



# UK Driver CPC Network Ltd

Master Driver CPC Member Unannounced Audit Feedback & Outcome Report

Complete

Organisation Name

UK Driver CPC Network Ltd

Auditor Name

Laurie Moore

Date of Visit

📅 21st Sep, 2019

## Master Driver CPC Member Unannounced Audit Feedback & Outcome Report

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### Audit Information

Member Name UK Driver CPC Network Ltd
Course ID 60159
Location of Audit St. Peters Gate, Charles Street, Sunderland, SR6 0AN
Date of Audit 📅 21st Sep, 2019
Auditor Name Laurie Moore
Instructor Name Graham Welsh
Audit Start Time 🕒 7:00 AM GMT
Audit End Time 🕒 11:15 AM GMT
Duration of Audit 4 hours 15 minutes
Date audit report sent to member 📅 1st Nov, 2019

## Feedback

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### Driver Feedback

Up to three drivers were asked during the audit for their feedback on the course, Their scores can be seen below.

Driver 1 questionnaire scores:

27

Driver 2 questionnaire scores:

n/a

Driver 3 questionnaire scores:

n/a

**24-28 = Excellent 17-23 = Good 11-16 = In compliance 6-10 = Requires attention**

Driver Feedback

It was noted that no additional feedback was given by the candidate on this occasion

### Response to your feedback

Response to your feedback

The instructor did not give any feedback on this occasion. If you have any questions/ feedback, please do not hesitate to contact the Master Driver CPC team on 01952 520200 (Option 3) or via email to [masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk)

## Observations and Recommendations

### ID Checks

#### ID Checks

It was observed that Graham checked all of the driving licences for the candidates before the course began. The drivers gave their licence to the instructor and the data was inspected to ensure identification and that they were eligible to attend the session. These details were then entered onto the MDRS Attendance form.

### MDRS Documentation

#### MDRS Documentation

It was confirmed that all paperwork was completed correctly and in full.

### Training Environment

#### Training Environment

The site was a well organised and modern office building, with all emergency exit routes marked and free from obstruction. First aid provisions were available in the managers office. The facilities provided on the day for the drivers were excellent, as the room was large and comfortable with enough room for 20 drivers to manoeuvre. Sufficient tables and chairs were available and an air conditioning unit. No sources of noise affected delivery of the session and the training room was restricted for the exclusive use for the driver cpc training session.

### Total Course Duration

#### Total Course Duration

It was confirmed that 3 hours 30 minutes was completed during the session viewed.

### Data Protection / Fair Processing

#### Data Protection / Fair Processing

The fair processing notice was shown within the introduction to all the candidates and briefly explained, all drivers had previously attended cpc sessions with Graham recently, therefore they were familiar with the fair processing notice and their individual rights.

### Delivering as JAAPT Approved

#### Delivering as JAAPT Approved

It was confirmed that the correct material was used and all learning objectives were met.

### Observation of Training

During the audit the instructor was observed and scored against set criteria which includes, but is not limited to, pre-preparation, training delivery and instructional skill

#### Observation Score

47

Banding that applies

47 - 68 Excellent

Thank You for your hospitality on 21st September 2019. The overall session was graded as 'Excellent'.

Your instructor, Graham Welsh, was well prepared to deliver the course, with all paperwork etc set up ready before the course began. Graham completed an introduction, explaining himself and relevant experience to the group and the drivers were invited to give their own industry experience in addition to their name. Session objectives were presented to the group by Graham, which were clear and well stated so that everyone in the room understood the objectives of the session being introduced.

The first session was 'Load safety regulations' in which the instructor delivered a well informed presentation to the group and all of the drivers participated well. Graham gave many personal anecdotes that related well to the session, in addition drivers gave their own experiences which added a good amount of additional content and interest.

The next session was 'Principles of safe loading' where a video was shown to the drivers, which presented an incident recorded by the police causing the death of a pedestrian due to a vehicle losing its load. After the video was shown a good discussion was presented and followed by the presentation slides used to further explain key points and relevant questions were presented to the group to confirm learning.

The 'Load distribution' course was delivered to a high standard by Graham, again all drivers participated very well and excellent personal experiences were given by both Graham and members of the group. The videos in the presentation were used to highlight the dangers and good group discussions were observed to benefit the group.

The next session was 'Load security systems' in which Graham used his own experience and good knowledge from one course member which promoted group interest and participation. This session gave the option to relate specific advice for various load types. The group chose which load type they felt related best to their current job roles and this was seen to benefit the drivers on the day with additional information assisting them to be safer drivers.

The final session was 'Load awareness' which again was delivered with expert guidance by Graham, using his modern day relevant industry experience. The drivers participated well with their own experience and stories of what they do on a daily basis at work. Graham presented questions to the group and they demonstrated adequate knowledge that the information in the presentation had either been adapted to their knowledge previously gained.

A good pace of training was observed during the delivery of the session, some sessions ran longer than required due to good levels of course participation during the day, however this didn't detract from the delivery on the day.

Graham presented a professional appearance to the group and he moved around the room to engage with the drivers. Overall, the objectives presented in each session were met through excellent delivery of the material in the presentation and the added content from Graham's personal experiences within the industry.

## Audit Conclusion

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### Audit Conclusion

#### Shortfalls

Were shortfalls identified	No
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#### Recommendations

Were recommendations identified	No
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Appropriate Visit Outcome	Level 0 (Continued Membership)
Further information on the Master Driver CPC audit outcome can be found in the Master Driver CPC Consortium Member Guidance.	
Shortfalls indicated in this report should be completed within 15 working days of the audit being sent. These should be sent via email ( <a href="mailto:audits@rtitb.co.uk">audits@rtitb.co.uk</a> ), fax (01952 520201) 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 <a href="mailto:audits@rtitb.co.uk">audits@rtitb.co.uk</a> for an extension.	
Note: Audits are based on sample and where no issues are identified it does not necessarily follow that none exist	