
| This should at least cover:   * How you will ensure that the delivery of the key parts of the course takes place? These include introductions /housekeeping / health and safety / fair processing of data; * How you will ensure that all courses have clear aims and objectives; * How you will ensure that all courses include an assessment of driver needs; * How you will ensure consistent and good quality training; * How you will assess the success of the course and knowledge transfer. * How you will ensure that the course, in total, lasts the minimum 7 hour duration. |
| Remarks: |
| * *All trainers are thoroughly familiar with the training material and courses. They shadow each other to encourage best practices. I also review any pertinent feedback with the trainer.* * *Our courses have standardised introductory screens that cover housekeeping and establish course objectives and learning needs.* * *Trainers can use their knowledge and expand on areas where further discussion is warranted. They have a range of techniques to enliven training sessions and encourage interaction. Key learning points are tested and re-visited.* * *These skills are integral to our training and it is our expectation that any trainer would utilise their experience to maximise the outcomes of the course.* * *As training manager I attend training courses as part of a quality assurance programme. I also discuss feedback with individuals and with clients.* |

**Course evaluation**

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| This should at least cover:   * What measures there are for the trainer to confirm delivery of the course to at least the minimum legal requirements; * How the course is evaluated by the persons attending and by the trainer; • What processes you will use to identify for improvement of course delivery. |
| Remarks: |
| * *We will use the registration for that you have provided to confirm that the course met the requirements in terms of duration. This will be signed as an accurate record of the course by the trainer.* * *All persons attending training are asked to complete our standard course evaluation sheet at the end of the course. These are reviewed by me and entered into a database so that I can monitor trainer performance. I discuss any relevant points with the trainers and bring them to our review meetings. Any improvements required to the course will be made at the point of reapplication.* * *We also use trainer shadowing to ensure consistent course delivery.* |

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| **Issue of Certificates of Attendance** |
| This should at least cover:   * How you intend to control certificates issue; * What (if any) security features (signatures / watermarks / embossing) will be used; • What measures you will take to ensure the secure issue of a certificate to a driver. |
| Remarks: |
| * *We will use the format that you have provided for certificates. These will be printed on certificate card and will be marked with our company stamp and a URN or a secure e certificate as accepted by JAUPT.* * *As training manager the certificates will have a facsimile of my signature or e signature as accepted by JAUPT* * *Certificates will be posted to drivers by recorded delivery by the DCPC administration manager or by a secure electronic means as accepted by JAUPT when they have checked the registration sheet and recorded the upload on the control spread sheet. Contact details for drivers are recorded on the control spread sheet as is their driving licence number.* |

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| **Upload processes** |
| This should at least cover: • How you intend to arrange the safe transfer of records from the course to the administration site;   * How you will control access to the R&E database; * What your Upload process will be; * What records you will store and how you will keep them safe; |
| Remarks: |
| * *In most circumstances the trainer will personally deliver the training records to the DCPC administration manager. In exceptional circumstances the registration sheet may be scanned and e-mailed to them.* * *The DCPC manager will maintain a log of who has access to the Government Gateway. It is expected that only they and 1 other person will have access at any time. Passwords will be changed on a monthly basis.* * *The DCPC administration team will oversee the upload of hours and confirm that uploads are input using the control spread sheet. The registration sheet will be used as the basis for the upload as that confirms attendance and entitlement.* * *Documents will be stored securely and retained for 6 years.* |

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| **For Consortia (where a lead centre oversees arrangements for their members):** |
| This should at least cover:   * The approval of members including criteria and conditions of approval; * What arrangements are in place to investigate, suspend or remove members should there be any suspected malpractice; * What lines of communication will be used; * How you will ensure the consistent delivery of courses by all members and across all   sites;   * How you will ensure the safe transfer of data and storage of records; • What Quality Assurance and internal audit arrangements will be in place. |
| Remarks: |
| *N/A* |

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| **Other processes** |
| This should at least cover:   * Maintenance of current and appropriate insurance cover; * Maintenance of current and appropriate policies and procedures; * Maintenance of a robust complaints procedure.   • |
| Remarks: |
| * *In addition to our company H&S policy we also have an Equality and Diversity policy. As we intend to provide commercial training I have written a Complaints procedure.* * *We have both employer liability insurance and professional indemnity insurance. We will confirm that satisfactory public liability insurance is held by all sites where training is conducted.* |

Completed by: your name

Position in organisation: Director

Date: 3 Feb 2021