



RTITB MASTER DRIVER FOR CPC CONSORTIUM

CONSORTIUM MEMBER GUIDANCE

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INTRODUCTION

RTITB Limited has, following extensive consultation with the road freight and logistics industry, formed a consortium: Master Driver for CPC (MDC).

The consortium's objective is to provide high quality periodic driver training as required by EU Directive 2003/59 in a manner which is cost effective, consistent, reliable and robust and which is delivered using uniform training materials and systems at its core, to which training "with particular emphasis on specific operating environments" can be added in meeting the training objectives agreed and approved by the Joint Approvals Unit for Periodic Training (JAUPT), on behalf of the Driving Standards Agency (DSA).

MDC Members have contractually agreed to deliver periodic driver training in accord with the requirements of:

- The RTITB MDC member guidance
- The Master Driver Registration Scheme (MDRS) user guide (see appendix 3)
- The JAUPT as described by "A Guide to Periodic Training for Employers and Training Providers to the Road Passenger and Road Freight Industries" (see appendix 1) and
- The "Guidance for Consortia and Consortia members" (see appendix 2).

It is imperative that instructors and those supporting instructors in managerial and administrative roles comply with all of the above requirements in order to provide drivers with appropriate timely training so as to maintain and enhance their professional status and that of their employers and the industry as a whole.

ABOUT DRIVER CPC

Driver CPC (Certificate of Professional Competence) was introduced across the European Union to raise standards and improve safety. All professional bus and coach drivers and drivers of lorries of 3.5 tons and upwards, licence categories C, C1, CE, C1E must hold a Driver CPC in order to drive professionally.

The Driver CPC directive will not apply to all drivers and a list of exemptions is provided on page 5, paragraph 2.7 of the JAUPT “A Guide to Periodic Training for Employers and Training Providers to the Road Passenger and Road Freight Industries” (see appendix 2)

The list is not exhaustive and is intended only as a guide. It is recommended that in all cases where it is felt that an exemption applies, drivers and operators seek specialist independent legal advice.

Affected drivers will need to complete a minimum of 35 hours of JAUPT approved training within every 5 year cycle starting on September 10th 2008 for bus and coach drivers and September 10th 2009 for lorry drivers.

Those who held licences in category C, C1, CE, C1E on the date of introduction were granted acquired rights (Grandfather Rights) up until 9th September 2014. Before September 9th 2014 those who wish to continue driving for a living will need to have completed 35 hours of JAUPT approved periodic training.

Acquired rights do not apply to licence entitlements coded 101 (not for hire and reward). Drivers will need to take the initial qualification if they wish to drive professionally.

Periodic training is continuous professional development for bus, coach and lorry drivers. It carries on throughout the professional drivers’ career – no matter how infrequently they drive and requires those who drive for a living to complete a minimum of 35 hours of JAUPT approved periodic training during every five year cycle for as long as they wish to drive for a living.

The minimum length of a periodic training course is 7 hours. Courses can be split into two parts of 3.5 hours subject to JAUPT approval. However the second part must start within 24 hours of the completion of the first part, in order to count towards Driver CPC periodic training.

Periodic training should be designed to complement a driver’s work and be relevant to their everyday job, only direct training and contact time (time with an approved trainer) counts towards the periodic training requirement.

For existing drivers their “acquired rights” means that their driving licence will be accepted as proof of their DCPC status until they have completed their 35 hours of periodic training in the first five year cycle, at which point holders of a GB/NI photo card licence will be issued with a Driver Qualification Card (DQC) and there will be no charge for the card at the point of issue. The DQC will be issued to new drivers when they pass the Initial Qualification. Drivers must carry their DQC whilst driving professionally and there are penalties for driving without

one. Lost, stolen or damaged DQCs must be reported to the DSA within 7 days and a new one applied for, there will be a charge for replacement DQCs.

DQCs will be sent to the address shown on the drivers' licence, so it is important to ensure that details are kept up to date with DVLA.

Once a card has been reported as lost or stolen a driver may drive for up to 15 days without a DQC whilst a replacement is being sent to them.

DRIVERS WITH LGV LICENCES FROM OTHER COUNTRIES

Periodic training must be completed in the drivers' country of employment or residence. Drivers from other EU member states, who are based in the UK, can undertake periodic training in the UK if residing here for longer than six months in a calendar year.

Training completed in another EU state, where the driver is employed or resident will count towards periodic training in the UK.

THE ROLE OF JOINT APPROVALS UNIT FOR PERIODIC TRAINING (JAUPT)

The Driving Standards Agency in GB and the Driver & Vehicle Agency in NI, as the appropriate government agencies, have set up an approvals body, the Joint Approvals Unit for Periodic Training (JAUPT).

The JAUPT ensures that a consistent approach to training centres and courses is maintained across the LGV and PCV industries. Training centres that are approved in NI will also be approved to deliver periodic training in GB, and training centres approved to deliver periodic training in GB will also be approved to deliver periodic training in NI. The two sector skills councils, Skills for Logistics and GoSkills, manage the JAUPT, which is based in Milton Keynes.

The JAUPT is responsible for:

- approving training centres and consortia
- approving course content
- issuing a unique number for each training centre, consortium and each course
- managing the quality assurance process for training centres, consortia and courses
- ensuring that standards and approval criteria are upheld

THE ROLE OF RTITB

RTITB is recognised by the JAUPT as the Master Driver for CPC lead MDC member. JAUPT expects RTITB, as the lead member, to manage the consortium and hold relevant and up to date documentation on all members. RTITB is therefore obliged on behalf of MDC members, and as required by JAUPT to:

- Maintain RTITB Master Driver for CPC as an Approved Training Course with JAUPT
- Update and maintain the Master Driver Registration Scheme database to allow training information to be entered and accessed on-line, to provide quality data and to upload relevant data to the DSA
- Ensure that MDC members meet the requirements of RTITB and the JAUPT as described by;
 - “ A Guide to Periodic Training for Employers and Training Providers to the Road Passenger and Road Freight Industries “
 - the “Guidance for Consortia and Consortia Members”
 - The RTITB, MDC MDC member guidance
 - The Master Driver Registration Scheme user guide
- Monitor the training provided by MDC members by means of gathering initial membership information and thereafter by regular inspection visits to ensure quality standards are maintained
- Provide appropriately qualified and experienced trainers registered with RTITB for the provision of MDC periodic training with module delivery training for the modules they are eligible to deliver on behalf of MDC members
- Provide marketing information regarding the MDC Members and their training activities via a web site and electronic news letter
- Provide a dedicated administration system to ensure that records and information are up to date

WHAT IS MASTER DRIVER FOR CPC?

Master Driver for CPC (MDCPC) is a complete system to deal with periodic training. The comprehensive training module presentations and printable documents are provided on a single DVD available only to MDC members. MDC periodic driver training records are online – the Master Driver Registration Scheme (MDRS) - so drivers' MDC periodic training records can be reviewed and updated at any time by appropriately authorised MDC member staff. The training records include assessment results and descriptive details of the courses undertaken by drivers. .

As Driver CPC periodic training regulations require attendance only, drivers' training hours are uploaded to the DSA data base by RTITB regardless of the outcome of the Master Driver Assessment.

Drivers who meet the standard are provided with a Master Driver certificate, whilst those who do not, receive a record of attendance and feedback identifying areas in which they did not demonstrate the requisite level of skill or a complete understanding. Certificates, records of attendance and assessment feedback sheets are produced centrally by RTITB following validation.

MDRS also provides MDC Members with password protected online access to a range of 'management' reports which can be used to plan and monitor a driver's progress in achieving the Driver CPC requirements.

Ten JAUPT approved 3.5 hour Master Driver for CPC modules, available only to MDC Members, can be combined providing 45 seven hour course combinations, creating flexibility and maximising Driver CPC training opportunities.

Additionally relevant existing employer training materials can be added to the modular training provision in order to meet the approved training objectives and ensure that the training provided complements a driver's work and is relevant to their everyday job.

DELIVERING MASTER DRIVER FOR CPC?

MDC training can only be delivered by organisations (training companies and transport operators – limited companies or sole traders) who have signed a current contract with RTITB accepting the terms and conditions of membership of the RTITB Master Driver Consortium.

MDC training courses can only be delivered by RTITB registered and appropriately qualified instructors. Instructors must also have attended a MDC module delivery training course relevant to the modules the instructors are registered and qualified to deliver. Instructors delivering practical (in-cab) driver training must have held the appropriate driving licence for at least three years to comply with the accompanying drivers rules. Instructors and the MDC member for whom they deliver practical training must ensure that compliance with this requirement is maintained in line with legislative changes communicated by DSA or other statutory bodies.

In order to complement a driver's work and be relevant to their everyday job, it is important to make the MDC periodic training courses as relevant as possible, this can be achieved by referring the course content to the working environment of the drivers attending MDC periodic training. Where possible and safe to do so, make use of practical examples, when dealing with daily vehicle checks for example, use a vehicle to demonstrate how to carry out the "walk round" check.

The duration of the course must be at least 7 hours excluding breaks for refreshment and assessments. All of the 45 courses consist of two 3.5 hour modules and may be delivered in two parts providing the second part of the course starts within 24-hours of the first part ending. If a course is to be split in this way it is extremely important that it is organised so that it can be delivered within these strict rules. If drivers do not attend both parts of the course none of the training time can be uploaded to the DSA database and none of it will count towards the absent drivers' CPC.

Where courses are over seven hours but can be delivered in blocks of seven hours, i.e. RTITB's LGV Instructor and Assessor courses, the full course must:

- Be delivered within the course approval year.
- Be completed for the hours to count towards Periodic Training e.g. if a driver completes only 28 hours of a 35 hour course, none of the hours will count, as the full course has not been completed.

Where courses are over seven hours but not divisible into blocks of seven hours (e.g. courses of 10 or 15 hours) the full course must:

- Be delivered over consecutive days and within the year of approval.
- Be completed for the hours to count towards Periodic Training e.g. if a driver completes only seven hours of a 10 hour course, none of the hours will count, as the full course has not been completed.

DELIVERING MASTER DRIVER FOR CPC?

The 45 Master Driver for CPC periodic courses are organised as 7 hour stand alone courses, which can be delivered on consecutive days; the course running on each day having been pre registered and driver's records having been completed and uploaded to MDRS for each day. This is to minimise the potential of the requirement to complete a full course (except in exceptional circumstances and at the discretion of JAUPT) in order for the hours to count towards the driver CPC. So that if a driver is taken ill or called away from a course as a result of unavoidable operational need each 7 hour day previously completed is counted towards the driver CPC periodic training hours requirement.

Periodic training must be completed in the drivers' country of employment or residence. Drivers from other EU member states, who are based in the UK, can undertake periodic training in the UK if residing or working here for longer than six months in a calendar year.

MDC members who deliver training for drivers from other EU member states should ensure that drivers provide documentary proof of employment/residency as described above in the form of one or more of the following;

- A statement from a UK employer confirming dates of employment for a period of at least six months in a calendar year
- Utility bills for the drivers place of residence for a period of at least six months in a calendar year
- A statement from a landlord or a tenancy agreement confirming residence for a period of at least six months in a calendar year

It is envisaged that further guidance regarding proof of residency / employment will be provided by JAUPT and / or DSA to further clarify the position in the near future.

MDC periodic training can be delivered using the services of an interpreter. The interpreter should be the same nationality as the drivers attending training and must be present for the whole of the course and be available for interview by RTITB monitoring officers and/or JAUPT/DSA auditors. If an interpreter is to be used the course should be organised so that all of those attending benefit from the interpreter's presence and timings may need to be extended. A RTITB registered and appropriately qualified instructor must be present throughout the drivers training.

PRE REGISTERING MDC COURSES

All training courses must be pre registered at least 24 hours before course commencement on the MDRS database. For detailed instructions on how this is done see the MDRS user guide appendix 3. The pre – registration of courses is a JAUPT requirement and failure to comply may result in the training being ineligible for upload to the DSA.

MDC members are encouraged to register courses and available places as soon as possible as this information is displayed by the RTITB website and employers and drivers can access this information in order to find courses available in their locality.

ON THE DAY THE TRAINING COURSE TAKES PLACE

MDC members must ensure:

- The number of drivers attending MDC periodic training does not exceed the course maximum
- Facilities and vehicles, where appropriate, are suitable to accommodate in safety and comfort the number of drivers attending MDC training.
- That a formal identity check is carried out and recorded confirming the identity of each driver on a course. This requires a visual check of an official form of identification of either;
 - a passport and 'old style' paper driving licence or
 - photocard and counterpart driving licence.

It is essential that drivers attending training bring with them on the first day of training one of the forms of identification mentioned above and the need to do so should be emphasised to drivers via joining instructions etc. If drivers fail to provide one of the above forms of acceptable identification their training hours will not count towards periodic training.

Registration forms must be completed by each driver attending the course. Driver registration forms must be completed on the day the training course takes place and can be downloaded from the MDRS database (see appendix 3- printing course documentation) at any time.

Assessment papers for the chosen course must be downloaded from the MDRS database. (See appendix 3 printing course documents)

ON COMPLETION OF THE MDC TRAINING COURSE

Each driver must complete a course feedback sheet and the cumulative results of the feedback entered to MDRS (see appendix 3 entering course results). Driver feedback informs the RTITB monitoring / development process and is part of the official course delivery procedures and is a requirement of JAUPT.

Exceptionally poor feedback will result in enquiries from RTITB in order to help raise standards.

Drivers feedback sheets must be retained by MDC members and will be reviewed during monitoring.

MDC ASSESSMENTS

The MDC assessments are completed by drivers following training course closure and the time taken to undertake assessment does not count as training time.

Drivers who have additional support needs may have the assessment questions and possible answers read to them verbatim by the course instructor and the instructor may then select the answers chosen verbally by the driver on their behalf. The instructor must ensure that they do not lead the drivers' response.

Interpreters may also be used to interpret questions and possible answers as described above. Instructors must be present during assessments.

Timing of assessments being delivered verbally by instructors or by interpreters may be extended by 50%. MDC members should notify RTITB in advance of the use of interpreters.

Verbal delivery of assessments should be conducted on a "one to one" basis and in a manner which respects confidentiality.

UPLOADING INFORMATION TO MDRS

The results of assessments, together with all the information relating to the delivery and completion of the training course, are uploaded to MDRS in accordance with the procedures set out in the MDRS user guide, the accuracy of the driving licence number is critical. (see appendix 3 – entering course results). This information must be uploaded to MDRS within 5 working days. The appropriate information is then transferred to the DSA database by RTITB within 5 working days of receipt of correct information/data.

DSA has stipulated that DCPC periodic training data must be uploaded to them within 10 working days of course completion.

Master Driver certificates or receipts of training and assessment feedback reports will be despatched to the MDC members designated administration address within 10 working days of receipt of correct course information / data.

QUALITY ASSURANCE

All active MDC Members will be subject to annual monitoring by RTITB. Monitoring visits may be conducted without prior notice. MDC members may also be subject to auditing by JAAPT and/or DSA. Monitoring and audit visits will involve the following:

- Inspection of documentation and procedures, including:
 - Records of training delivered (including name of trainer)
 - Trainer qualifications/experience for delivery of specific courses
 - Up-to-date records of sub-centre addresses (or any other locations where training is delivered)
 - Health & Safety
 - Quality Assurance
 - Equal Opportunities
 - Data Protection
 - Vehicle Documentation (if appropriate)
 - Complaints and Refunds
 - Identity Checks
 - Proof of adequate public liability, professional indemnity and/or employers' liability insurance
 - Driver Feedback Sheets
 - Assessment Papers (RTITB only)

- Evaluation of MDC member resources, including:
 - Suitability of premises used for the delivery of training
 - IT systems and resources
 - Administrative systems and staff
 - Secure document storage/archive facilities (documents must be stored for at least 6 years)
 - Provision of training materials and vehicles if appropriate
 - Systems for maintaining consistency across multiple sites

- Observation of Training
 - Appraisal of the delivery of a course by sitting in on the course for at least two hours at the start or finish
 - Discussion with drivers attending the course (discussion is subject to driver agreement and must be conducted in a manner and at a time which does not impact negatively on course delivery)

RTITB AND MASTER DRIVER FOR CPC CONSORTIUM MEMBERS ACCESS AND EQUAL OPPORTUNITIES

RTITB and Master Driver for CPC MDC members undertake to encourage equal access and opportunity to all who wish to undertake driver CPC periodic training. It is a requirement that all MDC Members offering Master Driver for CPC periodic training:

- adhere to all relevant legislation relating to discriminatory practice
- make it clear that requests for training are welcome from all people, regardless of age, race, gender, religion, disability or sexual orientation
- treat all drivers equally in terms of access to training, objectivity of training and appropriate assessment methods
- market training as being open to all, regardless of age, race, gender, religion, disability or sexual orientation
- provide opportunities for disadvantaged groups by identifying and implementing appropriate actions
- provide evidence for any or all of the above, at the request of RTITB or JAUPT

COMPLAINTS PROCEDURE

RTITB Limited (RTITB) operates a Quality Management System that meets with the requirements of ISO9001: 2008.

Complaints/concerns regarding services provided by RTITB or MDC members should be submitted in writing or by email to RTITB at the address below, the letter/email should outline the nature and details of the complaint /concern including where appropriate, dates of training, the name of the MDC member, course title, training venue and instructor(s) names. RTITB will process all non frivolous complaints / concerns as described by its procedure OP/005 – Problems/Customer Complaints /corrective and preventative action, a copy of which can be obtained upon written request. The purpose of this procedure is to ensure that all problems and complaints are dealt with effectively and that appropriate corrective and preventative action is taken.

Address complaints /concerns to:

RTITB Limited
Access House
Halesfield 17
Telford TF7 4PW
Email: masterdrivercpc@rtitb.co.uk

Appeals Procedure

Should a MDC member / potential member / Instructor wish to appeal a RTITB decision to:

- Decline an initial application for MDC membership
- Decline to renew annual MDC membership
- Suspend or remove MDC membership
- Suspend access to the MDRS data base
- Refuse to upload training information to DSA
- Suspend an Instructor's registration
- Remove an Instructor's registration
- Decline to register an Instructor

Within 5 working days of a disputed RTITB decision the appellant should submit in writing / email to RTITB under a heading of Corporate Confidentiality, at the address below, the grounds / rationale for appeal, copies of all relevant correspondence, any supporting information.

The Managing Director of RTITB will, within 5 working days of a rational appeal, chair a review the appellants submission together with at least 2 senior managers of RTITB who have not been directly involved in the disputed decision. The JAUPT will be invited to express an opinion which will be taken into account in reaching a majority decision to uphold or decline the appeal.

COMPLAINTS PROCEDURE

If the appellant remains dissatisfied they may request in writing/ email under a heading of corporate confidentiality within 5 working days of the review, that the appeal is taken to the next and final stage. The RTITB Managing director will call together, within 15 working days, 3 representatives from the RTITB Governance Advisory Committee and a lay advisor. The “appeals panel” will be chaired by the Governance Advisory Committee Chairman or a deputy duly appointed by him. Prior to the appeals committee sitting the JAUPT will be invited to express an opinion which the committee will consider in reaching a majority decision regarding the outcome of the appeal.

The Managing Director
RTITB Limited
Access House
Halesfield 17
Telford
TF7 4PW

Email alex_nelson@rtitb.co.uk

HEALTH AND SAFETY POLICY

RTITB Limited views the health and safety of drivers undertaking MDC periodic training with MDC Members' as of primary importance. It is a requirement, therefore, that all MDC Members agree to the following:

1. Provide evidence of compliance with all current health and safety legislation.
2. Provide evidence of a written Health and Safety Policy which undertakes to:
 - (a) provide at all times safe working procedures, good working conditions and a healthy environment
 - (b) provide safety instruction and training to all personnel
 - (c) provide means of consultation on safety, health and welfare matters for employees
 - (d) provide facilities for safety representatives to carry out their statutory functions
 - (e) examine all safety and health aspects associated with new working practices, prior to their introduction
 - (f) encourage co-operative attitudes amongst all employees to maintain a safe working environment
 - (g) ensure that the standards of safety and health apply equally to visitors and contractors
 - (h) Ensure that the personnel with specific responsibilities for implementing the Health and Safety Policy are named, together with their designation and areas of responsibility and jurisdiction
3. On request, MDC Members will provide evidence of the above described policy to the RTITB monitoring staff.
4. MDC Members will provide access to its premises, training sites or off-site training venues for the purpose of health and safety monitoring, upon the request of monitoring staff.