Scheme of Control

The Scheme of Control (SoC) must set out in detail the way you monitor and manage training delivered by your centre, to assure DVSA/DVA that it is compliant with statutory requirements and delivered to a high quality and standard. You will need to demonstrate how the SoC addresses the risks in relation to the size and structure of your business.

DVSA and DVA will conduct centre and course audits to ensure that your centre operates in accordance with the conditions of approval and the SoC.

1. Organisation Structure

The scale and complexity of the organisation has an impact on risk. We will assess the suitability of the control measures and procedures that you tell us about against the nature of the business e.g. inhouse or commercial training provider (or both) and size of the organisation.

a) please provide an 'Organisational Chart' relating to the delivery and management of Driver CPC. This should include the scale and size of the organisation e.g. an overview including the approximate number of personnel involved in Driver CPC, training sites, and whether training will be delivered to internal employees, third parties or both
b) explain how you will communicate updates and feedback (including changes in legislation) to personnel involved in the delivery of Driver CPC training.

2. Internal Quality Assurance

You will need to tell us about the systems you have in place to directly observe and manage training standards, to assure DVSA/DVA that courses delivered in accordance with the approval documentation are compliant and to a high quality and standard. You will need to include information about:

a) how regularly you will observe and monitor course delivery
b) the number of audits compared to the number of courses being delivered (as a percentage)
c) how you will approach course monitoring i.e. announced or unannounced observations, 'mystery shoppers' etc
d) how you will address any identified non-compliance issues or shortfalls in training delivery and trainer's knowledge etc
e) for audit purposes, how you will maintain a record of any issues identified, action taken, and outcome achieved. An example of an 'Internal Quality Assurance Sheet' can be found at: https://www.jaupt.org.uk/docs-guides-and-links/driver-cpc-dcpc

3.Trainer Skills, Qualifications & Development

Tell us how you will manage trainers delivering Driver CPC to ensure they have the appropriate knowledge, skills, and qualifications to deliver high quality training. It is expected trainers will:

a) promote the benefits to drivers of undertaking periodic training that is appropriate to their development and the needs of their employer
b) encourage drivers to understand the benefits of arranging their training over five years
c) create a climate that promotes participation, engagement, and knowledge transfer
d) communicate effectively and accurately
e) facilitate group-based learning appropriately
f) use appropriate questioning and listening skills to gauge knowledge transfer

It is expected that you will:

g) maintain up to date record of trainers
h) evidence a trainer has the appropriate qualifications, skills, knowledge, and experience to deliver the periodic training course
i) provide trainer name and details at application stage
j) inform us of any changes to trainers and/or the course approval
k) ensure trainers undergo continual professional development
l) ensure trainers are familiar with your processes and procedures relating to Driver CPC training

4.   Course Evaluation

Trainees should have an opportunity to provide feedback. Good practice means that you will need to continually monitor and assess the course to identify areas for improvement.

You will need to tell us how you will ensure:

a) the appropriateness of course content
b) drivers' benefit from the course e.g. meaningful, interesting, worthwhile
c) the course content is relevant to the industry sector and the drivers on the course
d) the course content is evaluated by the trainer and trainee(s)
e) feedback is used to update the course content before it is resubmitted for approval e.g. course audit, evaluation questionnaires and post course review meetings
f) that changes are made where appropriate, and how you will monitor the impact of these changes
g) that different delivery techniques accommodate various learning styles and are effective to ensure drivers are engaged e.g. revisit/review the course content, materials, and the aims and objectives
h) that customer complaints are appropriately managed and acted upon, should an individual or organisation raise a concern with the training you have provided for the purposes of Driver CPC and Taxi Driver training (as applicable)