

JAUPT Appraisal Criteria Centre Application

April 2019

1. Introduction

The criteria laid out in this document will be checked against the 'Centre Application Form' and 'Scheme of Control' to ensure the requirements have been met and provide standardisation in the way in which centre applications are assessed.

The criteria are underpinned by the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 for Driver CPC in Great Britain and Northern Ireland and the Taxi Drivers' Licences Regulations (Northern Ireland) for Taxi Driver Periodic Training (TDPT).

2. The Centre Application Form

Relevant application forms, guidance and examples can be downloaded from <https://www.gov.uk/guidance/set-up-a-driver-cpc-training-centre>

N.B An organisation wishing to deliver TDPT can only do so if they seek approval as a Driver CPC centre.

Page One

This section will confirm:

- **1.1** The centre name and details. This can be a trading name.
- **1.2** The person operationally responsible for periodic training including the application. If it is a large organisation you would expect to see a senior manager or director as the responsible contact. There is a risk that a junior manager who does not have authority to apply for approval gains approval without the knowledge and consent of the responsible contact.
- **1.3** The person who will be responsible for the day-to-day communications with JAUPT.

Application for Driver CPC Training Centre Approval

Section 1: Centre Details	
1.1 Proposed centre name:	<input type="text"/>
1.1.1 Correspondence address:	<input type="text"/>
1.1.2 Website address:	<input type="text"/>
1.2 Name of person responsible for Driver CPC:	<input type="text"/>
1.2.1 Position (i.e. owner/director):	<input type="text"/>
1.2.2 Telephone number:	<input type="text"/>
1.2.3 Email address:	<input type="text"/>
1.3 Name of primary contact:	<input type="text"/>
1.3.1 Position in organisation:	<input type="text"/>
1.3.2 Telephone number:	<input type="text"/>
1.3.3 Email address:	<input type="text"/>

Please ensure that for ALL centre applications received the Responsible AND Primary contact name and details are cross referenced against existing contacts on the CRM. You may need to check deactivated contacts too, to ensure that the contacts recorded on the application have not been / or are involved with another centre approval.

If after making these checks, you find a contact IS already recorded and associated with another centre, please flag to the Operations Director to liaise with the DVSA (where applicable) and do not proceed with the application until told to do so.

Please note any changes to the responsible contact must be in writing by the current responsible contact as this may impact the approval.

It is imperative that all these details are provided. They can be the same person but for us to proceed with the application these details must be provided. If any are missing they must be requested.

Page 2

This page will confirm:

- **1.4** The nature of business. This helps us to anticipate the types of information that we would expect to see in the Scheme of Control. In addition, completion of this section helps us to profile centres and produce meaningful statistics when requested by the Competent Authority.
- **2.1.1** Which part of the UK the centre is intending on delivering Periodic Training in. **Any training delivered outside of the location the centre is approved for will not count as Periodic Training.**
- **2.2** Details on the previous centre approval. This will allow us to obtain further information about the application to identify any issues which may need to be highlighted or taken into consideration e.g. details of previous Quality Assurance Visits, details of corrective actions etc.
- **2.2.3** Details on Directors/Shareholders involved with other Driver CPC centres. This may provide us additional information that needs highlighting or taken into consideration when making a recommendation. This must be checked against Companies House/Creditsafe (if applicable).

1.4 Nature of business – Tick all that apply

If you are a consortium lead you must supply the names and addresses of all consortia members linked to this application – please enclose details.

- | | |
|---|---|
| <input type="checkbox"/> Employer | <input type="checkbox"/> Own premises |
| <input type="checkbox"/> Commercial Training Provider | <input type="checkbox"/> Third Party Premises |
| <input type="checkbox"/> Consortium | <input type="checkbox"/> Employees |
| | <input type="checkbox"/> Non-employees |

Section 2: Approval Details

2.1 Please indicate which training you will be delivering

- Driver CPC (DCPC) Only
- Taxi Driver Periodic Training (TDPT) Only
- DCPC & TDP

2.1.1 Please confirm the Member State (GB/NI) for which you are seeking centre approval for the delivery of Periodic Training

- GB Only
- NI Only
- GB and NI

2.2 Has this centre been previously approved?

- Yes No

2.2.1 If yes, what was the centre number?

AC

2.2.3 If no, has any director/shareholder been involved with another approved Driver CPC centre?

- Yes (see 2.2.4) No (see 3.1)

2.2.4 If Yes - on a separate sheet of paper please provide further details including the person's name, position and the name of the centre previously involved with.

When appraising the application, you must ensure that all available intelligence is reviewed in conjunction with the document and used to make an informed recommendation.

Page 3

Check that the information supplied for the Registered Details is recorded with Companies House/Creditsafe (if applicable). If the centre has been previously approved, check to ensure there are changes of their registered details which may impact the application e.g. change of legal entity.

Any changes to the legal entity or ownership of the company should be verified via Companies House/Creditsafe (if applicable). This will need to be discussed with the centre as there is no provision under the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 (as amended) for the transfer of an approval to another person or corporate body

- **3.1** Without sufficient information it can be difficult to understand and determine:
 - the type of legal entity the organisation is;
 - the size of the organisation;
 - legal obligations of the organisation;
 - information to ensure the organisation is professional and proper

As approvals are not transferrable, it is imperative we are sure who has the approval. It has been known for organisations to view their approval as an asset and try and pass it on to another legal entity; under the Regulations this is not permitted.

- **4.1** The Scheme of Control and Confirmatory Statements (listed on pages 4 and 5 of the application) are critical to the centre application, as they provide us with assurances on how key risk areas will be managed. In addition, they form the basis of the Quality Assurance activities and allow us to raise non-compliance easily.

If this is not supplied this would not demonstrate how the centre intends to manage the delivery of periodic training and therefore detailed questioning would be expected via the additional information process, which may delay the application process.

Section 3: Registered Details

3.1 Type of organisation – Tick all that apply

<input type="checkbox"/> Limited Company	<input type="checkbox"/> Charity
<input type="checkbox"/> Sole Trader	<input type="checkbox"/> Local Authority
<input type="checkbox"/> Partnership	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> LLP (Limited Liability Partnership)	<input type="text"/>

3.2 If Sole Trader - Proprietor name:

3.3 If Partnership - Partner name(s):

3.4 Name of Registered Company or LLP:

Note: Approval is granted to the legal entity of your organisation and not the person who completes the application form (except in the case of a sole proprietor). There is no provision under the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 (as amended) for the transfer of an approval to another person or corporate body.

3.5 Companies House registration number:

3.6 Charity number (if applicable):

3.7 VAT No. (if applicable):

3.8 Registered address:

Section 4: Compliance

4.1 As the competent authority for Driver CPC, DVSA/DVA must ensure the quality of approved centres.

Please provide a Scheme of Control, with this application.

This will need to detail the arrangements in place to explain how your organisation will operate in a professional and consistent manner and will satisfy DVSA/DVA that these arrangements are sufficiently robust. Guidance for the Scheme of Control can be found at: www.gov.uk/guidance/set-up-a-driver-cpc-training-centre#apply-for-centre-approval

Failure to comply with the Scheme of Control and Confirmatory Statements may result in your centre approval being suspended or withdrawn.

NB Only 4.2.4 should be ticked for application of Consortium. If 4.2.4 and Nature of Business (1.4) does not match it must be questioned to ensure you are processing the application correctly.

Page 6

- **5.1** If a centre elects to be published on the JAUPT website, it offers them two key benefits:
 1. Increased publicity – very important for commercial training providers.
 2. Validation of being an approved centre

Not every centre wants to publicise, therefore it's up to the centre to inform us of what they want.

- **5.1.1** The applicant should tick all the locations they intend to deliver courses in. This should be cross referenced with 2.1.1 courses approved in Great Britain only may not be delivered in Northern Ireland and vice versa. If section 2.1.1 and 5.1.1 do not match additional questioning may be asked via the additional information process, which may delay the application approval process.
- **6.1** This section is about payments and where the applicant should send the application to. If the centre has paid the appropriate fee this does not have any impact on the appraisal process of the application. This is because the application is not referred for appraisal until the payment has been received and confirmed.

3. Scheme of Control

A Scheme of Control (SoC) is a document which supports the application form and details the way an organisation minimises risk to provide consistent and quality periodic training. The Scheme of Control that is submitted with an application will be proportional in detail and complexity to the size and scale of the organisation.

Centres will be quality assured at least once within the five-year approval period. During this visit the information provided in the application and the SoC will be audited.

The document should give details of the processes, procedures and/or measures they have in place to reduce risk in key areas of providing periodic training. Within the guidance there are headings which cover key risk areas. Within these sections there are sub questions which must be answered.

If the information is unclear or missing you will need to obtain the information or seek further clarification from the centre.

Copies of policies and procedures can help to give an indication as to the quality standard/material that the centre produces.

Section 5: Publication

5.1 Would you like your centre to be publicised on the GOV.UK website?

Yes No

5.1.1 If yes, please tick the areas in which your organisation will be delivering training:

East Midlands South East
 East of England South West
 London Wales
 North East West Midlands
 North West Yorkshire & Humber
 Scotland Northern Ireland

Section 6: Payment

6.1 Payment of the current fee is accepted via the methods below and should be made within 5 working days of application receipt by JAUPT.

Cheque (Please make cheques payable to DVSA)

Credit / Debit card (A call to the centre will be made by JAUPT to gain this information)

BACS Please use the following bank details for BACS payment:

Bank Name: Nat West
 Sort Code: 60-70-80
 Account Number: 1000440

Please ensure your remittance advice is included.

Name:

Position:

Date:

1. Organisation Operation: The scale and complexity of the operation has an impact on risk. You need to understand this to assess the relevant risks and the detail required. For example, a larger organisation will require more controls in place than a sole trader.

a) Scale and size of the organisation

We would expect an overview including the approximate number of personnel involved with periodic training, number of training sites, and if training will be delivered to internal employees or third parties or both. This helps us to understand the levels of control required.

b) Logo Use

We would expect confirmation that the centre has read and understood the logo guidelines and assurance that they will use the logo in line with the guidance.

c) Retention of Records

The centre must confirm that they will keep records for a minimum of 6 years. They can do this either by hard copies or electronically however, they should confirm the method and tell us how these records will be stored.

2. Quality Assurance: For the centre to monitor the standard and consistency of the training being delivered and implement improvements they should have quality assurance arrangements in place.

a) Quality Assurance

We need to understand how the centre ensure and assure the standard and quality of courses delivered. Many centres will conduct internal audits, trainer standardisation meetings etc. Details of how often, how they record the findings/outcomes and how they implement corrective action will provide assurance that the process is effective. Quality assurance is vital and is expected across all centres. Sole traders may wish to enlist the help of fellow providers or an external consultant etc.

b) Course Evaluation Techniques

Centres should tell us how they will measure the quality of delivery through course evaluation and what they will do with the feedback to make improvements. Usually this is done via an evaluation form given to the trainees on completion, but it is up to the centre how they manage this. Some centres may also ask employers to evaluate the course via return of investment, fuel efficiency etc. They may also collect feedback from their trainers. Whatever, the source of feedback it is important we understand how this is being used to improve delivery, content (at the point of application submission) etc.

c) Measuring Customer satisfaction

Usually this is measured via the course evaluation forms. However, the centre may have additional methods such as a satisfaction survey. They should tell us how they will measure it and what they will do with the data to make improvements.

d) Implementing and Identifying Continual Improvement

The centre may wish to tell us about other processes, systems, procedures etc to measure, monitor and implement continual improvement. For example, the centre may confirm they have rehearsals where their peers provide feedback to promote standardisation and improvements.

3. Communication: It is important that we are informed of changes to key staff and their contact details, otherwise we will not be able to deal with queries effectively. **Please note all changes must be in writing by the responsible contact immediately i.e. the person notified to JAUPT as operationally responsible for Driver CPC periodic training.**

a) Informing us of Changes

The centre must tell us how they intend to keep us up to date with key changes to and within their organisation e.g. legal status/ownership, centre name, address, contact details etc. Usually this is by confirming the changes in writing to their Account Manager however, they may also use the functionality on the website.

b) Process for Planning Training

For commercial training providers it may be as simple as advertising dates and booking trainees on to the course to meet demand. For in-house providers this may be more complicated due to operational needs and therefore in-depth planning is required.

c) How you will notify JAAPT of any changes that affect the control and management of the key risk areas within the SoC

We would expect the centre to confirm any changes in writing and provide us with an updated Scheme of Control. Any changes will need to be reviewed and the change approved. Where significant changes have been made the SoC must be approved by the Competent Authority.

d) Sharing news, updates (including legislative requirements) and feedback

We would expect the centre to confirm they have regular meetings to provide updates, news and changes to their key staff. This may be supported or replaced by internal newsletters, memos, emails which are forwarded from JAAPT, DVSA/DVA etc.

4.Trainer Selection: The trainer(s) used to deliver periodic training must have appropriate qualifications/experience in delivering training and the subject matter being delivered. Here we need to know how the centre will ensure this is the case.

a) How many trainers you have

This will provide us with an indication as to the complexity of records required.

b) How you will maintain a record of trainer(s) and their skill sets.

We would expect the centre to confirm that they already use or plan to use a 'trainer register' which details their names and experience/qualifications. This allows the centre to ensure the correct trainers are delivering the courses they hold experience/qualifications for. A sole trader that does not employ anyone else will not require this.

c) How you will ensure that your trainers have appropriate qualifications and industry experience

The centre will usually confirm that the trainer(s) that are already employed have the experience/qualifications to deliver periodic training which is acceptable, but we want to know how they will ensure this is the case for any new trainers. This is usually done via the recruitment process. Trainer evidence will be checked at the course application stage. We would expect the centre to confirm how they will also ensure this is the case for new trainers. It may be that they expect a certain qualification for the applicant to be successful.

d) How you will monitor and record Continuing Professional Development (CPD)

Many centres will update the individual's personnel files with evidence of CPD. However, a larger organisation may also maintain a CPD record which lists all trainers and their CPD. They may review and update this periodically, on an ad-hoc basis or because of trainee/employer/quality assurance feedback.

e) How you will ensure the trainer(s) undergo CPD to ensure awareness of the legislative requirements for periodic training, industry law and good practice

This may be achieved by sharing JAAPT, DVSA/DVA communications, newsletters, attending training etc.

5. Course Planning: We require further details of how the centre will plan the course to ensure that it is delivered within its approval period, with a competent trainer in a safe and appropriate location.

a) How you avoid a trainer delivering a course that they are not able to deliver as they do not hold the appropriate subject knowledge

Many centres will ensure this is the case by using a manual process. If this is the case, you need an overview of the process. In some instances, the centre's systems

have allocated trainers to courses and will not allow a booking against an incorrect trainer. If this is the case the centre should confirm.

b) How you will ensure that courses are only delivered within the period of centre and course approval

If a course was delivered outside its or the centre's approval period, it cannot be counted as periodic training therefore we need assurance that the centre will monitor approval dates. This is sometimes done via a manual diary entry or electronically e.g. outlook or bespoke systems. It is not acceptable for the centre to confirm their certificate is displayed on the wall.

c) Changes/Cancellations for Planned Courses

As the JAUPT website has the functionality for centres to tell us about planned courses, changes and cancellations we would expect them to use this. However, we also require assurance that we will be informed of changes/cancellations in a timely way and, at weekends. We would expect detail of a procedure and for this to include contingency e.g. no internet connection on a weekend.

d) How you will assess the suitability of training venues e.g. what criteria you will use to ensure that they are both adequate and safe

Most centres will confirm they will visit the site prior to training and complete a risk assessment form. These forms will be inspected during the Quality Assurance Visit – **we do not approval them as part of the approval process**. In some cases, the centre may provide you with a copy. If this is the case, you will still require written confirmation of when this will be completed, by whom etc.

e) Joining Instructions

Here you want to know an overview of the content e.g. start and finish time, venue, ID requirements, specific learning needs etc. In addition, we would expect to be told when these will be issued, how and who is responsible for issuing them.

f) Suitable Resources

For classroom based training we would expect the centre to use a variety of resources to keep the trainees engaged. These resources are confirmed on the approved course summary but can change providing they are relevant to the content of what is being delivered and enhance the learning experience. The centre should tell us how they will ensure this will be the case.

Where the centre is delivering on-road training we require assurance that the vehicle is insured, roadworthy and appropriate to the content of the course. This may be written confirmation. If vehicles are not being used the centre should tell us.

6. Driver Registration: This is about ensuring that the persons attending the training are who they claim to be and that training records properly support uploaded hours. It is the responsibility of the centre to ensure an auditable trail of records. This should cover:

a) ID and Eligibility checks are carried out by each trainer

Centres must tell us what ID they are willing to accept (photocard licence, valid passport, Driver Qualification Card, Digital Tacho Card) as some do not accept passports. Whilst a passport is acceptable for ID purposes it does not confirm eligibility for periodic training and therefore some centres will not accept it. It is up to the centre how they manage this.

b) Record attendance, ID& Entitlement checks

To demonstrate attendance, ID checks and licence checks (if appropriate) the centre must be able to demonstrate an auditable trail. To do this we would expect them to use the example attendance register or similar.

c) Late Attendance

Here the centre should tell us how they will deal with trainees that arrive late or cannot produce the correct ID. It may be the centre will not allow them to attend the course or they have a specific procedure for dealing with this. You need full

details to provide you with assurance that the trainee attended for the minimum period of 7 hours e.g. they stay at the end and make up the time and missed content.

d) No ID

Here the centre should tell us how they will deal with trainees that cannot produce the correct ID. It may be the centre will not allow them to attend the course or they have a specific procedure for dealing with this. You need full details to provide you with assurance that there are checks that ensures the person who attended the training is who they say they are before the hours were uploaded – how does the centre know the person who attended the training is the person providing the ID some days later? If the centre is an in-house employer how will this be managed – knowing the person is not acceptable and a process must be in place.

e) Entitlement checks

Entitlement checks are required for any on-road training to ensure the trainee holds the correct category for the vehicle they will be driving. How and when will this be done? By whom?

7. Consistent delivery of the course: There is a legal requirement for the course to be delivered in accordance with the course summary that was approved. Adherence to the approved course summary ensures that courses are within syllabus and that they meet the requirements of course duration.

a) Fair Processing Notice (FPN)

A FPN must be provided to the trainees to tell them what data will be collected, how it will be used, who it will be shared with and how long it will be kept for before the start of the day. The centre should confirm when this will be delivered and how. Whilst verbally or in writing e.g. within the presentation is acceptable 'good practice' deems that both should be delivered.

b) Level 2

All courses must be a minimum of Level 2. We need to know how the centre will ensure they are delivered as such. They may do this via internal audits, CPD – training skills and questioning techniques etc. Further guidance on Level 2 can be found at: <http://www.jaupt.org.uk/news/2015/11/level-2-guidance>

c) 7 hours Training

Usually centres will confirm there is a declaration on the attendance register that trainers must sign. This is sufficient, but you may find that this is done in conjunction with internal audits.

d) Approved Course Summary, Meeting Learning Outcomes and Relevant Industry Sector

Here we want to know how the centre will ensure that the course is delivered in line with the approved course summary, that the learning outcomes are met, and the content is relevant to the industry sector in attendance.

The centre may confirm that they conduct internal audits to ensure that the course is delivered in line with the approved summary. In addition, the trainer may have a copy of the course summary for reference.

It may be that the centre will only allow trainees with an LGV driver to attend an LGV course or vice versa to ensure relevance to the sector.

8. Course evaluation: The trainees should have an opportunity to provide feedback. Good practice will mean the centre assesses the course and trainer to identify areas for improvement. Please provide information on:

a) Evaluation by the trainee(s)

When will the trainee(s) provide feedback, how will this be recorded and what will be done with the feedback? For example, many centres issue a course evaluation form on completion of the course, which is often completed on the day and later reviewed by the trainer and Line Manager and discussed. It may be that training & development is identified for the trainer or changes required at the next application submission.

b) Evaluation by the trainer

When will the trainer(s) provide feedback, how will this be recorded and what will be done with the feedback? Usually, trainers provide feedback on the content, structure and flow of the course, this is recorded during a one to one using minutes and improvements are identified for action at the application stage. In some cases, trainers will observe each other and will provide feedback on delivery. Using this method training & development can be identified.

c) Making changes following a Quality Assurance Visit

Centres will receive full feedback (Action Points, Continual Improvement points and positives) during the Quality Assurance Visit. These will be confirmed within a report. As Continual Improvement points are not mandatory it may be the centre chooses not to implement them. However, it is important for us to understand how these will be reviewed, considered and when improvements will be implemented. Following implementation how will the centre review the impact of the changes, who is responsible for the review and how often will it be done?

d) Measuring Transfer of Knowledge

To ensure learning outcomes are met the trainer(s) need to be clear on the aims and objectives of the course. We would expect details on how the centre will ensure this is the case. In addition, we would expect some form of **informal** assessment e.g. quiz, quizdom, demonstration of a procedure etc to measure knowledge transfer.

e) Other Processes to Identify Improvement

The SoC covers trainee, trainer, employer evaluation, internal/external quality assurance procedures. However, does the centre have any other processes for identifying areas of improvement e.g. trainers observing each other?

9. Issuing Certificates of Attendance: It is expected that a certificate of attendance is issued to each trainee to demonstrate that they have legitimately completed a full periodic training course. The certificate should contain the driving licence number, name and number of the course, completion date, name and number of the approved centre.

a) Issuing Certificates Securely to the Trainee

Centres will usually confirm they will issue the certificate, on the day of completion by the trainer. However, in some cases the certificate is issued to the trainee electronically. If this is the case, when is it issued and who is responsible for issue? The centre may provide an example. These forms will be inspected during the Quality Assurance Visit – **we do not approve them as part of the approval process**

b) How you will confirm each trainee has been issued with a certificate

We would expect the centre to keep a copy of the certificate that has been issued. However, the centre may have a more effective method which suits their organisation.

c) Security features e.g. signatures / watermarks / embossing

Quite often centres do not include any security features. If this is the case, they

usually do not comment. This is acceptable.

10. Upload processes: Your organisation will be responsible for the safe and secure transfer of data and for compliance with the Data Protection Act. The centre needs to explain how they will prevent loss and misuse of personal data and how they will secure the system to prevent fraud. It is critical that any upload made by the organisation is an accurate reflection of training delivered.

a) Safe transfer of Records

The centre needs to provide detail on how they will safely transfer records from the course location to the central site and what contingency they have in place. If the centre operates from one venue they will not need to provide details on this.

b) Access to the Online System

Here the centre needs to detail how they will ensure secure access of online systems to upload the hours. We would expect an overview of the process confirming that each person has their own password which is changed on a regular basis etc. A sole trader that does not employ anyone else will not require this. What measures will be taken to ensure the upload is completed in the event of sickness/absence?

c) Control Access to the Online Databases

We would expect a register of authorised/de-authorised personnel if more than one person has access. In addition, we need an overview of the procedure to demonstrate how the centre will monitor what is uploaded (to prevent fraud), when and by whom. It may be that the centre keeps full records of receipts/printouts etc and samples these as part of their internal quality process. If it is only one person i.e. sole trader this is not required.

11. For Consortia: If a centre intends to operate as a Consortium i.e. where there are members who deliver the courses that you have approval for and who operate within your control, then we need to consider how they intend to organise and manage the members.

a) The approval of members including criteria and conditions of approval

We expect details of the criteria and conditions for members to join the consortium. It should cover aspects such as compliance, logo use, uploads etc.

b) How you will quality assure your members

The process that the Lead Centre will follow to quality assure members (similar to the details we expect for their own quality assurance)

c) How you will ensure consistent communication across all members

This is a risk to consortia and we must be assured that they have an effective process for issuing the same key messages to all members. How will they do this and who will be responsible for issuing them?

d) What arrangements are in place to investigate, suspend or remove members should there be any suspected non-compliance

We expect details of the process followed if potential or actual non-compliance is identified. What would the outcomes be and how is it managed? Who is responsible for the investigation and decision to suspend/remove the member?

e) How you notify JAAPT of any actions taken

At what part of the process is JAAPT notified and how?

f) How you notify JAAPT of any changes to your members

At what part of the process is JAAPT notified and how?

g) How you intend to arrange the safe transfer of records from the course to the central site and what contingency you have in place

The Lead Centre needs to provide detail on how they will safely transfer records from members to the central site and what contingency they have in place.

12. Other processes: There are legislative responsibilities that are not specifically within the remit of periodic training but will have an impact on the professional delivery of training courses. This should cover:

- a) Current insurance cover you hold and maintenance of this**
An overview of the insurance the centre holds and how they ensure it is appropriate and renewed in a timely manner
- b) Health & Safety (maintenance and policies)**
What policies are in place and how do they maintain them to ensure they are accurate and up-to-date.
- c) Additional Learning Support Needs**
What policies are in place and how do they maintain them to ensure they are accurate and up-to-date
- d) Current and appropriate policies and procedures**
It should be noted that some centres can obtain off-the-shelf policies and procedures that have been written by someone else, so an element of caution should be taken if they are to be used to gauge the quality of training materials produced by the centre (e.g. Health & Safety policy).
- e) Maintenance of a robust complaints procedure**
An overview of the complaints procedure and how these will be recorded and managed including timelines.

Standardised Wording - Centre Application

Section/Ref Number	Questions/Considerations/Checks	Standardised Wording	Notes
Application Form			
Missing Pages from Application		Please provide page (enter page number) of the centre application as it appears to be missing. You can find the application at: https://www.gov.uk/guidance/set-up-a-driver-cpc-training-centre	
Old Application Form	<p>If this form is the previous version, identify what critical information to the appraisal process is missing and request this. Do not request a new form to be completed as this will place additional burden on the centre.</p> <p>If the form is older than the previous version, then you can request a new form.</p>	<p>Please complete and submit the new version of the centre application as it contains vital information required for the appraisal process. The new form can be found at: https://www.gov.uk/guidance/set-up-a-driver-cpc-training-centre</p>	
Missing SoC		<p>Please provide a Scheme of Control (SoC) to support your application. Guidance on the SoC can be found at: https://www.gov.uk/guidance/set-up-a-driver-cpc-training-centre</p>	
1.1		Please confirm the centre name. Please note this is the name that will show on your approval certificate.	
1.1.1		Please confirm the centre correspondence address. Please note this is the address where all correspondence will be issued.	
1.2		Please confirm the name of the person operationally responsible for Driver CPC.	
1.2.1		Please confirm the job title of the person operationally responsible for Driver CPC.	
1.2.2		Please confirm the telephone number of the person operationally responsible for Driver CPC.	

1.2.3		Please confirm the email address of the person operationally responsible for Driver CPC. Please note this person will receive all approval documentation and important changes from JAUPT/DVSA/DVA.	
1.3		Please confirm the name of the primary contact i.e. the person that deals with administration, general enquiries relating to applications etc for Driver CPC.	
1.3.1		Please confirm the job title of the primary contact.	
1.3.2		Please confirm the telephone number of the primary contact i.e. the person that deals with administration, general enquiries relating to applications etc for Driver CPC.	
1.3.3		Please confirm the email address of the primary contact i.e. the person that deals with administration, general enquiries relating to applications etc for Driver CPC.	
1.4		Please complete section 1.4 of page two of the application form.	
2.1		Please confirm what training you intend on delivering: <ul style="list-style-type: none"> - Driver CPC Only - Taxi Driver Periodic Training (NI) Only - Driver CPC and Taxi Driver Periodic Training 	
2.1.1		Please confirm where you intend delivering training: <ul style="list-style-type: none"> - Great Britain Only - Northern Ireland Only - Great Britain and Northern Ireland - 	
2.2.1		You have indicated on the application that the centre has been approved previously but we cannot locate the records. Please can you confirm the centre number (ACXXXXX)	
2.2.4		You have indicated that directors/shareholders have been involved with another approved centre for periodic training. Please can you provide further details including the person's	

		name and the name of the previous centre(s) they were involved with	
3.1		Please confirm the type of organisation e.g. limited company, sole trader, partnership etc	
3.2		Please confirm the full name of the sole trader	
3.3		Please confirm the full names of those who form the partnership	
3.4		Please provide the registered name of the company as shown on Companies House Please confirm the registered name of the company as the application and Companies House do not match	
3.5		Please provide the registered number as allocated by Companies House Please confirm the registered number of the company as the application and Companies House do not match	
3.8		Please provide the registered address as allocated by Companies House Please confirm the registered address of the company as the application and Companies House do not match	
4.1		Please complete and return section 4 of the application form as these are currently blank You have confirmed that you are not applying as a Consortium but the Confirmatory Statement (4.2.4) applicable to Consortia has been ticked. Please clarify.	
5.1	If blank default to No but issue Note to Centre		As Section 5 'Publication' was blank we are unable to publish your details on the JAUPT website.

			Should you wish to change this please let us know in writing along with what areas of GB/NI you will be delivering training.
6.1		Please complete the Name/Position/Date of the application of page 6 of the application and return	
Scheme of Control			
1.a		Please provide an overview of your organisation including the number of personnel involved with periodic training, number of training sites and if training will be delivered to internal employees or third parties or both. This helps us to understand the levels of control required.	
1.b		Please provide confirmation that you have read and understood the logo guidelines and that you will use the logo in line with them	
1.c		Please confirm that you will keep records for a minimum of 6 years and how you intend to store them Records must be kept for a minimum of 6 years. Please resubmit your Scheme of Control ensuring the retention of records is updated to reflect this time	
2.a		We need to understand how you will Quality Assure the training being delivered. Please resubmit the Scheme of Control providing full details of how you will do this including how often, by who and how you will implement corrective action Please confirm how often your XXX will be carried out Please confirm who will be responsible for XXXXXX Please confirm how you will implement corrective action	
2.b		Please provide details of how you will use the feedback given by trainees/trainers to improve course content, structure and/or	

		delivery. Please note changes to the content and structure can only be done at the point of application submission	
2.c		Please provide details as to how you will measure customer satisfaction, identify where improvements are required and implement corrective action	
3.a		As changes to you centre and contacts can impact on the centre approval we need to understand how you will tell JAAPT. Please note all changes must be in writing by the responsible contact i.e. the person notified to JAAPT as operationally responsible for Driver CPC periodic training.	
3.b		Please provide us with an overview of the process for planning training	
3.c		As changes the Scheme of Control can impact on the centre approval we need to understand how you will inform JAAPT. Please note all changes must be in writing by the responsible contact i.e. the person notified to JAAPT as operationally responsible for Driver CPC periodic training.	
3.d		Please provide details on how you will ensure the trainer(s) are kept up to date with news, changes, updates and feedback	
4.a		Please confirm how many trainers you have for the delivery of periodic training	
4.b		Please confirm how you will maintain a record of the trainer(s), their skills, experience and qualifications	
4.c		Please provide details on how you will ensure that the trainer(s) have appropriate qualifications and industry experience in delivering training and the content they are delivering. Please provide details on how you will ensure that new trainer) have appropriate qualifications and industry experience in delivering training and the content they are delivering.	
4.d		Please provide details on how you will monitor and record Continuing Professional Development (CPD) for the trainer(s)	
4.e		Please provide details on how you will ensure the trainer(s) undergo Continuing Professional Development (CPD)	

5.a		Please provide an overview of the process you will follow to ensure that a trainer cannot deliver a course they do not hold appropriate subject knowledge for	
5.b		Courses delivered outside of the course and centre approval period cannot be recorded as periodic training. Please tell us how you will ensure all courses will be delivered within the approval period	
5.c		<p>Please confirm how you will tell us about any changes or cancellations to planned training in a timely way and at weekends.</p> <p>Please confirm what contingency you have in place to ensure that you can inform JAUPT about any changes/cancellations to planned training.</p>	
5.d		Please confirm the process you will follow to ensure that the venues used for training are suitable and meet Health and Safety requirements.	
5.e		<p>Please provide information on how and when you will issue the joining instructions to the trainee(s)</p> <p>Please confirm who is responsible for the issue of the joining instructions</p>	<p>To ensure that you include all relevant details you may wish to consider adding the following to your joining instructions:</p> <p>DELETE AS APPROPRIATE</p> <p>Start Time</p> <p>Finish Time</p> <p>Address</p> <p>ID Requirements</p>

			Details of any specific learning needs
5.f		<p>Please provide information on what resources will be used during training to keep the trainee(s) engaged.</p> <p>Please confirm how you will ensure the resources being used are relevant to the training and sector</p> <p>We note that you intend to deliver on-road training. Please provide confirmation that the vehicle being used is insured, roadworthy and appropriate to the content of the course</p>	
6.a		<p>Please provide us with an overview of the process that will be followed to ensure the ID requirements are met</p> <p>Please provide us with an overview of the process that will be followed to ensure the trainee(s) are eligible for periodic training</p>	
6.b		Please provide details on how you will record attendance, ID and eligibility checks to ensure an auditable trail	
6.c		Please provide an overview of the process you will follow to deal with any late arrivals	
6.d		Please provide an overview of the process you will follow to deal with any trainee that cannot provide ID	
6.e		Please provide details on how you will check and record the trainee(s) have the appropriate category of licence to drive on-road for the vehicle they will be using	
7.a		Please confirm when the Fair Processing Notice (FPN) will be delivered and how	We note that you will deliver the Fair Processing Notice verbally/in writing. You may wish to also consider delivering this verbally/in writing

7.b		Please provide details on how you will ensure all courses are delivered at a minimum of Level 2.	
7.c		Please provide confirmation of how you can demonstrate that the course was delivered for the time it was approved e.g. 7 hours	
7.d		<p>Please provide details on how you will ensure that the content delivered is in line with the approved course summary</p> <p>Please provide details on how you will ensure that the learning outcomes of the course have been achieved</p> <p>Please provide details on how you will ensure that the content is delivered is relevant to the industry sector</p>	
8.a		<p>Please provide an overview of when and how the trainee(s) will be given an opportunity to provide feedback on the course, delivery etc.</p> <p>Please confirm how the trainee feedback is reviewed and how improvements are identified and addressed</p>	
8.b		<p>Please provide an overview of when and how the trainer(s) will be given an opportunity to provide feedback on the course, delivery etc.</p> <p>Please confirm how the trainer feedback is reviewed and how improvements are identified and addressed</p>	
8.c		<p>Please provide an overview of when and by who the feedback from a Quality Assurance visit will be reviewed and considered.</p> <p>Please confirm how the feedback is reviewed and how improvements are identified and addressed</p>	
8.d		Please confirm how you will ensure the trainer(s) are clear on the aims and objectives of the course	

		Please confirm how the trainer(s) will measure knowledge transfer to ensure the learning outcomes have been achieved	
9.a		<p>Please confirm the process that will be followed to issue the Certificate of Attendance</p> <p>Please confirm who is responsible for the issue of the Certificate of Attendance</p> <p>We note that you will be issuing the Certificate of Attendance after completion of the course. Please confirm when this will be done e.g. 5 working days from completion of the course</p>	
9.b		Please confirm how you will ensure each trainee receives a Certificate of Attendance and how will this be demonstrated at a Quality Assurance Visit	
10.a		Please provide detail on how records will safely transfer records from the course location to the central site and what contingency is in place.	
10.b		<p>Please provide an overview of what steps you will take to ensure that the training is uploaded within 5 working days of completion of the course in the event of sickness/absence</p> <p>Please provide an overview of what steps you will take to ensure that access to the online system to upload training is secure</p>	
10.c		Please provide details on how you will monitor and record authorised/de-authorised personnel able to upload training to the online system	
11.a		<p>Please provide details of how you approve a member</p> <p>Please provide details of the criteria used to approve a member</p>	

		Please confirm how you apply conditions of approval for a member	
11.b		Please confirm details of how you will quality assure members, when and how you will provide them feedback	
11.c		Please provide details on how you will ensure consistent communication is provided to all members	
11.d		Please provide details of how you investigate a member for any suspected non-compliance Please provide details of how you remove/suspend a member	
11.e		Please confirm how you will notify JAUPT of any actions and outcomes taken following investigation of a member	
11.f		Please confirm how you will notify JAUPT of any changes to your members	
11.g		Please provide detail on how records will be safely transfered from the member to the Lead Centre	
12.a		Please confirm the type of insurance you hold Please confirm how you ensure the insurance you have is appropriate and renewed in a timely manner	
12.b		Please detail what maintenance and policies are in place for Health and Safety Please confirm how you ensure the policies and maintenance for Health and Safety are accurate and up-to-date	
11.c		Please provide details of what policies are in place to ensure that reasonable adjustments are made for any additional learning needs Please confirm how you ensure the policies and for supporting additional learning needs are accurate and up-to-date	

12.d		We note that X policy has a different company name on it. Please resubmit the policy for ENTER CENTRE NAME HERE	
12.e		Please provide an overview of your complaints procedure including timelines. Please confirm how complaints will be recorded	