

OPERATOR LICENCE AWARENESS TRAINING COURSE JOINING INSTRUCTIONS

Remote Operator Licence Awareness Training Course

Course start time:

08.00 each day (unless informed otherwise) please log in at least 10 minutes before course starts

Before a course:

1. Book your place by calling 0800 112 5900 or via email to: info@drivercpc4u.co
2. Provide us with your mobile phone number and email address
3. Ensure that you have a reliable internet service and a PC, laptop or tablet that has a camera and a microphone. **PLEASE NOTE: Smartphones may not be used**
4. Download the Zoom app on to your PC, laptop or tablet:
 - For PCs and laptops: www.zoom.us/download (download Zoom Client for Meetings)
 - For iPads: apps.apple.com/us/app/id546505307
 - For Android tablets: play.google.com/store/apps/details?id=us.zoom.videomeetings
3. Send a clear, photographed copy of both sides of your driving licence at least 24 hours before the course. This can be sent by:
 - MMS or WhatsApp to: 07922 407781
 - Email to: info@drivercpc4u.co
4. Make sure you are aware of our remote training course terms and conditions, available at: www.drivercpc4u.co/terms
5. We will provide any relevant course notes or materials to you via email

On the day of the course:

1. Ensure that you are in a location that will offer the minimum of distractions
2. Log in to Zoom using these details:
 - Meeting ID: 565-880-4419
 - Passcode: 123456
 - **PLEASE NOTE: Courses will start promptly, and all attendees must have logged in at least 10 minutes prior to the course start time**
3. If you have any problems connecting to the course you can call the trainer directly on 07922 407781

After the course:

1. A Certificate of Attendance will be sent to you via email
2. Driver CPC courses will be uploaded to DVSA as soon as possible after course completion
3. You will receive an email asking you to provide feedback via an online survey (your participation would be greatly appreciated)

Please call 0800 112 5900 or email info@drivercpc4u.co if you have any problems or questions

T: 0800 112 5900 E: info@drivercpc4u.co W: www.drivercpc4u.co F: www.facebook.com/drivercpc4u

1. Definitions

- 1.1 Training Provider means Driver CPC 4U Ltd. Registered office: 1a Rhodes Avenue, Bishops Stortford, Herts CM23 3JL.
- 1.2 Customer means the person booking and/or paying for and/or attending training courses held by the Training Provider.
- 1.3 Candidate means any person attending a training course.
- 1.4 Training Course means any classroom-based training, remote training, e-learning, webinars, examinations or consultations held by the Training Provider.

2. Bookings

- 2.1 Bookings will only be accepted by the Training Provider by means of letter, telephone, email or in person and will then be confirmed by email where required.
- 2.2 Some training courses require a completed booking form to be returned by the Customer and a deposit to be paid, this will be notified at the time of booking.
- 2.3 By booking, paying for or attending a course, Customers agree to be bound by these terms and conditions.
- 2.4 The Training Provider may refuse to accept a booking where:
 - a) Training Courses are not available
 - b) Authorisation for a Customer's payment is not obtained;
 - c) There has been a pricing or product description error;
 - d) The Customer or Candidate does not meet any required eligibility criteria

3. Prices and payments

- 3.1 All training course prices will be subject to the current rate of VAT.
- 3.2 Where required, the Customer may have to pay either a deposit or full payment for a Training Course, at least 7 days prior to the course start date.
- 3.3 Payment terms are strictly 7 days from the date of invoice.
- 3.4 In the event of payments not being made within the required time, the Training Provider may exercise the right to cancel any training course(s) booked.
- 3.5 Customers who fail to pay any outstanding payments owed to the Training Provider will additionally be responsible for any costs incurred by the Training Provider in the recovery of those payments.

4. Cancellations, late arrivals and non-attendance

- 4.1 In the event of cancellation of a Training Course by Driver CPC 4U Ltd, Customers will be offered either a full refund of any payments already made or a transfer to a suitable, alternative course.
- 4.2 Training Courses may be changed from classroom-based to remote training as required, Candidates who are unable to attend remote courses will be offered a refund or an alternative course as per 4.1 above.
- 4.3 Cancellation of a training course by a Customer or Candidate, with less than 48-hours' notice will result in the entire course cost being forfeited.
- 4.4 The Training Provider reserves the right to remove any Candidate from any training course due to unacceptable behaviour or conduct. In this event no refund for any fees already paid shall be given.
- 4.5 Late arrival of candidate for any course may result in access to the course being refused. In this event no refund for any fees already paid shall be given.
- 4.6 Non-attendance of a Candidate with no notice having been given, will result in the entire course cost being forfeited.

5. Data Protection and Fair Processing

- 5.1 By attending a training course or an exam, customers agree to be bound by this policy. Any questions regarding this policy and our privacy practices should be sent by email to info@drivercpc4u.co, or by telephone on 0843 289 3211.
- 5.2 Driver CPC 4U Ltd may collect data from customers when they contact us, either on the telephone or via email. The type of information collected includes:

- Contact details
- Photographic image
- ID details (e.g. driving licence, passport, digital tachograph card, Driver Qualification Card)

5.3 This information may be used to:

- Upload completed periodic Driver CPC training hours on the Government's Recording and Evidencing (R&E) database;
- Record your attendance of ADR courses with the Scottish Qualification Authority (SQA);
- Administer your enrolment for Management CPC exams with the Chartered Institute of Logistics and Transport (CILT);
- Complete an attendance certificate;
- Provide you with other goods or services to you or seek your views or comments on the services we provide - if you agree;
- Notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you;

5.4 Retention periods for personal information are reviewed on a regular basis. Driver CPC 4U Ltd are legally required to hold some types of information, for example data about periodic training, to fulfil a statutory obligation for up to six years. This includes driving licence/ID data, contact information and photographic images.

5.5 Customers' information may be shared with:

- SQA for the purpose of enrolling you on an ADR course and conducting the required exams
- CILT for the purpose of enrolment for the Management CPC exams
- Joint Approvals Unit for Periodic Training (JAUPT) for them to monitor and manage approved Driver CPC centres and any training uploaded to the DVSA system
- Where necessary, EU member state authorities to confirm qualifications and entitlements abroad

5.6 Customers that wish to access to the data held on them must contact Driver CPC 4U Ltd by email at info@drivercpc4u.co, or by telephone on 0843 289 3211. Customers have the right to ask for a copy of the information Driver CPC 4U Ltd hold about them and to request that the data held is erased or rectified.

5.7 Customers may complain about the way their data is handled by visiting: <https://ico.org.uk/concerns/>

6. Complaints

- 6.1 Complaints can be dealt with by the trainer, if the complaint arises during a training course.
- 6.2 If the complaint is not satisfactorily dealt with, then Customers can make a formal complaint or feedback to the Training Provider in writing or by e-mail. The Training Provider will acknowledge the complaint within five working days of receipt.
- 6.3 Details of the Training Provider's complaints policy are available on request.

7. Health & Safety

- 7.1 Candidates must comply with the Training Provider's Health & Safety policy and their legal obligations under the Health & Safety at Work Act 1974 in addition to any other relevant provisions.
- 7.2 Details of the Training Provider's Health & Safety policy are available on request.

8. Miscellaneous

- 8.1 Candidates agree to provide details of driving licence, digital tachograph, driver card or passport where required for the purpose of identity checks to be carried out by the Training Provider.
- 8.2 Customers and Candidates must make all provisions to ensure that attendance of a training course do not infringe upon any legal requirements relating to drivers' hours and working time regulations.
- 8.3 The Training Provider accepts no responsibility for any damage or loss to Candidate's belongings and vehicles that may occur whilst attending a Training Course.
- 8.4 Unless otherwise stated, all training presentations and materials remain the copyright of the Training Provider.
- 8.5 Candidates may be required to undertake practical exercises during some Training Courses. If the candidate has any medical condition that would prevent them from doing so, they must inform the Training Provider in advance of the Training Course commencing.

9. Remote training courses

- 9.1 These terms and conditions are in addition to those listed above.
- 9.2 All training courses must be paid for in full at the time of booking.
- 9.3 Driver CPC 4U Ltd will confirm bookings and provide course joining instructions by email.
- 9.4 All training courses will be delivered using Zoom.
- 9.5 Candidates must have the following to be able to attend a remote training course:

- A reliable internet service
- A suitable PC, laptop or tablet that has a camera and a microphone (smartphones may not be used)
- The latest version of Zoom already downloaded onto that device
- Distraction free location from which they can attend the training
- For ADR courses only:
 - A scanner or other method of submitting required documents electronically

9.6 Candidates must provide the following prior to the course commencing:

- Proof of ID (any ID provided must comply with the current JAUPT/SQA guidelines, e.g. driving licence)
- For ADR courses only:
 - A photograph of themselves in a suitable digital format (e.g. jpeg)
 - A digital image of their signature
 - A completed candidate registration form

9.7 Course timings and modules will follow the existing programs approved by JAUPT/SQA.

- For Driver CPC courses only:
 - Candidates can achieve 7 hours of required training by attending either:
 - One full 7-hour session, or;
 - Two 3.5-hour sessions that are completed within 24 hours of each other

9.8 Candidate involvement is required, and they must fully participate in courses.

- 9.9 Where required, written practical exercises will be completed using Q&A sessions and by candidates completing and returning documents provided by Driver CPC 4U Ltd.
- 9.10 Where candidates are temporarily away from the view of the trainer or disconnected from the course due to a loss of internet service, they will be required to catch up on any missed training at a suitable time and date.
- 9.11 Each training session being delivered must be attended fully, failure to do so may result in a loss of training hours and fees paid.
- 9.12 All training sessions will be recorded to provide evidence of attendance.
- 9.13 Any candidate who disrupts or otherwise jeopardises any training will be removed immediately, and fees and training hours will be forfeited.
- 9.14 On completion of any training course, electronic certificates will be emailed as proof of attendance.

Driver CPC 4U Ltd - COVID-19 Classroom Training & Exam Policy v3.0 January 2022

What we have done:

- Provided hand washing and sanitation facilities
- Reduced class sizes
- Implemented social distancing measures
- Deep cleaned training rooms and facilities
- Instigated a daily cleaning program for training rooms and facilities
- Reduced shared contact points
- Provided appropriate PPE, where required
- Revised or removed any practical exercises to reduce shared contact
- Instigated a cleaning program for any practical exercise equipment
- Removed any shared documentation and provided any training materials digitally, where possible

What candidates must do:

- Not attend any training course or exam if they, or any member of their household, display any of the following symptoms of COVID-19: A new persistent cough; A high temperature; A loss of sense of taste or smell
- Not attend any training course or exam if they are required to self-isolate
- Scan the QR codes provided for the NHS Covid-19 Test and Trace app
- Be willing to submit to a temperature check prior to any training course or exam they attend
- Maintain appropriate social distancing from others and avoid any contact
- Wash hands and/or use hand sanitiser when entering or exiting training rooms and regularly throughout a training course or exam
- Inform us if they develop any symptoms of COVID-19 during a training course or exam
- Bring their own food and drink as we are unable to provide refreshment facilities
- Feel free to bring and use their own PPE (such as face masks or gloves), although any required PPE will be provided
- Inform us if they display any symptoms of COVID-19 up to 14 days after completion of a training course or exam so that other candidates, personnel and relevant health authorities may be notified

This policy has been developed in line with the latest government guidelines and will be subject to regular review.