



Guidance for training providers and FORS operators

Application process for:

- 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

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| Introduction

Introduction

This practical 'How to' guide will help you to submit an application 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

By gaining FORS approval your training can then be used to demonstrate adherence against the FORS mandatory training requirements as set out in Sections 1 and 2 of this document and the current FORS Standard.

FORS approval can be gained in four categories:

- Road safety
- Environment
- Efficiency
- Security and Terrorism

Section two

Key information and approval fees.

**Section one –
Gaining FORS
approval of training
courses**

Section one – 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 can demonstrate a training course meets the FORS training objectives, you can apply for your course to be FORS Approved.

FORS Approved courses must meet a requirement of the FORS Standard. You can apply for approval of training courses in the following categories:

Road safety – protecting vulnerable road users

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

Efficiency – Increase the efficient movement of freight and servicing trips

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

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 also a requirement that your instructional staff are sufficiently trained and competent to deliver the course/training to the highest standards.

FORS approval process

Training provider/FORS operators	Authority	Support	Evaluation
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 Professional logo licence offered ↓		
Use of FORS logo <ul style="list-style-type: none"> Accepted – return signed 12 month licence agreement → Declined – email FORS to let us know this is not required 	Update records and forwards invoice to the training provider for payment →	Updates FORS website training page	
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 is valid for twelve (12) months duration to ensure that all content remains valid and is updated with industry and legislative changes. This should also coincide with the length of time you have remaining on your JAUPT approval course.

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

Section two – Key information and approval fees

Section two - Key information and approval fees

Approval stipulations

All FORS approved training courses will be delivered in line with the trainer competencies and requirements as outlined in this document. Failure to maintain these requirements can result in the approval being removed.

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

Setting the Standards

The FORS professional development working group is responsible:

- Training knowledge and learning outcomes
- Trainer Competencies
- Quality criteria and standards

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 (i.e. walking and cycling)	<ul style="list-style-type: none"> Describe city growth in population, construction activity and traffic Explain why there is an increase in walking and cycling and why roads are changing to accommodate this Explain the rules associated with new urban traffic designs
2	Identify the most vulnerable road users (VRUs) and how they interact with traffic	<ul style="list-style-type: none"> Describe what makes a road user 'vulnerable' List the types of VRUs Recognise the places where there may be high concentrations of VRUs and the importance of route planning Explain why some VRUs may be unaware of you, your vehicle and the potential risks
3	Share the roads safely with others by applying defensive driving techniques	<ul style="list-style-type: none"> Explain the role of the professional driver and how to avoid conflict with other roads users Describe hazard types and create a hazard drill to negotiate a typical hazard found on a busy urban street 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
4	Know the use and limitations of supplementary vehicle safety equipment and how to maintain its effectiveness	<ul style="list-style-type: none"> Explain the vehicle requirements of the CLOCS/FORS Standard and why they are important Describe how the Vision Zero approach is addressing the need to reduce blind spots on HGV vehicles Explain the proper adjustment and use of close proximity mirrors List the types of vehicle safety technology Describe the daily inspection and use of audible vehicle manoeuvring warnings Describe the daily inspection, functionality and use of close proximity sensors and camera monitoring systems Name the health and safety offence associated with
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"> Demonstrate control of a bike Demonstrate where to ride on the road and the use and limitations of cycle infrastructure Tackle challenging roads and traffic situations Demonstrate how and when to pass queuing traffic Identify and react to hazardous road surfaces

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"> Describe how freight traffic contributes to climate change and what can be done to reduce the impact on public health
2	Be able to identify the key pollutants impacting air quality and their main transport sources	<ul style="list-style-type: none"> List the types of pollutants produced by freight vehicles and identify which types of vehicles are the most polluting and why Learn how the demand of goods is managed to try and find ways to reduce the road miles of the most polluting vehicles Know where to find good research on how changes to freight vehicles can help improve air quality
3	Recognise what raises the risk of poor air quality impacting public health	<ul style="list-style-type: none"> Explain the role of the professional driver and how to avoid conflict with other roads users Describe hazard types and create a hazard drill to negotiate a typical hazard found on a busy urban street 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
4	Know what changes and initiatives are being made in cities and the industry to reduce emissions	<ul style="list-style-type: none"> List the main changes most manufacturers are making to new vehicles List the initiatives/changes cities have made and will introduce to improve air quality List the five Clean Air Zone cities in the UK
5	Explain the impact different fuels and technologies (now and future) have upon air quality	<ul style="list-style-type: none"> List the pros and cons of old vs new fuel types <ul style="list-style-type: none"> Petrol / Diesel Biodiesel Gas Hydrogen Electric
6	Understand different recharging and refuelling implications when using alternatively fuelled vehicles	<ul style="list-style-type: none"> Have knowledge of existing and new Infrastructure locations Identify, Fact and fiction with alternative fuels Know who is Installing electric vehicle recharging points at depots Understand how routing systems are used to determine the most efficient use of the vehicle

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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"> • Describe the effects harsh braking has on tyres & the braking system • Describe how to implement the defensive driving technique of C.O.A.S.T – Concentration, Observation, Anticipation, Space, Time • Know the principles of SAFED – Safe and Fuel Efficient Driving

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"> Describe the effects on the economy and air quality when congestion occurs due to road accidents, breakdowns, and poor route planning
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"> Demonstrate how to implement the defensive driving technique of C.O.A.S.T
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"> 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 Know the difference between a penalty charge notice (PCN) and a fixed penalty notice (FPN) and how to contest them
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"> Describe how the distribution network works and whether you can identify ways to feedback to your operator to further improve industry efficiency Know the operating times of loading/unloading bays and how these may differ from area to area including London Boroughs
5	Realise the major causes of congestion and list the simple actions drivers can take to prevent them	<ul style="list-style-type: none"> Detail the best practice for ensuring load security Explain the best practice to prevent bridge and tunnel strikes

Approval Framework – Security and Terrorism training

Foreword - Report any thing out of the ordinary, trust your instincts and report it, you can report online or call the anti-terrorist confidential hotline on 0800 789 321. Specially trained staff will take the appropriate action on receipt of your information.

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

Competency framework for FORS Professional training

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

Instructional core skills

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

Use of the FORS Professional logo

Training providers who have training approved are allowed to use the FORS Approved logo in accordance with the FORS approval requirements.

Course close down procedure

Every JAUP T 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 JAUP T for DCPC.

Quality control

Why does FORS monitor quality?

FORS relies on the integrity of 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 approved training 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.

Appeals

Failed training submissions and issues resulting in approvals being removed can be appealed by submitting an appeal to: SMBFORSProfessional@tfl.gov.uk.

If an agreement can still not made, a panel of FORS Professional Working Group members will be used as a final appeal function by forming an appeals board. This will be undertaken within 15 working days. The appeals board will be selected to ensure:

- Three (PD) board members are used
- Conflict of interest is managed
- Reflective and representative of range of stakeholders

The appeals board is the last point of appeal. Appeals will only be able to be submitted once they have followed the initial process.

Complaints 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.

Key information

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

- www.fors-online.org.uk

- www.freighttraining.spa-portal.co.uk

- www.jaupt.org.uk

- www.gov.uk/dvsa

FORS approved training – training validation and licensing fees

Fees are applicable to the validation of potential training courses and for the licensing of these modules. A fee of £500 per day (or less than seven hours) of course duration, will be charged for each course presented (invoiced upon receipt of course material) which will be renewable at the 12 month point. These fees are subject to review.

