

Centre Overview - Quality Assurance - Course Report

Drivers Hours

Course No. — CRS13746/2117

Course Date 26/04/2020

Trainer Name: Philip Toseland

Auditor Name: Removed for data protection

Arrival Time: 10:40

Departure Time 15:17

DCPC

Number of Drivers in Attendance: 7

Executive Summary

Using remote delivery, the centre provided an informative course delivered by a knowledgeable trainer.

No action points or continuous improvements identified.

Auditor Summary

The observation was Day 2 of the 'Drivers Hours' course. The course was remotely delivered using Zoom by the trainer Philip Toseland to 7 trainees.

Delivery Requirements

Trainer confirmed the registration process for remote course delivery. Prior to training, trainees are required to register and submit images of both sides of their licence to the centre. Trainees are then issued with joining instructions to attend the course via Zoom.

A total of 7 trainees were in attendance. Trainees were granted access to Zoom, allowing the trainer to verify licence details against those trainee's present, log attendance and record course start time. The trainer held up the course registration document to the camera which included pre-populated trainee details.

The remote training session followed the approved course summary and was seen to be delivering the expected learning outcomes; 'show of hands' questioning, discussions and exercises. Training completed during the observed period was fully aligned to the scheduled period of training listed on the approved course summary with 3.5 hours of delivery scheduled for Day 2 of 'Drivers Hours'. The training session delivered both new and refresher training, capable of enhancing and developing the trainee's current level of knowledge and meeting Level 2 requirements.

Training Environment

Trainees attended remotely with the trainer delivering from his home using Zoom. During the duration of the observed remote session there was no evidence of any distractions or disruption to the training. The presentation was clearly displayed for all the trainees to view throughout the Zoom delivery. The presentation was well laid out and included legible and clear text. Trainer was seen using the company logo as a professional background template, this allowed your eye to focus

easily on the trainer. Trainer had requested trainees have access to pen and paper during today's training. As the trainees were attending remotely, they provided their own welfare.

Course Introduction & Structure

The course introduction was not witnessed as this was delivered on Day 1. The trainer asked trainees to confirm by a 'show of hands' that the Fair Processing Notice had been covered and clearly explained. For the auditors benefit trainees introduced themselves, including their work experience.

Approved Content

The trainer was ready and prepared prior to the proposed start time of the course. Trainer was waiting to welcome trainees as they logged into the Zoom meeting. Trainer checked with trainees that they had pen/paper, as requested on Day 1. The course content was suitable and relevant to the industry sector of the trainees (LGV) with the topics delivered as part of the approved course, with the course pitched to the experienced level of trainees in attendance. The remote course delivery was supported by a well prepared and clear presentation which included activities, group discussion and exercises which were suitable and relevant and seen to enhance the training. The correct logo was observed being used by the centre on the presentation.

Trainer Delivery

The trainer was seen to demonstrate extensive knowledge of the subject matter and able to introduce his own experience during training to support points of reference and respond appropriately to trainees' questions. The trainer was seen to effectively manage the training environment. The trainer used a range of different types of questions; open, closed and often directly to trainees to ensure understanding of the course subject matter and knowledge transfer. The trainer was effective in stimulating discussion with trainees, who were seen to be attentive, engaged and remained focussed during the course delivery. Training was delivered remotely with the delivery method used by the trainer which included the formal presentation, exercises, Q&A and discussions. The trainer spoke with confidence and clarity, displaying a positive attitude towards the training session, using appropriate humour and appearing relaxed throughout the remote delivery. The trainer created numerous opportunities for trainee questions. The trainer was seen to use 'show of hands' questioning, individual exercises and group discussion to ascertain knowledge transfer with the trainees.

The trainer provided an informative remote training session.

Post-Course

Feedback was observed being collated by a 'show of hands' from the trainees as the trainer read out each question in relation to the course and trainer delivery.

The trainer confirmed that a trainee attendance certificate would be issued electronically on completion of the post course administration, no sample certificate was available to review.

Action Points

None

Continuous Improvements

None