

Driver CPC Modular Course

Course No. — CRS11534/05

Course Date	Trainer Name	Auditor Name	Arrival Time	Departure Time	Number of Drivers in Attendance
10/07/2017	Terry Elliot	Dave Roberts	06:00	13:16	5

Executive Summary

Due to an administrative error, the course was pre-notified to start at 06:00, whereas the proposed start time was 09:00. The course was delivered in a suitable training environment by a trainer who gave examples of his own experiences in the industry/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 Quality Assurance Visit.

Auditor Summary

This was an in-house Modular course delivered in the Company's premises to 5 trainees, all of whom held, at minimum, a Class C Driving Licence. The Module subject to the Quality Assurance Visit was 'Eco & Safe Driving' (Module D). ID/Licence Checks were seen to be carried out prior to the start of the course, all trainees produced the requisite ID documentation and there were no latecomers. For Quality Assurance purposes, 1 of the names on the Registration Form was chosen at random and a review of the trainee's Photocard provided sufficient evidence to conclude that the checks had been suitably completed. The Registration Form had provision to record appropriate information and had been suitably completed with 5 names entered, which matched the number of trainees in attendance. The training room was laid out in a typical boardroom style with the multimedia presentation displayed on a screen at the front. The trainer was positioned at the front and to one side of the room, which ensured both he and the training aids remained visible to the trainees. The room had adequate lighting but there were no externally-facing windows and, according to the trainer, the air-conditioning system couldn't be independently controlled. This did not impact the quality of the training. The following were included in the course introduction: - a. The course programme including main topics and breaks. b. An explanation of the Fire Emergency procedures. c. A learning agreement that included mobile phone protocols, confidentiality, trainee participation and the need for mutual respect d. Information on the fair processing of trainee data. e. A means for establishing trainee pre-existing knowledge of the course subject matter. f. The course aim/objectives. Appropriate seating was provided for the trainees and text/graphics in the multimedia presentation were legible with soundtracks on videos/DVDs audible. There were no distractions or disturbances and the course content was seen to be suitable and relevant to the industry sector of the trainees in attendance. The trainer spoke at length without having to rely on the multimedia presentation/trainer's notes, answered trainee questions, gave examples of his own experiences in the industry/knowledge of the subject matter and utilised the training aids to good effect. He used open, closed, direct and indirect questions that were relevant to the course topics and ensured trainee questions and discussions remained focussed on the course subject matter. Speaking with enthusiasm, 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 delivery and quizzes at the end of each main topic. Opportunities for questions and clarification were provided. An evaluation questionnaire was available for each trainee to complete and one of the trainees who had previously attended a course delivered by the Centre confirmed he had received a Certificate of Attendance.

Advisory Notices

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Continuous Improvements

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