



FORS
PROFESSIONAL
TRAINING, INFORMATION, KNOWLEDGE

FORS Professional Training Guide

A guide to delivering
FORS Professional training under licence

Version 3.0 August 2017

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Introduction

- Who is the guidance for?
- What is FORS Professional?
- Why choose FORS Professional products?
- How FORS Professional products meet industry standards

Introduction

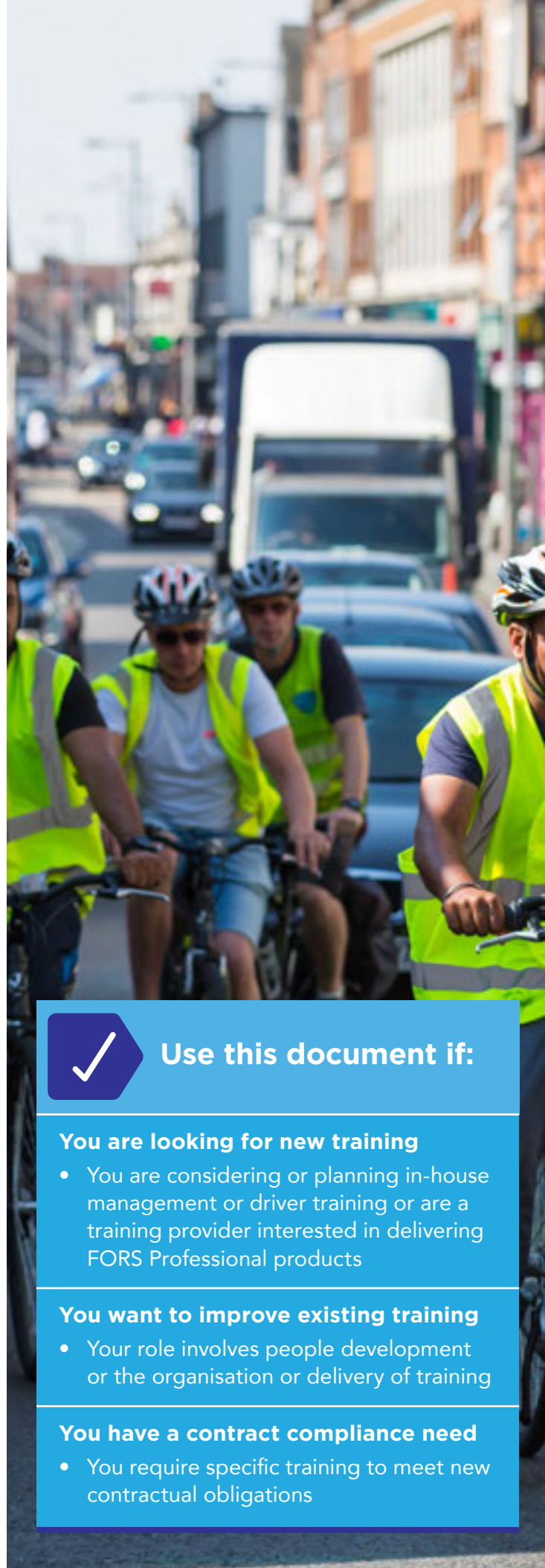
Effective training of all managers and drivers within commercial vehicle operations is integral to maintaining high standards across the industry.

This introduction gives an overview of the Fleet Operator Recognition Scheme (FORS) Professional, our training products, how these align to industry standards and how you might benefit from adding them to your training portfolio.

Who is the guidance for?

This document is for anyone who has a stake in the training and development of managers and drivers within commercial vehicle operations. It is a simple, practical 'How to' guide to help you deliver best practice FORS Professional training courses for your organisation.

You'll find active signposts to additional information, application forms and other useful resources throughout this document: everything you need to get up and running is here.



Use this document if:

You are looking for new training

- You are considering or planning in-house management or driver training or are a training provider interested in delivering FORS Professional products

You want to improve existing training

- Your role involves people development or the organisation or delivery of training

You have a contract compliance need

- You require specific training to meet new contractual obligations

What is FORS Professional?

FORS Professional is a suite of training products designed by Transport for London (TfL) and the Fleet Operator Recognition Scheme (FORS).

It offers industry a wide range of training resources that meet both role specific and broader career development training needs. Each FORS Professional product is designed with industry input and is a bespoke solution that addresses specific learning needs.

FORS Professional training courses must be delivered by qualified and experienced industry experts and run from approved training centres.

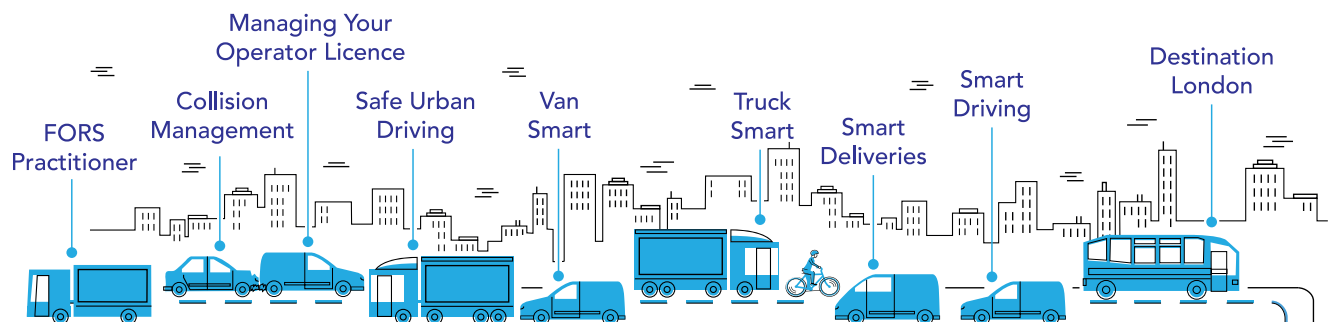
These courses, often combined with eLearning modules and detailed toolkits, help operators to meet their contractual obligations and maintain the high level of knowledge and professional standards required for FORS membership.



FORS Professional product categories

FORS Professional products fall into one of three categories:

SAFETY PRODUCTS



ENVIRONMENT PRODUCTS



SECURITY PRODUCTS





Why choose FORS Professional products?

They meet contractual requirements

Some London-based contracts stipulate that vehicle operators must meet the TfL Work Related Road Risk (WRRR) requirements. FORS Professional offers comprehensive training packages to ensure your organisation is fully compliant.

They are JAUPT approved (where applicable)

Many of the courses are Driver Certificate of Professional Competence (CPC) accredited. They offer a programme of ongoing professional development for drivers and are also designed to comply with other industry schemes, such as Construction Logistics and Community Safety (CLOCS). Successful applicants will need to secure JAUPT accreditation for DCPC periodic training (at supplier's own cost)

They improve operational practice

FORS Professional offers industry-leading training designed to improve fleet operation and management performance related to:

- Safety
- Operational efficiency
- Security
- Environmental impact.



The FORS booklet *What's in for me?* helps you to get the maximum benefit from your FORS membership. It details funded training opportunities, offers and discounts from FORS Associates.

How FORS Professional products meet industry standards

FORS Professional safety products are designed to help you comply with FORS membership criteria, WRRR and CLOCS.

All safety training meets industry standards for FORS membership and WRRR where appropriate. They also offer a basic level of CLOCS compliance.

The combined theory and practical parts of Safe Urban Driving and Van Smart go further. They provide CLOCS compliance for five years.

Use this table to help you to decide what level of compliance you require and which product(s) to choose.

FORS Professional Safety Product	 FORS FLEET OPERATOR RECOGNITION SCHEME	 FORS FLEET OPERATOR RECOGNITION SCHEME	 FORS FLEET OPERATOR RECOGNITION SCHEME	Work Related Road Risk (WRRR)	 CLOCS (First 12 months only*)	 CLOCS (5 years)
MANAGEMENT TRAINING COURSES						
FORS Practitioner	✓	✓				
Collision Management	✓	✓				
DRIVER TRAINING COURSES						
Managing Your Operator Licence	✓	✓				
Safe Urban Driving	✓	✓	✓	✓	✓	✓
Van Smart	✓	✓	✓	✓	✓	✓
Truck Smart	✓	✓				
Destination London (Coach drivers)	✓	✓		✓		
FORS Professional eLearning	✓	✓	✓	✓	✓	✓

*Compliance is applicable for the first 12 months only. For extended CLOCS compliance, a CLOCS 5-year product is required.

Becoming a licensed training provider

- How do I apply?
- How do I renew an existing licence?

Becoming a licensed training provider

Each FORS Professional licence permits you to deliver a FORS Professional product for 12 months.

How do I apply?

The flowchart of how to apply is on the next three pages.



1 Quality criteria check

? Do you meet both quality criteria?

I am **either** a FORS member **or** FORS Associate.




I have a Driver and Vehicle Standards Agency (DVSA) and Joint Approval Unit for Periodic Training (JAUPT) approved centre to register and conduct DCPC periodic training.

NO You must meet both quality criteria before you proceed. Select the links for help in meeting these criteria.

YES
Go to step 2

2 Trainer check

? Does your trainer(s) have the appropriate qualifications, skills and experience to deliver the training you are applying for?



Your trainer(s) must meet all generic professional competencies, all personal attributes and any other competencies specific to the product(s) you wish to apply for.

Review the competency diagram overleaf for details.

NO Identify one or more suitable trainers.

YES Gather and hold evidence where stated, then go to step 3

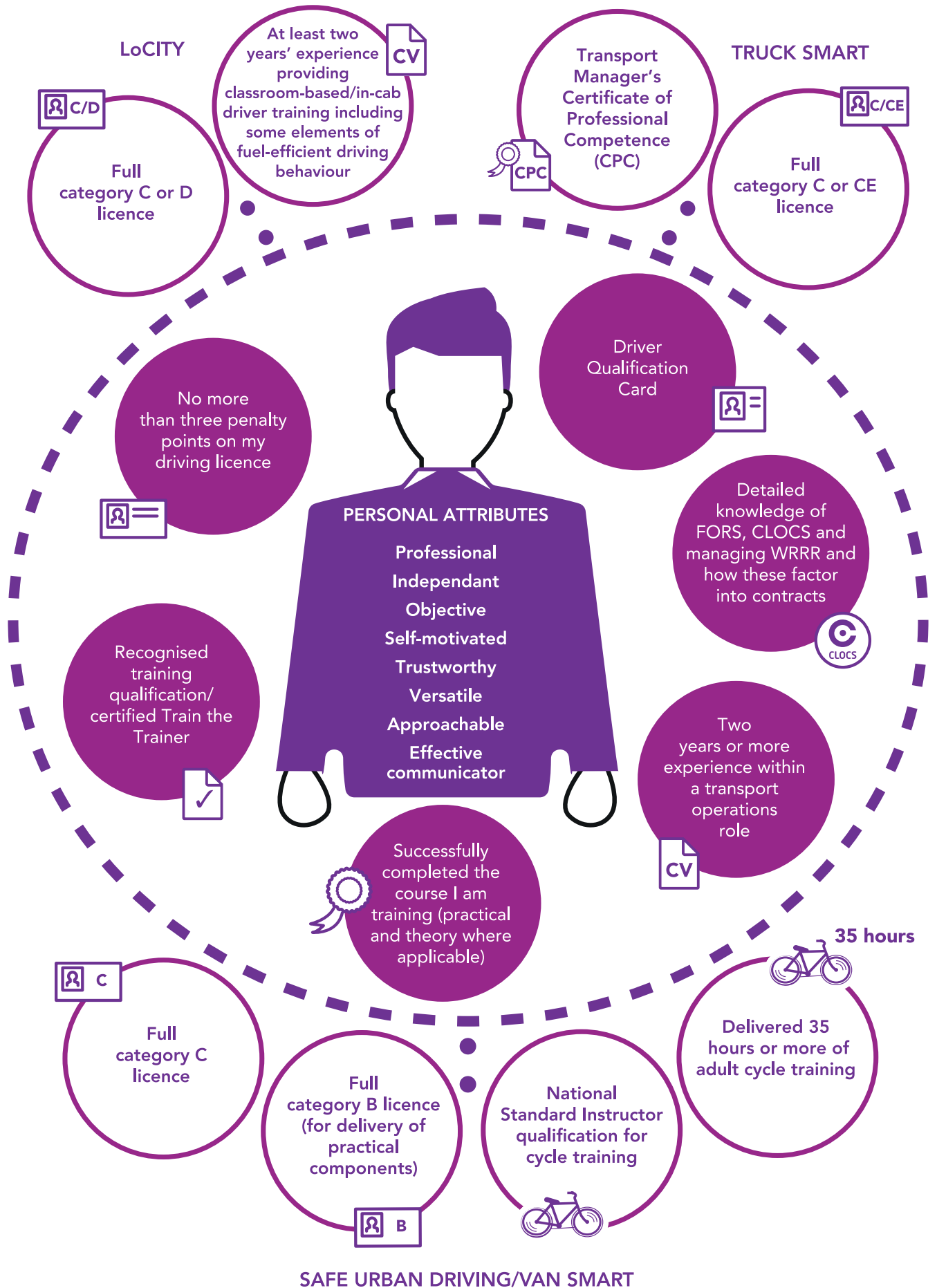
3 Complete application form



! Please note: You can now apply for multiple courses on a single application form.

Make sure you have copies of the evidence gathered in step 2 to hand.

Trainer competencies



4 Submit your application forms



How do you want to send your application?

EMAIL ✕

forsprofessionaltraining@tfl.gov.uk

Training: 

Freight & Fleet Programmes
11 G7 Palestra
197 Blackfriars Road
London SE1 8NJ

5 Application review



Please allow 15 working days for your application to be processed.

6 Notification of outcome

Either:



APPLICATION ACCEPTED

Your licence and licensing terms are issued with your letter of acceptance. Review these carefully, then go to step 7.

OR:



APPLICATION DECLINED

The reason(s) why your application has been declined will be provided. Feel free to amend and resubmit your application in light of this feedback. (Return to step 3).

7 Sign and send



If you are happy to agree to the terms of the licence, sign it and return it to FORS. Then await step 8.

8 Training materials released



Your complete training materials will be sent to you within 15 working days. Once received, complete step 9.

9 JAUPT approval



Now register the product you are licensed to deliver with JAUPT. You need JAUPT approval for all DCPC FORS Professional training courses you deliver.

How do I renew an existing licence?

Each FORS Professional licence is valid for 12 months. If you would like to continue delivering the training beyond each 12-month period, your licence must be renewed.

It is best to begin the renewal process a month before your licence is due to expire to ensure continuity.

1 Are your JAUPT certificates valid?



Do you have:

- a JAUPT centre certificate valid for at least 12 months?
- a valid JAUPT CRS training course certificate?
NB: you will need one for each course you wish to renew

NO

You must have both certificates before FORS can renew your licence. Refer to the [JAUPT website](#) to find out how to get the approvals you need.

YES

Go to step 2

2 Any change or modification?



Have you changed or modified the training you are licensed to deliver?

YES

Renewal is not available.

NO

Gather and hold evidence where stated, then go to step 3

3

Send us your renewal



How do you want to send your application?

Email your scanned declaration and JAUPT certificates to:

EMAIL ✕

forsprofessionaltraining@tfl.gov.uk

Send your signed declaration and a copy of your JAUPT certificates to:



Training:
Freight & Fleet Programmes
11 G7 Palestra
197 Blackfriars Road
London SE1 8NJ

4 Application review



Please allow 15 working days for FORS to review your declaration.

5 Notification of outcome

Either:



APPLICATION ACCEPTED

Your licence and licensing terms are issued with your letter of acceptance. Review these carefully, then go to step 6.

OR:



APPLICATION DECLINED

The reasons why your renewal has been declined will be provided. You may need to amend and resubmit your declaration or submit a new application considering this feedback.

6 Sign and send



If you are happy to agree to the terms of the licence, sign it and return it to FORS. Then complete step 7.



Training support

- How do I promote my training event?
- How do I deliver my training event successfully?
- How do I report attendance and completion data?

Training support

How do I promote my training event?

FORS wants you to make your training event a success.

1 Use our training overviews

FORS has produced flyers to help you promote your training event. Feel free to download and use any that apply to you.



FORS Practitioner: Industry best practice in safe, green and efficient fleet management



Strategies and processes for operators to use to reduce and manage road-related collisions

SAFE URBAN
DRIVING



How to protect vulnerable road users and mitigate the risks of driving HGVs on busy urban roads

VAN SMART



Techniques to raise professional standards, mitigate risk and improve the safety of commercial vans



How to minimise the environmental impact of heavy goods vehicles (HGVs)



Industry best practice in HGV roadworthiness, loading and load security

2 Advertise your training event

We are happy to advertise your training event(s) on the FORS website. Email the details of your training event(s) to forsprofessionaltraining@tfl.gov.uk if you would like them to be published.

How do I deliver my training event successfully?

Everything you need to administer and deliver a successful training event is included in Section 3 of the training materials which will be sent to you by FORS after receipt of your signed licence.

How do I report attendance and completion data?

All training providers must maintain accurate administration records of FORS Professional driver training, and make sure participant details and course feedback is uploaded to the Freight training reporting portal.

1 Follow JAUPT rules

Every JAUPT approved training centre has its own rules and regulations regarding capture and reporting of training data. Adhere to these without exception.

2 FORS Professional data requirements

FORS Professional needs your training data too. All delegate feedback must be uploaded to the Freight training reporting portal.



5 days

You have five days to give us your delegate feedback. When you have it, upload it to the training reporting portal.

Quality control

- Why FORS monitors quality
- How FORS monitors quality
- The complaints and appeal process

Quality control

FORS Professional has high quality, cutting-edge, accredited training products designed to positively affect Manager and Driver behaviour and improve commercial vehicle operational performance.

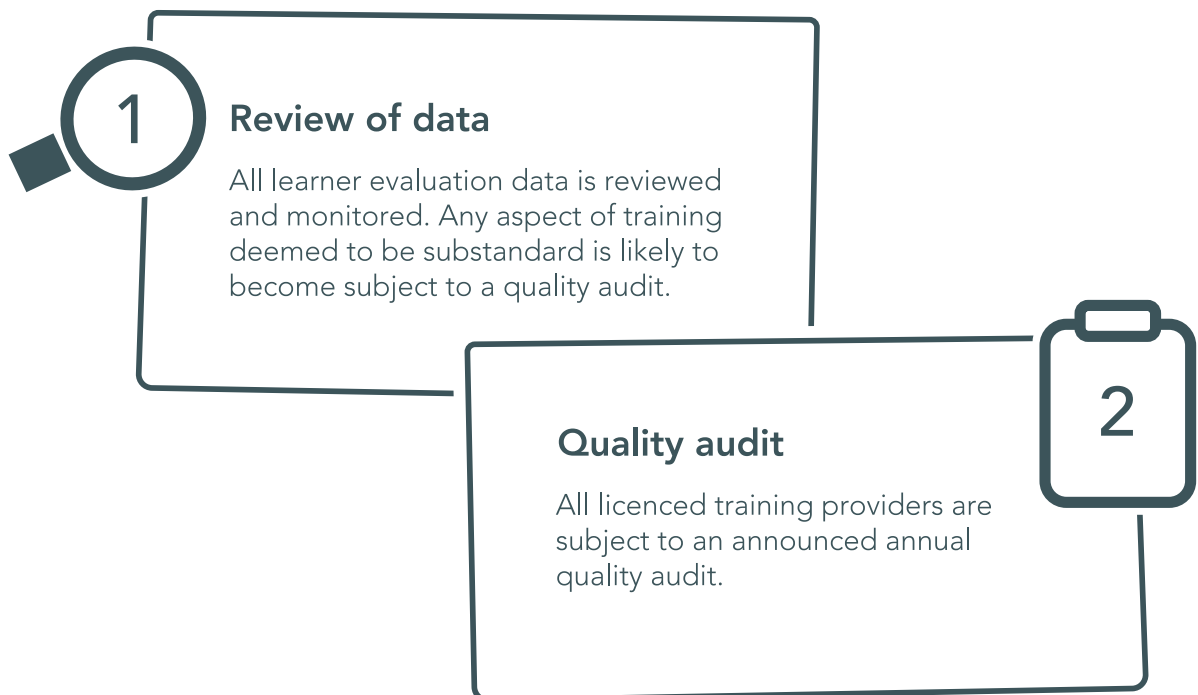
Why FORS monitors quality

FORS membership, CLOCS and WRRR rely on the integrity of FORS Professional training: they need to know that anyone issued with a certificate to deliver training meets or exceeds the minimum industry standards.

Therefore, it is important that everyone who attends a FORS Professional training event receives consistent messages and experiences that they can take away and put into practice in the workplace. For this reason, FORS actively monitors the quality of all products delivered under licence.

How FORS monitors quality

The quality of FORS Professional training delivery is monitored in two ways:



How an audit works

1 Training dates provided

If not provided already, the audit team will ask for scheduled dates of your FORS Professional training events.

2 Date of audit selected

You will be notified in advance of the date of audit. All FORS Professional quality audits are announced in this way.

3 The audit

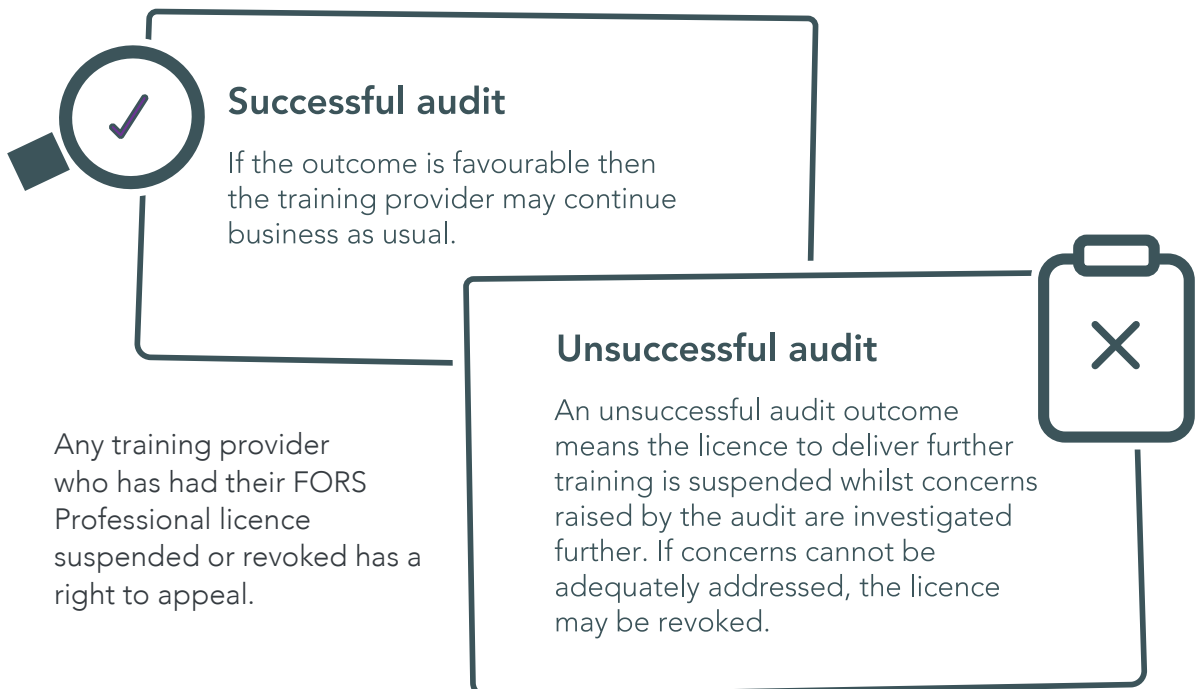
During the audit, please ensure there is space for the auditor to sit and observe. The auditor will complete a standardised audit information sheet. This will not be shared with the training provider or trainer.

4 Report produced

The auditor produces a report of the audit. This can take up to 15 working days.

5 Outcome shared

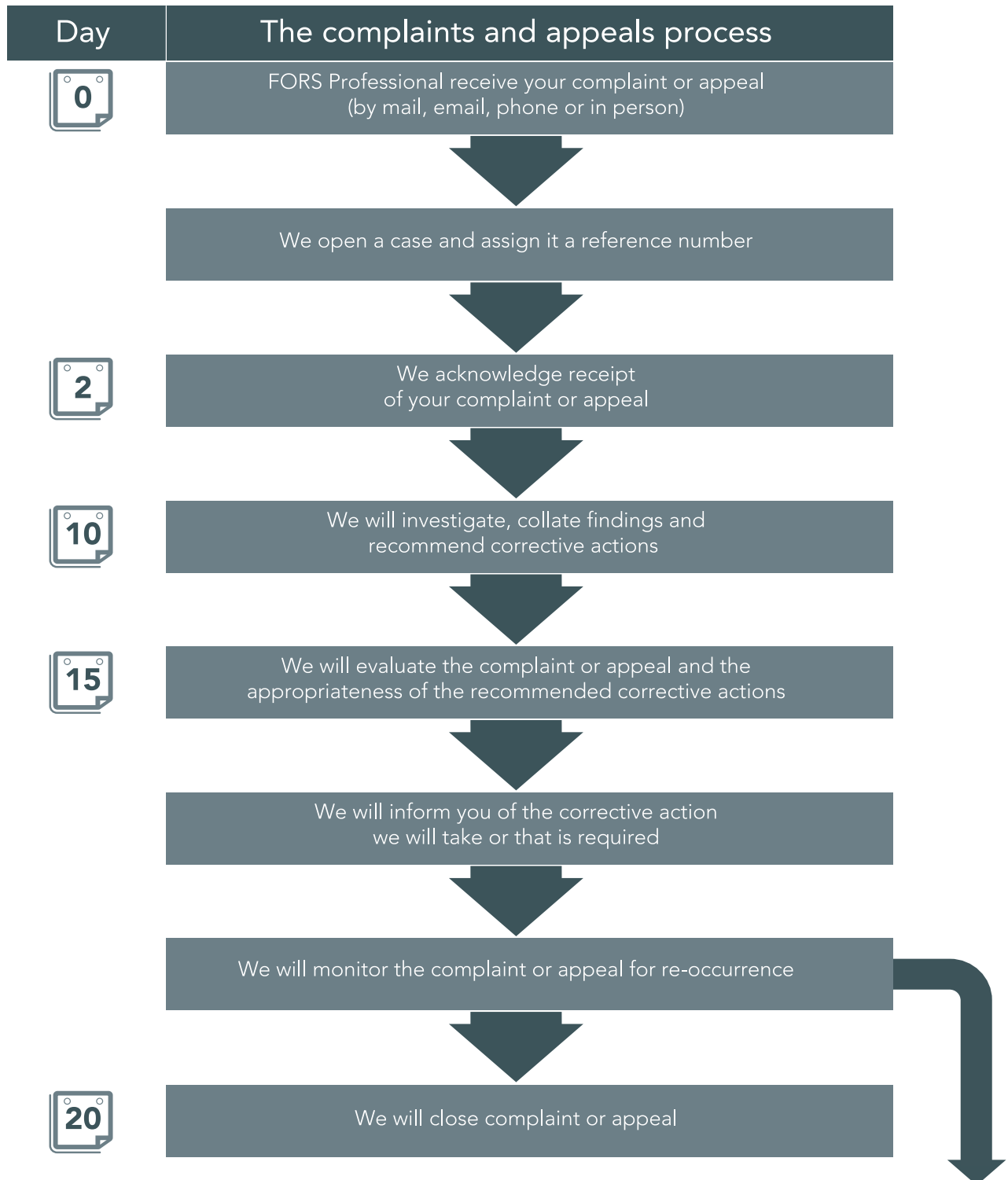
The result of the audit is shared. There are two possible outcomes:



The complaints and appeal process

If you are unhappy with our service or wish to appeal a decision we have made, please let us know as soon as you can.

This allows us to investigate the matter further and report back to you in a prompt and timely manner. We will do our best to put things right.



If you are still not satisfied:

In the very rare event of a complaint or appeal not being resolved to your satisfaction, you can request that this is escalated to senior management level. The process to follow will be provided as necessary.

Contacting us

We are fully committed to addressing all complaints and appeals fully, fairly, and in a reasonable timeframe.

We prefer to resolve complaints or appeals by telephone or in person – but can provide a response in writing, if this is your preference.



How to initiate a complaint or appeal

There are two methods of initiating a complaint or appeal:

- Email: forsprofessionaltraining@tfl.gov.uk
- Telephone: 08448 09 09 44

Remember to include your contact details so we can get back to you.



| **More information**

More information

Further information on matters raised in this document can be found by visiting these websites:

- www.clocs.org.uk
- www.jaupt.org.uk
- www.gov.uk/dvsa
- www.freighttraining.spa-portal.co.uk
- www.fors-online.org.uk

Or by emailing FORS: enquiries@fors-online.org.uk

