



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 apply to obtain a licence to deliver FORS Professional training.

The current FORS Professional modules that are available under licence are:

- Safe Urban Driving
- Van Smart
- Truck Smart
- LoCITY Driving
- Staying Legal

Full details of these modules can be found at: [FORS Approved Training](#)

Section One:

Obtaining a licence to deliver FORS Professional training

Section Two:

Evidencing instructor competencies

Section Three:

Application fees and additional information



Section One: Obtaining a licence

Section One – Obtaining a licence

Why choose FORS Professional?

The 'off the shelf' FORS Professional 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.

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
- Provide/hold evidence for all training staff to demonstrate they meet the required competencies to deliver FORS Professional training



Overview of the licence application process

An overview of the FORS licensing process is set out below. Please note that you will be invoiced on application to cover the costs of processing your application, providing support during the licence period, and undertaking required QA audits. Invoices are payable before the application will be processed. **Therefore, please ensure that you allow sufficient time to apply, and for your application to be processed, before any training is delivered.**

Training provider	Authority	Support	Evaluation
Submits application and supporting documents →	Receives application ↓		
	Logs application ↓		
	Forwards invoice to training provider for payment of the application fee ↓		
Invoice paid →	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 and updates log ↓		
	Releases training materials ←	Updates FORS training page	
Applies to JAUPT as necessary for training to be delivered as DCPC ↓			
Delivers training ↓			
Uploads data to the Freight Training Portal →	Carries out periodic checks of data uploads →		QA Audit

To apply to deliver FORS Professional training, click [here](#) for the application form

Renewing an existing licence?

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

As above, please note that you will be invoiced on application to cover the costs of processing your renewal. Invoices are payable before the renewal will be processed.

Therefore, please ensure that you allow sufficient time to apply, and for your renewal to be processed, before your current licence expires/any training is delivered.

To renew your licence you must send a completed application form (see link above), along with supporting evidence on instructor competencies, for the FORS Professional course/s you wish to deliver.

We aim to notify you of our decision as early as possible, but normally within 15 working days of the invoice being paid.

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

Renewal successful

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

Renewal unsuccessful

You will be notified of the reason for rejection.

Section Two - Evidencing instructor competencies

Section Two – Instructor competencies

The 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 your Licence being removed.

All drivers completing the training will be recorded on the Freight Training Portal in accordance with the licence agreement. Failure to complete uploads within five days of the training being delivered may result in your licence being revoked.

Instructor competency framework for FORS Professional training

At application/renewal stage, applicants need to evidence (and verify at QA Audit) how all instructional staff meet the competencies to deliver FORS Professional training.

The Competency Framework (set out in the tables below) details the required competencies and types of evidence to provide on application/renewal and to hold for your trainers, for each of the FORS Professional modules.

Setting the Standards

The FORS Professional Development Working Group is responsible for setting:

- 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	Hold a full Category C or D licence, or have previously held a vocational entitlement (HGV/PCV) with a minimum of 3 years' driving experience
Have no more than three driving licence penalty points	Have no more than Three (3) penalty points if valid vocational entitlement is still held or on any other valid license entitlement
Completed 35 hours of DCPC periodic training	Not applicable - if not currently driving professionally
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 the National Standard 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 (NSI) qualification for cycle training, and by 31 March 2024 re-qualify/convert to the 1 st 4sport Level 2 award in Instructing 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)	CV/references from industry professionals
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 the National Standard 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 and by 31 March 2024 re-qualify/convert to the 1 st 4sport Level 2 award in Instructing 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	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 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	Hold a full Category C or D licence or have previously held a vocational entitlement (HGV/PCV) with a minimum of 3 years' driving experience.
Have no more than three driving licence penalty points	Have no more than Three (3) penalty points if valid vocational entitlement is still held or on any other valid license entitlement
Hold a Driver CPC – Driver qualification card	Not required, if not driving professionally
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 full Category C or D licence or have previously held a vocational entitlement (HGV/PCV) with a minimum of 3 years' driving experience.
Have no more than three driving licence penalty points	No more than Three (3) penalty points, if valid vocational entitlement is still held or on any other valid license entitlement
Complete 35 hours of DCPC periodic training	Not applicable - if not currently driving professionally
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.

Core Instructor skills

The table below details the required core skills of your trainers.

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

The two courses listed below are not part of the FORS Professional suite and are administered via the FORS scheme administrators. If you are interested in delivering either of the courses below, then please contact FORS Enquiries - Enquiries@fors-online.org.uk for further details.

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

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 with web links to download the training materials.

Reporting of training attendance

Every JAAPT approved training centre must follow the rules and regulations regarding data capture and reporting of DCPC training attendance to the DVSA portal.

Additionally, delegate course attendance and feedback must be uploaded to the Freight Training Portal within 5 working days of course completion, so that attendance is recorded on the FORS Training Database.

Certificates

All personnel completing training must be issued with certificates, especially those completing training approved by JAAPT 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 Assurance: Why does FORS monitor quality?

FORS relies on the integrity of training providers who deliver FORS Professional training to ensure 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 FORS Professional 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 QA audit.
2. We carry out QA audits (undertaken remotely/online) every two years; all licence holders are subject to an announced QA audit.

How a QA audit works

1. You will be contacted by the QA audit team to arrange a mutually convenient date
2. During the audit, the auditor will complete a standardised QA information sheet. This will not be shared with the training provider at this time.
3. The auditor will prepare 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 or revoked

Any training provider who has had its 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

Unsuccessful applications/renewals to obtain/maintain a Licence and issues resulting in approvals being removed can be appealed by submitting an appeal using the [FORS Compliance and Enforcement Guide](#)

If an agreement can still not be made, a panel of FORS Professional Development 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 final point of appeal. Appeals will only be able to be submitted once they have followed the documented appeals process.

Complaints process

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

Section Three: Application fees

Section Three - Application fees

The application fee payable is determined by the nature of delivery and depends on whether the training is being delivered by a training organisation on a commercial basis, or by FORS Operators who deliver modules internally to their employees only ('in-house delivery').

The current fees are shown below and are with effect from 1st April 2021:

Delivery Method	Fees
A) In-house delivery only (new applications ¹ and renewals ²)	£250 for one module, £500 for two or more modules ³
B) Commercial / external delivery (new applications ¹)	£655 per module
C) Commercial / external delivery (renewals ²)	£595 per module

1 The 'new application' rate will apply for wholly new applications

2 The 'renewal' rate will apply where the application is to renew an existing licence

3 The £500 cap will apply when the two or more modules are applied for at the same time

Licenses are renewable at the twelve (12) month point. All providers, regardless of delivery method, will be invoiced upon submission of their application / renewal. Invoices are payable before the application / renewal will be processed.

These fees are subject to annual review.

Further information

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

- www.fors-online.org.uk

- www.freighttraining.futurethinking-portal.com

- www.jaupt.org.uk

- www.gov.uk/dvsa

