Centre Application
Appraisal Criteria

Date: April 2023

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.

2. The Centre Application Form

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

An organisation wishing to deliver Taxi Driver Periodic Training (TDPT) in Northern Ireland can only do so if they see approval for Driver CPC periodic training.

Section 1 will confirm:

1.1 The centre name and details. This can be a trading name.

1.2 This is the address where all correspondence will be issued

1.2.1 The website address of the organisation

1.2.2 The person 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. Please note any changes to the responsible contact must be made in writing by the current responsible contact.

1.3 The person who will be responsible for the day-to-day communications with DVSA.

1.4 This is an indication of when the centre wants the approval period to begin. If the proposed date passed the approval start date should start on the next working day.

Section 2 will confirm:

2.1 Which periodic training programme is the centre intending on delivering?

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 addressed or highlighted e.g. outstanding audit findings, escalations, intelligence etc.

2.2.2. Details of senior personnel 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).

2.2.3 Indication of if those senior personnel were involved with a centre where DVSA/DVA suspended or withdrew the approval.

2.2.4 Details of previous involvement in centres where the approval was suspended/withdrawn due to non-compliance will help us understand if there are any outstanding issues and what additional information/assurances may be required.

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.

Section 2: Approval Details

2.1 Please indicate the type of approval you are seeking:

☐ Driver CPC (DCPC) Only

☐ Taxi Driver Periodic Training (TDPT) Only

☐ DCPC & TDPT

2.1.1 Please confirm the Competent Authority (GB/NI) for which you are seeking centre appr for the delivery of Driver CPC (DCPC)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?

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2.2.2 Has anyone of a senior capacity been linked with a previously approved Driver CPC centre?

☐ Yes (see 2.2.3) ☐ No (see 3.1)

2.2.3 Have they previously been involved in the delivery of Driver CPC where the DVSA/DV. have suspended or withdrawn centre approval on the basis of non-compliance?

☐ Yes ☐ No

2.2.4 If **Yes** - Please provide further details including the person's name, position, DCPC centre name and approval number.

Section 3 will confirm:

Check the 'Registered Details' on Companies House/Creditsafe (if applicable). If the centre has been previously approved, check to ensure there is no changes to the registered details which may impact the application e.g. change of legal entity.

Any changes to the legal entity or ownership 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:

Section 3: Registered Details

Important: 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.

3.1 Type of organisation - **Tick all that apply**

- Limited Company
- Sole Trader
- Partnership
- LLP (Limited Liability Partnership)
- Transport Operator
- Charity
- Local Authority
- Other (please specify)

3.2 If Sole Trader - Proprietor name:

3.3 If Partnership - Partner name(s):

3.4 LLP (Limited Liability Partnership):

3.4.1 Companies House registration number or Charity number (if applicable):

3.4.2 VAT No. (if applicable):

3.4.3 Registered address:

- 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.

Section 4:

The Scheme of Control and Confirmatory Statements are critical to the centre application, as they provide us with assurances that these key risk areas will be managed in line with the requirements. 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 5 and 6 will confirm:

5.1 If a centre wishes to be published on the Training Accreditation website, it offers them two key benefits:

- Validation of being an approved centre
- Increased publicity

Not every centre wants to publicise, therefore it is up to the centre to inform us if they wish to be.

Section 6

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.

Section 5: Publication

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

☐ Yes ☐ No

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 DVSA.

☐ Cheque (Please make cheques payable to DVSA)

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

☐ BACS (Please use the bank details below):

Bank Name: Nat West
Sort Code: 60-70-80
Account Number: 10004440

Please ensure your remittance advice is included.

Name: _____

Position: _____

Date: _____

6.2 Application checklist

☐ Payment Details (including remittance advice if paying by BACS)

☐ Scheme of Control

☐ Read and agreed to each of the relevant confirmatory statements

Scheme of Control

A Scheme of Control (SoC) is a document which supports the application form and details the way an organisation monitors and manages the training delivered to assure DVSA/DVA that they are compliant with the requirements and minimise risks 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, to ensure the centre is operating in accordance with the conditions of approval and SoC

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 sections covering key risk areas, with sub questions that 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.

1. Organisation Structure: The scale and complexity of the organisation has an impact on risk. You need to understand this to assess the relevant risks and the detail required within the Scheme of Control. 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 Organisational Chart relating to the delivery and management of periodic training to provide us with an overview including the number of personnel involved with periodic training, number of training sites, and whether training will be delivered to internal employees, third parties or both. This helps us to understand the levels of control required

   b) Communication

We would expect the centre to confirm how they will communicate updates and feedback to key personnel involved in the delivery of Driver CPC training. This may be supported by internal newsletters, memos, emails which are forwarded from DVSA/DVA etc.

Internal Quality Assurance: the centre should tell us about the systems they have in place to directly observe and manage training standards, to assure us that courses delivered in accordance with the approval documentation, are compliant and to a high quality and standard:

   a) Frequency

We need to understand how often the centre will observe and monitor course delivery including over what period. Details of how often, how they record the findings/outcomes and how the 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) Number of Audits

We need to understand the number of audits compared to the number of courses being delivered (as a percentage). You should review the number of courses and known trainers to determine if the percentage suggested is proportionate.

   c) Volumes

Centres should conduct internal quality assurance proportionate to the volume of training they are delivering. We need to understand how many audits they will conduct (as a percentage) over what period.

   d) The Process

Centres may have varied methods of conducting quality assurance including but not exhaustive to unannounced audits, mystery shopper etc. In addition, 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. We need to understand what methods the centre intends to use.

d) Recording

It is important that the centre maintains a record of the quality assurance undertaken to demonstrate any issues found, action taken, and the outcome achieved. The centre needs to provide details on how this is recorded so you can understand the process. An example of an 'Internal Quality Assurance Sheet' can be found at: https://www.jaupt.org.uk/docs-guides-and-links/driver-cpc-dcpc

Trainer Skills, Qualifications & Development: The trainer(s) used to deliver periodic training must have appropriate qualifications/experience in delivering training and subject knowledge and experience in the content being delivered. Here we need to know:

a) Benefits of Periodic Training

How the centre will ensure that the trainer(s) promote the benefits of periodic training appropriate to the driver's development and the needs of their employer.

b) Five Years

How will the centre ensure that the trainer(s) encourage drivers to understand the benefits of undertaking training over a five-year period.

c) Engagement & Knowledge Transfer

How the centre will ensure that the trainer(s) promote participation, engagement, and check knowledge transfer.

d) Trainer Communication

It is important key messages are clear, concise, and accurate so they can be easily understood. You need information on how the centre will ensure that their trainer(s) are doing this.

e) Group-based Learning

Where appropriate, how the centre will ensure their trainer(s) promote group-based learning and interaction

f) Questioning and Listening Skills

To gauge knowledge transfer and promote interaction you need to know how the centre ensure that their trainer(s) use appropriate questioning techniques and listening skills.

g) Record of Trainers

We would expect the centre to confirm that they already use or plan to use a 'Trainer Master Record' which details trainer names, training delivery skills, qualifications and subject knowledge and experience. This should be used to form the basis of their trainer/course allocation, to ensure effective course delivery. A sole trader that does not employ anyone else will not require this. An example of a 'Trainer Master Record can be found at: https://www.jaupt.org.uk/docs-guides-and-links/driver-cpc-dcpc

h) Evidence of Skills/Qualifications

The centre will need to evidence that the trainer has the appropriate training delivery skills qualifications and subject knowledge and experience to deliver the course.

i) Trainer Details

The centre should confirm that they will provide the name and details of each trainer for each course application they submit.

j) Changes to Trainers/Course Approval Documentation

We need to understand how any changes to the trainer(s) or course approval documentation will be communicated to DVSA and recorded for audit purposes.

k) Continual 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.

l) Processes

The centre needs to tell us how they will ensure that their trainers are familiar with processes relating to the delivery of periodic training e.g. identity, eligibility checks, late arrivals etc. This could be done via the induction process, internal quality assurance checks, standardisation meetings etc.

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. -Centres should provide information on:

a) Appropriateness of Course Content

How the centre will ensure the course content is appropriate. Centres may decide to use the trainee(s) feedback as part of this. If so, how will this be recorded and implemented?

b) Benefit

How the centre will measure the benefit of the course to the driver(s) e.g. meaningful, interesting, worthwhile.

c) Relevance

Information on how the centre will review/ensure the content of the course is relevant to the sector they are delivering to and the drivers on the course.

d) Evaluation by the trainer and trainees

When will the trainer(s)/trainees provide feedback, how will this be recorded and what will be done with the feedback? Trainee feedback will usually be gathered via feedback forms, and is used to help improve training programmes and the overall experience.

Trainers provide feedback to evaluate content and amend as necessary to adapt to change and ensure training requirements are achieved. In some cases, trainers will observe each other and will provide feedback on delivery. Using this method training & development can be identified.

e) Reviewing Courses

It is important that centres review their courses and implement any required changes before resubmitting it for approval. 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.

f) Impact of Changes

Following implementation of changes how will the centre review the impact of the changes, who is responsible for the review and how often will it be done?

g) Delivery Techniques

The trainer is critical to the delivery of a course and how it is received by the driver(s). The trainer can bring a course to life making it interesting and engaging, for all in attendance despite their learning styles. It is important for us to understand how a centre will review trainer delivery and the tools to support this e.g. course content, resources, aims and objectives to promote effectiveness.

h) Complaints

Customer complaints are a form of feedback and centres should have a complaints procedure in place to deal with these effectively. We need to understand the process should an individual or an organisation raise concerns. For example, who deals with complaints? What is the service level? How will they feed into review of continuous improvement?