



Guidance for training providers and FORS operators

Application process for:

Gaining FORS approval for training courses, including those which can be used to meet the requirements of FORS mandatory training as set out in the FORS Standard, also including Operator Licence Awareness Training (OLAT) courses

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| Introduction

Introduction

This practical 'How to' guide will help you to apply to gain FORS approval of other transport industry training. This guide sets out the processes in detail.

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

Training organisations can also apply to have their own fleet management Operator Licence Awareness Training (OLAT) courses FORS Approved to meet the M3 Bronze Responsible Person requirement.

Section one

Gaining FORS approval of training courses.

Section two

FORS training competency framework

Section three

Application fees and further information

**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 – Reducing the impact the freight industry has on the environment

Efficiency – Increasing the efficient movement of freight and servicing trips

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

Training organisations can also apply to have their own fleet management

Operator Licence Awareness Training (OLAT) courses FORS Approved to meet the M3 Bronze Responsible Person requirement.

The approval process includes a review of your training material against the FORS training objectives and learning outcomes to determine the 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 is valid for twelve 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 be eligible to apply for an approval you must:

- Be a [FORS Associate](#)
- Provide JAUPT CRS certificate/s for each course (where necessary)
- Provide evidence that your course meets the FORS Training Objectives and Learning Outcomes

If you are successful in obtaining FORS Approval for your course, then this will only be valid for your own delivery of the approved course – the approval is not transferrable for delivery by a third party.

Overview of the FORS approval process

An overview of the FORS approval 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 approval 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 required to be delivered.**

Training provider / FORS	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 →	Application is assessed against the relevant training objectives and learning outcomes ↓		
	Applicant informed of review outcome ←		
Not approved →	Feedback provided ←		
Approved →	Use of the FORS Professional logo under licence provided ←		
Signs and returns approval licence →	Receives signed approval licence and updates log	Updates FORS training page	
Delivers training ↓			
Uploads data to the Freight Training Portal →	Carries out periodic checks of data uploads →		QA Audit

To apply to have your training FORS approved, click [here](#) for the application form

Making a new application for your course to be FORS approved

It is advisable to begin the application process as soon as you are able to.

You will be invoiced on application to cover the costs of processing your application. 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 scheduled/ delivered.**

To apply, you must:

- Send a **completed application form** (see link above)
- Provide **supporting evidence** on how your course meets the FORS Training Objectives and Learning Outcomes
- Provide JAUPT CRS certificate/s for each course (where necessary)

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

Renewing your FORS Approval?

It is best to begin the renewal process at least a month before your approval 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 approval expires/any training is required to be delivered.**

To renew your approval, you must:

- Send a **completed application form** (see link above)
- Provide **supporting evidence** on how your course meets the FORS Training Objectives and Learning Outcomes
- 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

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 approval to expire you will have to cancel courses that course delegates clients have booked.

Renewal successful

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

Renewal unsuccessful

You will be notified of the reason.

Section Two – FORS training competency framework

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Approval requirements

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 approval being removed.

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

Setting the Standards

The FORS Professional Development Working Group is responsible for setting:

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

Framework for 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 applying 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

Training organisations can also apply to have their **own fleet management Operator Licence Awareness Training (OLAT) courses FORS Approved** to meet the M3 Bronze Responsible Person requirement – the relevant training objectives and learning outcomes are also set out in this section.

The Framework for FORS Training Objectives and Learning Outcomes

Road Safety - Protecting vulnerable road users

All Learning Outcomes must be achievable and measurable. The learning outcomes listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected training objectives.

Training objectives (TOs)		Learning outcomes (LOs)
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 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 proximity sensors and camera monitoring systems Name the health and safety offence associated with tampering, removing or misusing safety equipment
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

All Learning Outcomes must be achievable and measurable. The learning outcomes listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected training objectives.

Training objectives (TOs)		Learning outcomes (LOs)
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
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

All Learning Outcomes must be achievable and measurable. The learning outcomes listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected training objectives.

Training objectives (TOs)		Learning outcomes (LOs)
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 number 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

Security and Terrorism

All Learning Outcomes must be achievable and measurable. The learning outcomes listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected training objectives.

Training objectives (TOs)	Learning outcomes (LOs)
<p>Appreciate how ISO 28000 – Security for the Supply Chain - Specifies the requirements for a security management system</p>	<p>By the end of this training session you will be able to:</p> <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 management policy
<p>Identify possible indicators of suspicious activity and how to report them</p>	<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 their plan of action/s
<p>Actively help prevent attack by maintaining security protocols</p>	<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

Operator Licence Awareness Training (OLAT)

The FORS Bronze requirement 'M3 Responsible person' requires that the person with direct accountability for the fleet operation demonstrates competence through FORS Professional Development and the mandatory training requirements listed at Annex 2 of the FORS Standard.

This requires the responsible person to have undertaken ONE of the following courses within the past five years:

1. Level 3 Certificate of Professional Competence (CPC) for Transport Managers relevant to the type of Operator Licence held. Details can be found at approved Transport Manager CPC examination centres.
2. FORS Professional Fleet Management Essentials. Details can be found [here](#)
3. FORS Approved Training course on fleet management. There are two routes for organisations to achieve FORS Approved status for fleet management courses, these are:

1. Automatic approval*

Operator licence awareness courses delivered by professional bodies that are referenced in the [Senior Traffic Commissioner Statutory Documents 1 and 3](#) are automatically FORS Approved: These professional bodies are:

- British Association of Removers
- Chartered Institute of Logistics and Transport
- Confederation of Passenger Transport
- Logistics UK
- Institute of Road Transport Engineers
- Institute of Transport Administrators
- Road Haulage Association
- Society of Operations Engineers

2. Assessed approval

Training courses must be one-day (minimum) and assessed by the FORS Training Licensing and Approvals team as having met the specific Training Objectives and Learning Outcomes relevant to the type of fleet operation.

Training organisations wishing to have their own courses FORS Approved will need to submit their course materials to demonstrate how their course meets the Training Objectives and Learning Outcomes of either 'O' Licensed or Non 'O' Licensed fleet operations as set out in the tables below.

*Note: Attendance records for this training will not be included in the FORS Professional training register and proof of attendance should be evidence at audit with copy of certificates.

O Licenced Operations

All Learning Outcomes must be achievable and measurable. The learning outcomes listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected training objectives.

Training objectives (TOs)	Learning outcomes (LOs)
Establish and maintain continuous and effective management of the fleet operation	<ul style="list-style-type: none"> • Outline the Operator Licensing process • List the 11 Operator Licence undertakings • Describe the responsibilities of a transport manager and what is meant by good repute and fitness • Determine the number of transport manager working hours needed to demonstrate effective control of a fleet
Manage driver proficiency and competence	<ul style="list-style-type: none"> • Describe the licensing criteria for vocational drivers • List the minimum legal driver training requirements • State the driver qualifications needed for specialist operations
Manage vocational driver conduct	<ul style="list-style-type: none"> • Assess the road safety requirements of a fleet operation • Implement driving standards measures such as (seatbelts, speed, mobile phones)
Manage driver time to ensure compliance with the law	<ul style="list-style-type: none"> • State the EC and GB domestic drivers' hours rules • State the rules of the working time directive and mobile workers • Describe the requirements for tachograph and record keeping
Know the vehicle requirements to meet construction and use regulations	<ul style="list-style-type: none"> • State the requirements for maintaining vehicle roadworthiness • Recognise the importance of walkaround checks and defect reports • List the types and frequency of vehicle inspections

Training objectives (TOs)	Learning outcomes (LOs)
<p>Know the load or passenger requirements to meet construction and use regulations</p>	<ul style="list-style-type: none"> • State the requirements for safe loading and load restraint • Explain how to determine vehicle weights, dimensions and abnormal loads <p>or</p> <ul style="list-style-type: none"> • State the requirements for safe baggage loading and restraint • Describe the requirements to keep passengers safe
<p>Maintain internal fleet quality management procedures</p>	<ul style="list-style-type: none"> • List the fleet management records that need to be kept and for how long • Conduct managerial checks on driver related undertakings • Conduct managerial checks on vehicle related undertakings • Conduct managerial checks on operational undertakings
<p>Know the regulatory regime and the consequences of non-compliance</p>	<p>State the role of the Traffic Commissioners Office</p> <ul style="list-style-type: none"> • List the enforcement bodies and their powers • Identify the key features of enforcement regimes such as OCRS and Earned Recognition

Non-Operator Licenced operations

All Learning Outcomes must be achievable and measurable. The learning outcomes listed below are a guide to help with structuring the content of your course or to determine whether your current course meets the expected training objectives.

Training objectives (TOs)	Learning outcomes (LOs)
Establish and maintain continuous and effective management of the fleet operation	<ul style="list-style-type: none"> • State the moral, economic and legal obligations when running a fleet • Describe the responsibilities of a fleet manager and the roles that support them
Manage driver proficiency and competence	<ul style="list-style-type: none"> • Describe the licensing criteria for drivers • List the minimum legal driver training requirements • State the advanced qualifications available for drivers
Manage driver conduct and behaviour	<ul style="list-style-type: none"> • Assess the road safety requirements of a fleet operation • Implement driving standards measures such as (seatbelts, speed, mobile phones)
Manage driver time to ensure compliance with the law	<ul style="list-style-type: none"> • State the rules for GB domestic drivers' hours • State the rules of the working time directive and mobile workers • Describe the requirements for maintaining driving and working time records
Know the vehicle requirements to meet construction and use regulations	<ul style="list-style-type: none"> • State the requirements for maintaining vehicle roadworthiness • Recognise the importance of daily checks and defect reports • List the vehicle documentation needed to keep vehicles legal
Know the load or passenger requirements to meet construction and use regulations	<ul style="list-style-type: none"> • State the requirements for safe loading of vehicles • State the requirements to keep passengers safe
Maintain internal fleet quality management procedures	<ul style="list-style-type: none"> • List the fleet management records that need to be kept and for how long • Conduct managerial checks on driver responsibilities • Conduct managerial checks on vehicle roadworthiness • Conduct managerial checks on operational activities
Know the traffic enforcement bodies and the legal compliance system	<ul style="list-style-type: none"> • List the enforcement bodies and their powers • State the types of infringements for various traffic offences

Delivering FORS approved training

Applicants need to evidence at QA audit how all training staff meet the competencies to deliver FORS approved training. The table below details the required core skills of your trainers.

Core Instructor 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 had their training approved can use the FORS Approved logo in accordance with the FORS approval requirements.

Reporting of training attendance

Every JAUPT approved training centre must follow the rules and regulations regarding capture and reporting of training data.

Additionally, delegate course attendance and feedback will need to be entered onto the Freight Training Portal within 5 working days of course completion so attendance can be recorded on the FORS Training Database.

Certificates

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

Quality Assurance: Why does FORS monitor quality?

FORS relies on the integrity of training providers who deliver FORS Approved 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 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 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 mutual convenient date
2. During the audit, the auditor will complete a standardised QA 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 its 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

Unsuccessful training submissions and issues resulting in approvals being removed can be appealed by submitting an appeal to: trainingapproval@fors-governance.org.uk

If an agreement can still not made, a panel of FORS Professional Development Working Group (PDWG) 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 the initial process has been conducted.

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

Application fees are payable for the assessment of training courses for them to be FORS approved.

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

Application type	Fees
A) In house and commercial / external delivery - new applications ¹	£1575 per course of less than 7 hours duration
B) In house and commercial / external delivery - renewals ²	£1415 per course of less than 7 hours duration

1 The 'new application' rate will apply for wholly new applications, or where an existing FORS-Approved course is being renewed but where the course has been substantially changed since FORS-Approved status was last issued/renewed

2 The 'renewal' rate will apply where the application is to renew an existing FORS-Approved course and where the course is unchanged since FORS-Approved status was last issued/renewed

FORS Licenses are renewable at the twelve month point. All providers will be invoiced upon submission of their application / renewal. Invoices are payable before the application / renewal will be processed. Please note that due to the staff time involved in processing applications the fees payable are not refundable, regardless of the outcome.

These fees are subject to annual review.

Further information

Further information 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
