

Pride Modular Course 2017

Course No. — CRS10522/05

| Course Date | Trainer Name | Auditor Name | Arrival Time | Departure Time | Number of Drivers in Attendance |
|-------------|---------------|--------------|--------------|----------------|---------------------------------|
| 16/07/2016 | Terry Elliott | Dave Roberts | 07:28 | 12:18 | 4 |

Executive Summary

The course was delivered in a suitable training environment by a trainer who demonstrated appropriate knowledge of the subject matter, utilised the training aids to good effect, spoke with confidence and clarity and encouraged the trainees to participate throughout the audit period. The PowerPoint presentation was effectively signposted and very well laid out with legible text & excellent graphics. No Advisory Notices or Continuous Improvements were identified during the Audit.

Auditor Summary

ID/Licence checks were seen to be carried out prior to the start of the course. For audit purposes, the Photocard of one trainee was reviewed and provided sufficient evidence to conclude that the checks had been satisfactorily completed. The attendance/registration form contained provision to record relevant information and had been suitably completed, with four names entered, which matched the number of trainees in attendance. The training room, which had adequate heating, lighting and ventilation, was laid out in a boardroom style with the PowerPoint presentation displayed on a TV monitor at the front. The trainer was also positioned at the front of the room, which ensured he was visible to all in attendance. Sufficient seating was provided for the trainees and text and graphics in the PowerPoint presentation were legible, with sound tracks audible. There were no significant distractions or disruptions during the audit period. The course introduction included: a. A safety briefing covering Fire Emergency procedures. b. The Course Programme, including topics and breaks. c. Information on the fair processing of trainee data. d. A learning contract that included mobile phone protocols, confidentiality and the need for trainees to share mutual respect. e. The course aim/objectives. f. A system for establishing trainee pre-existing knowledge of the course subject matter. The training aids, material, equipment and learning environment had been suitably prepared prior to the start time for the course and, during the audit period, the course content was seen to be suitable and relevant to the industry sector of the drivers in attendance. The trainer spoke at length without having to rely on the PowerPoint presentation/trainer's notes, answered trainee questions, gave examples of his own experiences in the industry/subject matter and utilised the training aids to good effect. He used 'open' and 'closed' questions that were relevant to the course topics and encouraged every member of the group to participate throughout the audit period. In addition, he shared his attention amongst all those present and ensured trainee questions and discussions remained focussed on the course subject matter. There was no evidence of any uncontrolled/side discussions. Speaking with confidence and clarity, the trainer animated his delivery, introduced an appropriate measure of humour and varied vocal pitch/volume to good effect. Knowledge transfer was checked using Q&A sessions during and at the end of each main topic, and at the end of the course. Opportunities for questions & clarification were

provided. An Evaluation Questionnaire was issued to each trainee to complete.

Advisory Notices

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Continuous Improvements

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