



**FORS**  
PROFESSIONAL  
TRAINING, INFORMATION, KNOWLEDGE

# Guidance for training providers and FORS operators

Application process for:

- Obtaining a licence to deliver FORS Professional training
- Gaining FORS approval of training courses including those which can be used to meet a number of FORS mandatory training requirements as set out in the FORS Standard version 5

Version 4.0 October 2018

# Contents

<b>Introduction</b>	<b>3</b>
<b>Section one - Obtaining a licence</b>	<b>6</b>
<b>Section two - Gaining FORS approval of training courses</b>	<b>10</b>
<b>Section three - Key information</b>	<b>14</b>
<b>More information</b>	<b>32</b>
<b>Future changes</b>	<b>32</b>

# | Introduction



# Introduction

This practical 'How to' guide will help you to submit an application to obtain a licence in order to deliver FORS Professional training or to gain FORS approval of other transport industry training. This guide sets out the processes in detail and is made up of three sections.

## Section one

Obtaining a licence – to deliver FORS Professional training

## Section two

Gaining FORS approval of training courses – you can gain approval of your training to meet a number of FORS mandatory training requirements as set out in Annexes 1 and 2 of the FORS Standard version 5. You can also gain approval of other industry training to demonstrate its quality to your clients.

FORS approval can be gained in four categories:

- Road safety
- Environment
- Efficiency
- Security and terrorism

## Section three

Key information, providing resources and webpage links



# **Section one – Obtaining a licence**



# Section one – Obtaining a licence

The licence holder is permitted to deliver FORS Professional training for 12 months. To be eligible to apply for a licence to deliver FORS Professional training you must:

- Be a [FORS Associate](#)
- Have a valid certificate for an approved JAUPT training centre
- Hold evidence for all training staff demonstrating they meet the competencies to deliver FORS Professional training

Why choose FORS Professional?

The training is designed to achieve JAUPT approval (where applicable) and be delivered as part of Driver Certificate of Professional Competence (DCPC). Successful applicants will need to secure JAUPT approval for FORS Professional courses (at their own cost)



FORS Professional includes bespoke training products designed to improve road safety, air quality, and efficiency. It offers industry a wide range of resources which can help to meet role specific and broader continuous development training needs. Each FORS Professional product is designed with industry input and is a bespoke solution addressing specific learning outcomes.

### Licence application process

Training provider	Authority	Support	Evaluation
Submits application →	Receives application ↓		
	Logs application ↓		
	Carries out due diligence - confirms applicant is a <b>FORS Associate</b> and has an approved <b>JAUPT training centre</b> ↓		
	Issues licence ←		
Signs and returns licence →	Receives signed licence ↓		
	Updates log Releases training materials ←	Updates FORS <u>website</u> training page	
Applies to JAUPT as necessary for training to be delivered as DCPC ↓			
Delivers training ↓			
Uploads data to Freight reporting portal →	Carries out periodic checks of data to measure the effectiveness →		Annual audit

To apply to deliver FORS Professional training, click [here](#).

### **How do I renew an existing licence?**

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

Send a completed application form and evidence that your JAUPT centre is still valid and CRS certificates for each FORS Professional course you want to deliver.

We aim to notify you of our decision as early as possible but this could be as long as 15 working days.

#### **Warning**

Should you allow your licence to expire you will have to cancel courses clients have booked.

#### **Renewal accepted**

You will be sent a new licence and terms. Review these carefully, then sign and return.

#### **Renewal declined**

You will be notified of the reason and may need to provide further information or resubmit your application, considering the feedback.



# **Section two – Gaining FORS approval of training courses**

## Section two – Gaining FORS approval of training courses

FORS has worked with many training providers and FORS operators and understands the need for continuous career development of staff. If you are a training provider or FORS operator and offer a training course that is face-to-face you can apply for your course to be FORS Approved.

FORS Approved courses meet the requirements of the FORS Standard.

You can apply for approval of training courses in the following categories:

***Road safety – protecting vulnerable road users – all drivers to gain first hand experience of being a vulnerable road user, specifically a cyclist***

***Environment – Reduce the impact the freight industry has on the environment***

***Efficiency – Increase the safe, reliable and efficient movement of freight and servicing trips***

***Security and Terrorism - Training on personal and vehicle security and the potential threat of terrorism***

Links to the schemes requirements can be found in section three of this guide.

The approval process (shown in this section) includes a review of your training material against our training objectives and learning outcomes to determine suitability of the content of your training.

It is expected your training staff will be sufficiently trained and competent to deliver the course/training to the highest order.

**FORS approval process**

<b>Training provider/FORS operators</b>	<b>Authority</b>	<b>Support</b>	<b>Evaluation</b>
Submits application and supporting documents	Receives application and supporting documents		
	Application recorded		
	Review process begins fifteen working days		
	Applicant informed of review outcome		
Not approved			
	Feedback provided		
Re submit application and supporting documents			
Approved	Use of the FORS logo under licence offered		
Use of FORS logo <ul style="list-style-type: none"> <li>Accepted – return signed licence agreement</li> <li>Declined – email FORS to let us know this is not required</li> </ul>	Update records	Updates FORS website training page	
Applies to JAUPT (where necessary) for training to be delivered as DCPC			
Delivers training			
Uploads data to the freight reporting portal	Carries out random checks of the data to measure course outcomes		Annual audit if applicable

### Renewing your FORS Approval?

FORS Approval lasts the length of time you have remaining on your JAUPT Approved course and as long as you have a JAUPT approved training centre (where necessary).

To renew your approval you must:

- Send a completed application form
- Provide JAUPT CRS certificate/s for each course (where necessary)
- Declare no changes have been made to the content that would affect the learning outcomes

To apply to deliver FORS Approved training, click [here](#).



# | Section three - Key | information

# Section three - Key information

## Licence holder promise

- All FORS Professional training courses will be delivered by qualified and experienced training staff and run from approved training centres. Competencies for training staff can be found later in this section
- All drivers completing the training will be recorded on the freight reporting portal in accordance with the licence agreement. Failure to complete uploads within five days may result in your licence and or approval being revoked

## FORS training objectives and learning outcomes:

The following Framework details the training objectives and learning outcomes your training content will be mapped against in order to achieve approval status, it is advised you conduct your own mapping exercise before submitting an application for approval.

Approval of training courses can be sought in the following categories:

- Road safety
  - Protecting vulnerable road users
- Environment
  - Reducing the impact the freight industry has on the environment
- Efficiency
  - Increasing the safe, reliable and efficient movement of freight and servicing trips
- Security and Terrorism
  - Training on personal and vehicle security and the potential threat of terrorism

# **Framework for training objectives and learning outcomes**

## Road Safety

### Protecting vulnerable road users

Training objectives (TOs)		Learning outcomes (LOs) To achieve the TOs, your LOs must be achievable and measurable. The LOs listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected TOs
1	Appreciate how and why city roads are changing to accommodate active travel (ie walking and cycling)	<ul style="list-style-type: none"> <li>Describe city growth in population, construction activity and traffic</li> <li>Explain why there is an increase in walking and cycling and why roads are changing to accommodate this</li> <li>Explain the rules associated with new urban traffic designs</li> </ul>
2	Identify the most vulnerable road users (VRUs) and how they interact with traffic	<ul style="list-style-type: none"> <li>Describe what makes a road user 'vulnerable'</li> <li>List the types of VRUs</li> <li>Recognise the places where there may be high concentrations of VRUs and the importance of route planning</li> <li>Explain why some VRUs may be unaware of you, your vehicle and the potential risks</li> </ul>
3	Share the roads safely with others by applying defensive driving techniques	<ul style="list-style-type: none"> <li>Explain the role of the professional driver and how to avoid conflict with other roads users</li> <li>Describe hazard types and create a hazard drill to negotiate a typical hazard found on a busy urban street</li> <li>Describe the importance of applying defensive driving techniques on urban roads to create space, better interact with VRUs through eye contact and increase traffic speed</li> </ul>
4	Know the use and limitations of supplementary vehicle safety equipment and how to maintain its effectiveness	<ul style="list-style-type: none"> <li>Explain the vehicle requirements of the CLOCS/FORS Standard and why they are important</li> <li>Describe how the Vision Zero approach is addressing the need to reduce blindspots on HGV vehicles</li> <li>Explain the proper adjustment and use of close proximity mirrors</li> <li>List the types of vehicle safety technology</li> <li>Describe the daily inspection and use of audible vehicle manoeuvring warnings</li> <li>Describe the daily inspection, functionality and use of close proximity sensors and camera monitoring systems</li> <li>Name the health and safety offence associated with tampering, removing or misusing safety equipment</li> </ul>
5	Gain first-hand experience as a VRU, through on cycle hazard awareness, and recognise why cyclists behave the way they do	<ul style="list-style-type: none"> <li>Demonstrate control of a bike</li> <li>Demonstrate where to ride on the road and the use and limitations of cycle infrastructure</li> <li>Tackle challenging roads and traffic situations</li> <li>Demonstrate how and when to pass queuing traffic</li> <li>Identify and react to hazardous road surfaces</li> </ul>



## Environment

Reducing the impact the freight industry has on the environment

Training objectives (TOs)		Learning outcomes (LOs) To achieve the TOs, your LOs must be achievable and measurable. The LOs listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected TOs
1	Appreciate the relative impact road transport has on air quality in cities	<ul style="list-style-type: none"> <li>Describe how freight traffic contributes to climate change and what can be done to reduce the impact on public health</li> </ul>
2	Be able to identify the key pollutants impacting air quality and their main transport sources	<ul style="list-style-type: none"> <li>List the types of pollutants produced by freight vehicles and identify which types of vehicles are the most polluting and why</li> <li>Learn how the demand of goods is managed to try and find ways to reduce the road miles of the most polluting vehicles</li> <li>Know where to find good research on how changes to freight vehicles can help improve air quality</li> </ul>
3	Recognise what raises the risk of poor air quality impacting public health	<ul style="list-style-type: none"> <li>Explain the role of the professional driver and how to avoid conflict with other roads users</li> <li>Describe hazard types and create a hazard drill to negotiate a typical hazard found on a busy urban street</li> <li>Describe the importance of applying defensive driving techniques on urban roads to create space, better interact with VRUs through eye contact and increase traffic speed</li> </ul>
4	Know what changes and initiatives are being made in cities and the industry to reduce emissions	<ul style="list-style-type: none"> <li>List the main changes most manufacturers are making to new vehicles</li> <li>List the initiatives/changes cities have made and will introduce to improve air quality</li> <li>List the five Clean Air Zone cities in the UK</li> </ul>
5	Explain the impact different fuels and technologies (now and future) have upon air quality	<ul style="list-style-type: none"> <li>List the pros and cons of old vs new fuel types               <ul style="list-style-type: none"> <li>Petrol / Diesel</li> <li>Biodiesel</li> <li>Gas</li> <li>Hydrogen</li> <li>Electric</li> </ul> </li> </ul>
6	Understand different recharging and refuelling implications when using alternatively fuelled vehicles	<ul style="list-style-type: none"> <li>Have knowledge of existing and new Infrastructure locations</li> <li>Identify, Fact and fiction with alternative fuels</li> <li>Know who is Installing electric vehicle recharging points at depots</li> <li>Understand how routing systems are used to determine the most efficient use of the vehicle</li> </ul>
7	Be aware how and when driving style can significantly alter a vehicles impact on air quality.Be able to identify where an individual can change their habits	<ul style="list-style-type: none"> <li>Describe the effects harsh braking has on tyres &amp; the braking system</li> <li>Describe how to implement the defensive driving technique of C.O.A.S.T – Concentration, Observation, Anticipation, Space, Time</li> <li>Know the principles of SAFED – Safe and Fuel Efficient Driving driving</li> </ul>

## Efficiency

Increasing the safe, reliable and efficient movement of freight and servicing trips

Training objectives (TOs)		Learning outcomes (LOs) To achieve the TOs, your LOs must be achievable and measurable. The LOs listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected TOs
1	Appreciate the main causes of congestion and the impact to London's economy and air quality	<ul style="list-style-type: none"> <li>Describe the effects on the economy and air quality when congestion occurs due to road accidents, breakdowns, and poor route planning</li> </ul>
2	Discover C.O.A.S.T. - Explain the hazards of driving on urban roads and how applying defensive driving techniques can create space and afford eye contact with other VRUs.	<ul style="list-style-type: none"> <li>Demonstrate how to implement the defensive driving technique of C.O.A.S.T</li> </ul>
3	Know where to find information on planned road works and how good route planning will minimise the amount of miles driven and possible PCNs issued	<ul style="list-style-type: none"> <li>List the resources and agencies you can call upon for information and guidance to help plan against and manage a potential rise in road miles</li> <li>Know the difference between a penalty charge notice (PCN) and a fixed penalty notice (FPN) and how to contest them</li> </ul>
4	Understand the demands on distributors and ways to build relations to minimise road miles and maximise delivery/pick up timings with customers	<ul style="list-style-type: none"> <li>Describe how the distribution network works and whether you can identify ways to feedback to your operator to further improve industry efficiency</li> <li>Know the operating times of loading/unloading bays and how these may differ from area to area including London Boroughs</li> </ul>
5	Realise the major causes of congestion and list the simple actions drivers can take to prevent them	<ul style="list-style-type: none"> <li>Detail the best practice for ensuring load security</li> <li>Explain the best practice to prevent bridge and tunnel strikes</li> </ul>

# Approval Framework – Security and Terrorism training

Foreword - Report any thing out of the ordinary, trust your instincts and report it, reporting cab done in confidence, you can report online or call the anti-terrorist hotline on 0800 789 321. Specially trained officers will take it from there.

## Security and Terrorism

Training objectives (TOs)	<b>Learning outcomes (LOs)</b> All LOs must be achievable and measurable. The LOs listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected TOs
Appreciate how ISO 28000 – Security for the Supply Chain. Specifies the requirements for a security management system	By the end of this training session you will be able to: <ul style="list-style-type: none"> <li>• Describe the general rationale for organisations to adopt ISO 28000:2007 – such as:               <ul style="list-style-type: none"> <li>• developing a security management system</li> <li>• internal compliance with objectives of a security management policy</li> <li>• external compliance with best practice benchmarks</li> </ul> </li> <li>• Describe supply chain security               <ul style="list-style-type: none"> <li>• SCS, refers to enhance the security of the chain, the transport and logistics system for the worlds cargo. It combines traditional practices of SCM with the security requirements driven by threats such as Terrorism, Piracy and Theft</li> </ul> </li> <li>• Help your company with the implementation of its security management policy</li> </ul>
Identify possible indicators of suspicious activity and how to report them	<ul style="list-style-type: none"> <li>• Recognise the <b>out of the ordinary, at your place of work</b> and know who to report them to</li> <li>• List possible indicators that have been associated with terrorist activity</li> <li>• Know what information to record and in what order to help the emergency services shape there plan of action/s</li> </ul>
Actively help prevent attack by maintaining security protocols	<ul style="list-style-type: none"> <li>• List the basic drills to prevent loss of live, damage, theft and reputation</li> <li>• Describe how these basic actions could deter a potential attack</li> <li>• List the actions to be carried out on finding a suspicious package/object</li> <li>• Describe the A-H/S method to describe a person               <ul style="list-style-type: none"> <li>• Age</li> <li>• Build</li> <li>• Characteristic/s</li> <li>• Distinguishing marks</li> <li>• Elevation</li> <li>• Face</li> <li>• Gait</li> <li>• Height</li> <li>• Sex male/female</li> </ul> </li> <li>• Explain evacuation procedures and know the police advice to run-hide-tell in the event of a terrorist attack</li> <li>• Know where to find and complete the notification of freight crime – offence form</li> </ul>



# Competency framework for FORS Professional training

Applicants need to evidence at audit how all training staff meet the competencies to deliver FORS Professional training. This framework details the competencies and types of evidence to hold for your training staff.

**Safe Urban Driving (SUD) - theory**

<b>Competency</b>	<b>Evidence</b>
Hold a full category C or D licence	Valid driving licence
Have no more than three driving licence penalty points	DVLA licence checking service
Completed 35 hours of periodic training	Valid driver qualification card
Have completed Safe Urban Driving course	Certificate of an approved course/inclusion on a recognised training register
Have at least two years experience in transport operations	CV/references from industry professionals
Have knowledge of FORS and CLOCS	Member of an industry body/subscription to industry publications/receive FORS/CLOCS enews
Have knowledge of national standards for cycle training	Authority discretion
Hold a recognised training qualification/Train the Trainer certified	Certificate of an approved course/inclusion on a recognised training register

**Safe Urban Driving (SUD) - practical**

Competency	Evidence
Hold a full category B driving licence	Valid driving licence
Have no more than three driving penalty points	DVLA licence checking service
Hold the National Standard Instructor qualification for cycle training	Certificate of an approved course
Have completed the SUD course	Certificate of an approved course/inclusion on a recognised training register
Have at least 35 hours' experience of cycle training delivery (LEAD TRAINER)	Assessment of prior learning, for instance, provide evidence of training adults at Level 1, 2 and 3 in a busy urban environment. A minimum of supporting five adult cycle training courses before ITO sign off
Have knowledge of FORS and CLOCS	Member of an industry body/subscription to industry publications/receive CLOCS/FORS enews
Have knowledge of the Driver Certificate of Professional Competence	Authority discretion
Hold a recognised training qualification/Train the Trainer certified – for practical tuition	Certificate of an approved course/inclusion on a recognised training register

**Van Smart – theory**

Competency	Evidence
Hold a full category B driving licence	Valid driving licence
Have no more than three driving penalty points	DVLA licence checking service
Have undertaken the Van Smart course and associated eLearning	Certificate for the training/inclusion on a recognised training register
Have at least two years' experience in transport operations	Your CV/references from industry professionals
Have knowledge of FORS and CLOCS	Member of industry body/subscription to industry publications/receive CLOCS/FORS eNews
Have knowledge of national standards for cycle training	Authority discretion
Hold a recognised training qualification/Train the Trainer certified	Certificate of an approved course/inclusion on a recognised training register

**Van Smart – practical**

<b>Competency</b>	<b>Evidence</b>
Hold a full category B driving licence	Hold a valid driving licence
Have no more than three driving penalty points	DVLA licence checking service
Hold the National Standard Instructor qualification for cycle training	Certificate of an approved course
Have undertaken the Van Smart course	Certificate of an approved course/Inclusion on a recognised training register
Have at least 35 hours' experience of cycle training delivery	Assessment of Prior Learning, for instance, provide evidence of training adults at level 1, 2 and 3 in a busy urban environment. A minimum of supporting five adult cycle training courses before ITO sign off
Have knowledge of FORS and CLOCS	Member of an industry body/subscription to industry publications/receive FORS/CLOCS eNews
Have knowledge of the Driver Certificate of Professional Competence	Authority discretion
Hold a recognised training qualification/Train the Trainer certified	Certificate of an approved course/inclusion on a recognised training register



**TruckSmart/Staying Legal/Time Smart**

<b>Competency</b>	<b>Evidence</b>
Have good knowledge of the undertakings of the holder of an Operator's Licence	Certificate of a recognised training course
Hold a full category C or CE licence	Valid driving licence
Have no more than three driving licence penalty points	DVLA licence checking service
Hold a Driver CPC – Driver qualification card	Complete 35 hours of periodic training – hold a valid driver qualification card
Hold a recognised instructional qualification or approved train the trainer certificate	Certificate of an approved course/inclusion on a recognised training register
Have at least two years' experience in transport operations	CV/references from industry professionals
Have knowledge of ' FORS andCLOCS	Member of an industry body/subscription to industry publications/receive FORS/CLOCS eNews
Hold a recognised training qualification/Train the Trainer certified	Certificate of an approved course/inclusion on a recognised training register

**LoCITY driving**

<b>Competency</b>	<b>Evidence</b>
Have attended the LoCITY DCPC course	Course certificate
Hold a full Category C or D licence	Hold a valid driving licence
Have no more than three driving licence penalty points	DVLA licence checking service
Complete 35 hours of periodic training	Hold a valid Driver Qualification Card
Have at least two years' experience in freight road transport operations	CV/references from industry professionals
Have at least two years' experience of providing driver training (classroom based or in-cab), including some element of fuel efficient driving behaviour	CV/references from industry professionals
Have knowledge of LoCITY and FORS	Member of an industry body/subscription to industry publications/receive LoCITY and FORS newsletters
Have undertaken an approved Train the Trainer course	Certificate of an approved course/inclusion on a recognised training register

An industry recognised environmental training course is also desirable. These include Safe And Fuel Efficient Driving (SAFED), Energy Saving Trust's FuelGood driver training, or the FORS Practitioner workshop – reducing fuel use and minimising environmental impacts.

## Collision Management

Road Risk Champion and Collision Investigator

Competency	Evidence
Experience of dealing with post collision processes	Police officer, Operations manager or equivalent evidenced via CV or similar
Five plus years experience of collision investigation	Road traffic police officer, service record, or similar
Hold a recognised instructional qualification or approved train the trainer certificate	Certificate of an approved course/inclusion on a recognised training register
Hold a full category B driving license	Hold a valid driving license

## Construction Logistics

Competency	Evidence
Five years' experience managing construction sites at at least middle management level	Chartered membership, industry recognised qualification register, evidence of employment history
Be trained to Construction Logistics Practitioner level	Certificate of an approved course/inclusion on a recognised training register
Hold a recognised instructional qualification or approved train the trainer certificate	Certificate of an approved course/inclusion on a recognised training register
Hold a full category B driving license	Hold a valid driving license

## Abnormal indivisible loads

Competency	Evidence
Five years experience in the trade	Chartered membership, industry recognised qualification register, evidence of employment history
Two years experience of escorting AIL	Certificate of an approved course/inclusion on a recognised training register
Hold a recognised instructional qualification or approved train the trainer certificate	Certificate of an approved course/inclusion on a recognised training register
Hold a full category C driving license	Hold a valid driving license

## Core skills

Personal attributes	<ul style="list-style-type: none"> <li>• Maintain a professional image</li> <li>• Be independent, objective and self-motivated</li> <li>• Be able to work alone or as part of a team, make decisions and use initiative</li> <li>• Possess excellent interpersonal skills and be able to communicate with a diverse range of individuals</li> <li>• Be able to maintain client confidentiality</li> </ul>
Quality	<ul style="list-style-type: none"> <li>• Be fully prepared for the training, specifically date, time and venue</li> <li>• Write up and quality check the registration form and return to the relevant training body in the specified time</li> </ul>
FORS specific	<ul style="list-style-type: none"> <li>• Promote, FORS and CLOCS</li> </ul>

### Delivering FORS Professional training

Everything you need to administer and deliver a FORS Professional course is included in the training materials supplied. Successful applicants will be provided codes/web links in order to download the training materials.

### Use of the FORS Approved logo

Training providers who have non FORS Professional training approved can use the FORS Approved logo in accordance with the FORS External Design Guidelines.

### Course close down procedure

Every JAUPPT approved training centre must follow the rules and regulations regarding capture and reporting of training data. Additionally driver data and feedback will need to be entered onto the freight reporting portal so drivers can be recorded on the FORS Professional training register. You must complete the upload of data within five working days.

### Certificates

All personnel completing training must be issued with certificates especially those completing training approved by JAUPPT for DCPC.

### Training support

Flyers promoting FORS Professional training can be downloaded from the [FORS website](#).

## Flyers available

	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
<b>SAFE URBAN DRIVING</b> 	How to protect vulnerable road users and mitigate the risks of driving HGVs on busy urban roads
<b>VAN SMART</b> 	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

### Quality control

Why does FORS monitor quality?

FORS relies on the integrity of FORS Professional training and FORS Approved training – they need to know that anyone issued with a certificate of training has met or exceeded the minimum scheme standards.

Therefore, it is important that everyone who attends the training receives consistent messaging and experiences to take away and put into practice in the workplace. For this reason, FORS actively monitors the quality of all training delivered under its brand.

### How does FORS monitor quality?

1. We review and monitor all learner feedback. Any aspect of training deemed to be sub-standard is likely to be subject to audit.
2. We carry out annual audits; all licence holders are subject to an announced annual audit.



### **How an audit works**

1. You will be contacted by the audit team to arrange a mutual convenient date
2. During the audit, the auditor will complete a standardised audit information sheet. This will not be shared with the training provider at this time
3. The auditor will produce an audit report for the authority to assess the outcome. The report will be shared with the training provider within 15 working days. There are two possible outcomes:
  - Successful – continue business as usual
  - Unsuccessful – your licence will be suspended during the investigation period. If concerns cannot be adequately addressed, the licence may be suspended revoked

**Any training provider who has had their FORS Professional licence suspended or revoked should alert clients and FORS of the potential risk that delegates completing training when a licence has been suspended or revoked may not be uploaded to the FORS Professional training register – this does not affect your right to appeal.**

### **Complaints and appeals process**

All training providers must have a complaints and appeal procedure in place to provide customers a way to get in touch and provide feedback.

| **More information**

## More information

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

- 
- [www.fors-online.org.uk](http://www.fors-online.org.uk)

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  - [www.freighttraining.spa-portal.co.uk](http://www.freighttraining.spa-portal.co.uk)

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  - [www.jaupt.org.uk](http://www.jaupt.org.uk)

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  - [www.gov.uk/dvsa](http://www.gov.uk/dvsa)

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## Future changes

### Licensing and Approval Fees

We would like to inform you of plans to introduce a cost for the licensing and approval process by the end of 2019. There will be a 90 day notice period for the introduction of fees. Fees will be subject to annual review.

