



FORS
PROFESSIONAL
TRAINING, INFORMATION, KNOWLEDGE

Guidance for training providers and FORS operators

Application process for:

- Obtaining a licence to deliver FORS Professional training

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| 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. 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

Key information

Section three

Licence fees



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 off the shelf training is already FORS Approved and can be used by drivers and managers to help demonstrate adherence to the FORS mandatory training requirements.



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 on instructional staff against the competency criteria - confirms applicant is a FORS Associate and has an approved JAUPT training centre ↓		
	Issues licence ↓		
Signs and returns licence →	Receives signed licence ↓		
	Updates log Releases training materials ←	Update FORS training page	
Applies to JAUPT as necessary for training to be delivered as DCPC ↓	Forwards invoice to training provider for payment to FORS		
Delivers training ↓			
Uploads data to Freight reporting portal →	Carries out periodic checks of data to measure the effectiveness →		Annual audit

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 along with supporting evidence for the FORS Professional course/s you wish 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 - Key information

Section two - Key information

Licence holder promise

- 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.
- 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
- The current FORS Professional modules that are available under licence are as follows:
 - Safe Urban Driving
 - Van Smart
 - Truck Smart
 - LoCity Driving
 - Staying Legal
- Full details of these modules can be found on the [FORS Professional training page](#).

Competency framework for FORS Professional training

Applicants need to evidence upon application and verify upon the annual audit how all instructional staff meet the competencies to deliver FORS Professional training. This framework details the competencies and types of evidence to hold for your trainers.

Setting the Standards

The requirements and standards for licensing training is the responsibility of:

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

Safe Urban Driving (SUD) - theory

Competency	Evidence
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 e-news
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 e-news
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 e-news
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

Competency	Evidence
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 e-news
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

Truck Smart/Staying Legal

Competency	Evidence
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 and CLOCS	Member of an industry body/subscription to industry publications/receive FORS/CLOCS e-news
Hold a recognised training qualification/Train the Trainer certified	Certificate of an approved course/inclusion on a recognised training register

LoCITY driving

Competency	Evidence
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 Fuel Good 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 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

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

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.

Course close down procedure

Every JAUPT 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 JAUPT for DCPC.

Training support

Flyers promoting FORS Professional training can be downloaded [here](#)

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
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

Quality control

Why does FORS monitor quality?

FORS relies on the integrity of training providers who deliver FORS Professional training – ensuring that any delegate 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.

Appeals

Failed applications to attain a Licence and issues resulting in approvals being removed can be appealed by submitting an appeal using the [FORS Compliance and Enforcement Guidance](#).

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 document appeals

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.

**| Section three –
More information
and licensing fees**

More information

Further 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

Licensing fees

There are licence fees applicable to the licensing of these modules for commercial use; these are currently £500 per module per annum (one off payment), renewable at the 12 month point. All providers will be invoiced upon the licence agreement being formalised by both parties. These fees are subject to review.

