



Guidance for training providers and FORS operators

Application process for:

Obtaining a licence to deliver FORS Professional training

Contents

| | |
|---|-----------|
| Introduction | 3 |
| Section One - Obtaining a licence: the process | 5 |
| Section Two - Evidencing instructor competencies | 9 |
| Section Three - Application fees and further information | 19 |

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

Making a new application

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 for a licence you must submit:

- A **completed application form** (see link above)
- **Supporting information** to evidence the competency of your instructors for each of the FORS Professional course/s you wish to deliver. These requirements, and the forms of evidence that are acceptable, are set out in Section Two.

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

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 a copy.

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.

Setting the Standards

The FORS Professional Development Working Group is responsible for setting:

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

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 you **need to provide on application/renewal** and to hold for your trainers, for each of the FORS Professional modules.

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 (as the 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 CE 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 |
| 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 which can be found [here](#).

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 for in-house delivery will apply when the two or more modules are applied for at the same time

Licenses are renewable at the twelve 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 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

