



Driver CPC Consortium Member Remote Course Audit Feedback & Outcome Report

UK Driver CPC Network Limited

Complete

Organisation Name	UK Driver CPC Network Limited
Auditor Name	Matt Orrin
Date of Visit	16th Nov, 2020

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Audit Information

Member Name	UK Driver CPC Network Limited
Course ID	64010
Date of Audit	16th Nov, 2020
Auditor Name	Matt Orrin
Instructor Name	Christopher Chatt
Audit Timings	12:40 - 16:32 (3 hours 52 minutes)
Date audit report sent to member	21st Dec, 2020

Observations and Recommendations

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ID Checks

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The auditor was not in attendance when the ID check was carried out by the instructor before the morning module. The Instructor presented the MDRS Attendance form to the camera during the afternoon break. This along with the copies of the driver's licences confirmed that the drivers attending the course had the necessary eligibility.

MDRS Documentation

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It was confirmed that all MDRS documentation was completed correctly and in full when checked by the auditor.

Course Timings

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The session times were adhered to by the instructor throughout the auditors attendance.

Fair Processing Notice

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The auditor was not in attendance for the morning module where the 'Fair Processing Notice' was shared with the drivers and explained by the instructor. The auditor confirmed that he had seen the signed registration forms to confirm this.

Delivering as JAUPT Approved

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The instructor only delivered menus that had been stipulated as acceptable for remote course delivery. The instructor ensured engagement from all attendees throughout and checked the attendees remained in front of their cameras throughout his attendance.

Observation of Training

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The auditor joined the meeting as the instructor asked the drivers if they used a map or a sat-nav. The drivers provided their own experiences of both and the possible advantages and disadvantages. The instructor asked open questions to engage the drivers and encourage discussion. He had a good understanding of the subject as was able to ensure information was put in relevant terms to the drivers. He then asked the drivers if their companies operated preferred routes, in which one of the drivers shared his experiences of working for a pharmacy logistics company which meant that preferred routes were required and adhered to. The instructor went on to explain, using real world examples, why sometimes deviations from routes would be unacceptable to a company. The summary of the session was conducted to standard and in full.

At the start of each session, the aims and objectives were explained to the drivers with the instructor providing information using anecdotal information to make the information relevant. The instructor used real world examples to ensure that the drivers could relate to and understand the content. He also used questions to confirm the drivers understanding and retention of the information on a regular basis throughout the session.

The instructor used various different learning techniques. He asked drivers to spend five minutes writing down the potential causes of a bridge strike and to rank their answers from most likely to least likely. He also used the videos within the presentations and discussed these with the drivers. The instructor used good question techniques to ensure the discussion kept on track and time bound.

The last session was carried out as a quiz. The instructor asked the drivers to write down their answers to posed questions, providing time for them to formulate answers before moving on to the next question. Once all the questions had been asked the instructor went back to the start and asked nominated questions to the drivers. All drivers participated and engaged with the instructor offering possible answers. On each answer the instructor provided a full comprehensive answer which the drivers could fully understand and relate to.

At the end of the session, a conclusion was completed, in which the instructor asked the drivers what they would take away from the module and use back at work. The drivers gave their opinions of the information provided and what they thought was interesting and what they would use back at work. The drivers remained engaged with the instructor throughout and shared information in a free and open manner, testament to the environment the instructor had created within the meeting.

Audit Conclusion

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Shortfalls

Were shortfalls identified

No

Recommendations

Were recommendations identified

No

Appropriate Visit Outcome

Level 0 (Continued Membership)

Shortfalls indicated in this report should be completed within 15 working days of the audit being sent. These should be sent via email (audits@rtitb.com) or post (FAO Auditing Team, RTITB, Access House, Halesfield 17, Telford, Shropshire, TF7 4PW)

Please note failure to rectify shortfalls and notify RTITB of rectification within the specified timeframe may result in your membership being suspended. If you need further time to complete the shortfalls left, please email audits@rtitb.com for an extension.

Note: Audits are based on sample and where no issues are identified it does not necessarily follow that none exist