Fleet Operator Recognition Scheme Training Guide

**Application process:
Obtaining FORS approval for a training providers' own course**

Introduction

If you are a training provider or FORS operator and can demonstrate a training course meets the FORS training objectives, you can apply for your course to be FORS Approved.

FORS Approved courses must meet a requirement of the FORS Standard.

By gaining FORS approval, your training can be used by FORS operators to meet mandatory training requirements in the FORS Standard.

FORS approval can be obtained for courses in the following categories:

- Work Related Road Risk (WRRR) – protecting vulnerable road users (including immersive / interactive training delivery methods as well as on-cycle training delivery)
- Environmental awareness – reducing the impact the freight industry has on the environment
- Security and Terrorism – training on personal and vehicle security and the potential threat of terrorism
- Fleet management Operator Licence Awareness Training (OLAT)

This guide includes information on:

- Obtaining FORS approval of training courses – for both non-immersive / interactive courses, and immersive / interactive courses (the latter relates to WRRR only)
- The relevant FORS training objectives and learning outcomes that courses need to meet
- Application fees

Please note that the application process for having an **immersive / interactive WRRR course** FORS Approved is different to the other courses listed above – full details are provided in this guide.

Obtaining FORS approval

Eligibility

FORS Approval of training may be obtained by FORS operators or training providers. FORS Approval is valid for 12 months.

To apply for approval:

- Your organisation must be approved to deliver Driver CPC.
- Your trainers must be sufficiently trained and competent to deliver training to the highest standards.

- Your course must meet the relevant FORS training objectives and learning outcomes.

If you are successful in obtaining FORS Approval for your course, this will only be valid for your own delivery of the approved course – FORS Approval is not transferrable for delivery by a third party.

Applying for FORS Approval / renewing your FORS Approval (for non-immersive / interactive training)

This section describes the application process for non-immersive/interactive training courses; the application/renewal process for immersive/interactive training is different and is described in the following section below.

To make a new application or apply to have your approval renewed, you must:

- Submit a completed application form.
- Submit course materials to enable a review of your training material against the relevant FORS training objectives and learning outcomes. (The training objectives/learning outcomes for the different types of course are provided in this guide.) It is advised you undertake your own mapping exercise before applying for approval.
- Provide JAUPT CRS certificate/s for each course (where necessary).

You will be invoiced on application to cover the costs of processing your application/renewal, providing support during the approval period, and undertaking required QA audits. Invoices are payable before the application/renewal will be processed.

We aim to notify you of our decision as early as possible, but normally within 20 working days of the invoice being paid.

Please ensure that you allow sufficient time to apply and for your application / renewal to be processed before any training is delivered.

If you are renewing, please begin the renewal process at least a month before your approval is due to expire. Should you allow your approval to expire, you will not be able to deliver FORS Approved training.

If your application/renewal is successful:

You will be sent a new approval and Terms. Please review these carefully then sign and return.

Training providers that have had their training approved can use the FORS Approved logo in accordance with the FORS approval requirements.

To maintain your FORS Approval for 12 months:

- Training must be delivered in line with the course materials submitted at application / renewal.
- Training must be delivered in line with the trainer competencies and requirements outlined in this document.
- Delegate attendance must be uploaded to FORS Online within five working days of course completion.
- Participants completing training must be issued with a certificate of attendance.

Failure to maintain these requirements can result in your approval being removed.

If your application/renewal is unsuccessful (non-interactive/immersive training):

Unsuccessful applications/renewal of FORS Approval and issues resulting in approvals being removed can be appealed by submitting an appeal to: trainingapproval@forsgovernance.org.uk.

If unresolved, a panel of FORS Professional Development Working Group (PDWG) members will be used as a final appeal function by forming an Appeals Board. This will be undertaken within 15 working days. The appeals board will be selected to ensure:

- Three PDWG members are used
- Conflict of interest is managed
- Reflective and representative of range of stakeholders

The appeals board is the last point of appeal. Appeals will only be able to be submitted once the initial process has been conducted.

Applying for FORS Approval or renewing your FORS Approval (for immersive/interactive training)

This section describes the application process for immersive/interactive training; the application/renewal process for non-immersive/interactive training is different and is described in the section above.

Work Related Road Risk (WRRR) training may be delivered through immersive/interactive methods including:

- Virtual Reality (VR) Training – a simulated scenario using computer-generated images and a headset to project a visual and/or audio experience.
- Immersive training – a learning experience using drama, classroom activities, physical props, actors and/or sets to create a live action scenario, using a simulated or artificial environment. This enables the learners to become completely immersed in the learning, creating a real-time simulated scenario for training purposes.
- Or a combination of the above.

The training is required to cover the seven hours training as specified by the DVSA for Joint Approvals Unit Periodic Training (JAUPT) approval purposes. The course must be delivered in an interesting, creative and interactive way with high-quality visuals that effectively engages participants and ensures that they can achieve all the required learning outcomes on completion of the course.

Application process

The application/approval process is as follows:

1. Completed application form and supporting course materials submitted to the approving body (trainingapproval@fors-governance.org.uk):
   • Application fees to be paid before the application is processed.
   • Course material is reviewed by the approving body and the non-VR elements assessed against the existing agreed training objectives/learning outcomes.
   • Feedback is given to the applicant, if necessary.

2. An 'Approvals Panel' is convened to assess the quality of the VR/immersive elements of the course:
   • The panel is drawn from the current FORS Professional Development Working Group (PDWG) membership, consisting of any three members.
   • Panels are convened for each application.

3. Once identified, the approving body provides the names and contact details of the Approvals Panel members to the applicant.

4. The Approvals Panel trials the VR/immersive elements of the training and assesses it against the agreed training objectives/learning outcomes:
   • In the case of VR training – the applicant arranges for relevant VR 'kit' to be delivered to the three confirmed members of the Approvals Panel and for an appropriate induction session to be provided.
   • Where VR is a complement to the course and not the only element – the applicant arranges for the members of the Approvals Panel to attend the training where it is being delivered.
   • In the case of Immersive training – the applicant arranges for the members of the Approvals Panel to attend the training where it is being delivered.
   • Following the trial, the applicant arranges for any VR kit to be collected from the members of the Approval Panel.

5. The Approvals Panel decision (and any feedback if relevant) is communicated to the applicant by the approving body. The aim is to provide a decision to the applicant no later than 35 working days from the initial date of application.

Approvals Panel assessment will not be needed for renewal of FORS Approved status if the course has not changed.

If your application is unsuccessful (immersive/interactive training):

Unsuccessful training submissions and issues resulting in approvals being removed can be appealed by submitting a request for an appeal to: trainingapproval@fors-governance.org.uk.

An Appeals Panel will be convened made up of the following:

- A member of the FORS PDWG who has not been involved in the initial visit/original decision not to approve the course
- A member of FORS Governance & Standards as the approving body
- A member of TfL

The Appeals Panel will experience the full course being delivered and assess it from first principles against the agreed training objectives and achievement of learning outcomes.

Then, they will come to a decision about whether to approve or not approve the course (or to reinstate or not reinstate an approval in the case of an approval having been removed).

The decision made by the Appeals Panel will be final. In the case of training applications, appeals can only be requested once the full application process has been concluded.

Appeal Timescales:

- Any appeal must be submitted by the applicant and received by FORS Approvals within 14 days of the notification of the submission rejection being advised to the applicant, stating the basis of their appeal.
- An Appeals Panel will be convened within 28 days of receipt of the appeal notification.
- The applicant must be able to host and deliver the course within 28 days subsequent to the Appeals Panel being convened.
- The Appeals Panel will provide its decision within 7 days of attending the course

Risk assessment and trainer competencies for immersive/interactive courses

Risk assessment

Any health and safety risks presented by the immersive interactive learning environment shall be assessed and the control measures documented.

Participants shall be fully familiarised with training resources as part of the training, such as the correct handling of virtual reality headsets or demonstrating control of a bike.

Hazards to be considered should include, but are not limited to:

- Over stimulation
- Sensitive content
- Balance and stability
- Motion sickness
- Strain and tension (eyes, neck)

- Contamination and hygiene
- Participant disability and impairment
- Participant health and fitness

The risk assessment shall include (or refer to) the setup of the training environment including participant control, safety distances, rehydration, etc.

Trainer competences

In addition to the existing competence requirements to deliver FORS Approved training, training staff shall be appropriately competent on any equipment used for the immersive experience.

This includes:

- Drama based multi-media – Good dramatic techniques and vocal presence with the ability to enter into another character and engage with participants.
- Virtual reality – Informed, proficient and accepting in the use of virtual reality software and hardware technology.
- Must be aware of the risks associated with using virtual reality software and competent in assessing participants behaviour during delivery.

Immersive interactive learning definitions and delivery criteria are listed below.

Training type	Definition	Instructor: trainee ratio	Equipment ratio
Augmented Reality (AR) training	Augmented Reality Training is a simulated scenario using text, animation or images using a headset or glasses to project a visual experience. Images or information are layered over reality to provide a blended visual experience. Physical movements are not replicated. Physical movement is not restricted.	1:12	1:1

Mixed Reality (MR) training	Mixed Reality Training is a simulated scenario using text, animation, computer-generated images or video using a headset to project a visual and/or audio experience. Images or information are layered over reality to provide a blended visual experience. Physical movements are replicated in a virtual environment. Physical movement is not restricted.	1:12	1:1
Virtual Reality (VR) training	Virtual Reality Training is a simulated scenario using computer-generated images and a headset to project a visual and/or audio experience. Physical movements are replicated in a virtual environment. Physical movement is not restricted.	1:12	1:1
Drama-Based multi-media training	Drama-Based Training is an immersive experience using physical props, actors and/or sets to create a live-action scenario. Participants may or may not take part in the scenarios.	1:12	n/a

FORS Training Competency Framework

Training objectives and learning outcomes

The training objectives and learning outcomes your training will need to achieve are set out in the following pages.

Work Related Road Risk training courses

The table below lists the training objectives/learning outcomes that these courses are required to meet – for both non-immersive/interactive and immersive/interactive training courses.

Training objectives		Learning outcomes
1	Apply moral, economic and legal reasoning to safe driving	• Describe how ethical and responsible behaviour leads to economic benefits and improved regulatory compliance • List the reasons as to how road safety initiatives have led to a reduction in road death • Recognise vulnerable road users and explain why their safety is a priority
2	Adopt the qualities and professionalism needed to improve road safety	• List the main medical conditions that can impact on safe driving and/or the entitlement to drive • Describe drugs and alcohol driving offences and other impairments such as fatigue • List the causal and contributory factors of road traffic collisions and how a driver's actions impact these
3	Share the roads safely with others by applying defensive driving techniques	• Demonstrate an understanding of the Highway Code H rules and the hierarchy of road users • Explain the role of the professional driver and how to avoid conflict with other roads users • Describe the importance of defensive driving techniques and the use of time and space
4	Reduce risk on all road UK road types	• Describe the specific risks on urban roads (including new infrastructure to promote active travel) and explain how risk can be reduced • Describe the specific risks on rural roads (including the increased vulnerability in rural communities) and explain how risk can be reduced • Describe the specific risks on motorways and dual carriageways (including smart motorways) and explain how risk can be reduced
5	Know the various vehicle technology and equipment that improve road safety	• List the types of adaptive driver assistance systems (ADAS) fitted to various vehicles • Describe the daily inspection, functionality and use of enhanced vehicle safety systems • Explain how CLOCS, FORS and London's HGV safety permit have consistent vehicle safety requirements

Training objectives	Learning outcomes
6 Gain first-hand experience as a VRU, through on cycle hazard awareness, and recognise why cyclists behave the way they do **On-cycle delivery method**	• Demonstrate control of a bike • Demonstrate where to ride on the road and the use and limitations of cycle infrastructure • Tackle challenging roads and traffic situations • Demonstrate how and when to pass queuing traffic • Identify and react to hazardous road surfaces
6 Gain first-hand experience as a vulnerable road user, through immersive interactive learning of VRU hazard awareness and recognise how VRUs may behave in different circumstances. **Immersive/interactive delivery method**	• Understand the use of the road through the eyes of a VRU and what makes different users vulnerable • Know how riders tackle challenging roads and traffic situations • Understand different pedestrian behaviours and how they may react to situations around them • Know how and when riders can pass queuing traffic • Know and employ techniques for minimising the risk to VRUs • Identify and react to hazardous road surfaces and changing road conditions • Understand the experience of riders in moving traffic • Understand the physical and sociological effects of being involved in a collision/incident

Environmental awareness training courses

The table below lists the relevant training objectives/learning outcomes that these courses are required to meet.

Training objectives (TOs)		Learning outcomes (LOs)
1	Explain why there is a need to reduce environmental impact and improve air quality	• Describe how road traffic contributes to climate change, poor air quality and the impact on public health • List the types of air pollutants and greenhouse gases produced by road transport • Outline the UK government's targets and to commitment to decarbonise road transport • List the city measures and restrictions in place to reduce negative impacts of road transport emissions
2	Check your vehicle and in-vehicle technology to reduce emissions	• Describe the vehicle checks and routine maintenance needed to achieve efficient fuel use • Describe the importance of wheels and tyre condition and their impact on fuel efficiency • Explain how vehicle loads and load security can affect aerodynamics and efficiency
3	Plan journeys to improve fuel efficiency and reduce emissions	• Reduce road miles driven through efficient journey planning • Develop and follow route plans and utilize journey planning tools • Explain how road type, traffic conditions, weather and other contributory factors can affect journeys taken
4	Apply eco-driving techniques to improve fuel efficiency and reduce emissions	• Explain how defensive driving techniques improve fuel efficiency and reduce emissions • Compare the main differences between efficient and inefficient driving techniques • List the key principles and benefits of eco driving techniques

5	Describe the latest renewable fuels available for commercial and passenger vehicles	• Name the Euro standard engine types and their year of introduction
		• Describe the in-vehicle technology and on-board efficiency features
		• List the advantages and disadvantages of alternative, renewable and non-renewable fuels

Security and Terrorism

The table below lists the relevant training objectives/learning outcomes that these courses are required to meet.

Training objectives (TOs)	Learning outcomes (LOs)

Appreciate how ISO 28000 – Security for the Supply Chain – Specifies the requirements for a security management system	• Describe the general rationale for organisations to adopt ISO 28000:2007 – such as:
	  • developing a security management system
	  • internal compliance with objectives of a security management policy
	  • external compliance with best practice benchmarks
	• Describe supply chain security
	  • SCS refers to enhance the security of the chain, the transport and logistics system for the world's cargo. It combines traditional practices of SCM with the security requirements driven by threats such as Terrorism, Piracy and Theft
	• Help your company with the implementation of its security management policy

Identify possible indicators of suspicious activity and how to report them	• Recognise the 'out of the ordinary, at your place of work' and know who to report them to • List possible indicators that have been associated with terrorist activity • Know what information to record and in what order to help the emergency services shape their plan of action/s

| Actively help prevent attack by maintaining security protocols | • List the basic drills to prevent loss of live, damage, theft and reputation
• Describe how these basic actions could deter a potential attack
• List the actions to be carried out on finding a suspicious package/object
• Describe the A-H/S method to describe a person
   • Age
   • Build
   • Characteristic/s
   • Distinguishing marks
   • Elevation
   • Face
   • Gait
   • Height
   • Sex male/female
• Explain evacuation procedures and know the police advice to run-hide-tell in the event of a terrorist attack
• Know where to find and complete the notification of freight crime offence form |

Operator Licence Awareness Training (OLAT)

The FORS Bronze requirement 'M3 Responsible person' requires that the person with direct accountability for the fleet operation demonstrates competence through FORS Professional Development and the mandatory training requirements listed at Annex 2 of the FORS Standard. This requires the responsible person to have undertaken ONE of the following courses within the past five years:

1. Level 3 Certificate of Professional Competence (CPC) for Transport Managers relevant to the type of Operator Licence held. Details can be found at approved Transport Manager CPC examination centres

2. FORS Professional Fleet Management Essentials

3. FORS Approved Training course on fleet management. There are two routes for organisations to achieve FORS Approved status for fleet management courses, these are:

   i) Automatic approval[1]

   Operator licence awareness courses delivered by professional bodies that are referenced in the Senior Traffic Commissioner Statutory Documents 1 and 3 **are automatically FORS Approved**: These professional bodies are:

   • British Association of Removers

   • Chartered Institute of Logistics and Transport

   • Confederation of Passenger Transport

   • Logistics UK

   • Institute of Road Transport Engineers

   • Institute of Transport Administrators

   • Road Haulage Association

   • Society of Operations Engineers

   ii) Assessed approval

   Training courses must be one day (minimum) and assessed by the FORS Training Approvals team as having met the Training Objectives and Learning Outcomes relevant to the type of fleet operation (see tables below).

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[1] Note: Attendance records for this training will not be included in the FORS Professional training register and proof of attendance should be evidence at audit with copy of certificates

O Licenced Operations

The table below lists the relevant training objectives/learning outcomes that these courses are required to meet.

Training objectives (TOs)	Learning outcomes (LOs)
Establish and maintain continuous and effective management of the fleet operation	• Outline the Operator Licensing process • List the 11 Operator Licence undertakings • Describe the responsibilities of a transport manager and what is meant by good repute and fitness • Determine the number of transport manager working hours needed to demonstrate effective control of a fleet
Manage driver proficiency and competence	• Describe the licensing criteria for vocational drivers • List the minimum legal driver training requirements • State the driver qualifications needed for specialist operations
Manage vocational driver conduct	• Assess the road safety requirements of a fleet operation • Implement driving standards measures such as (seatbelts, speed, mobile phones)
Manage driver time to ensure compliance with the law	• State the EC and GB domestic drivers' hours rules • State the rules of the working time directive and mobile workers • Describe the requirements for tachograph and record keeping
Know the vehicle requirements to meet construction and use regulations	• State the requirements for maintaining vehicle roadworthiness • Recognise the importance of walkaround checks and defect reports • List the types and frequency of vehicle inspections

Training objectives (TOs)	Learning outcomes (LOs)
Know the load or passenger requirements to meet construction and use regulations	• State the requirements for safe loading and load restraint • Explain how to determine vehicle weights, dimensions and abnormal loads or • State the requirements for safe baggage loading and restraint • Describe the requirements to keep passengers safe
Maintain internal fleet quality management procedures	• List the fleet management records that need to be kept and for how long • Conduct managerial checks on driver related undertakings • Conduct managerial checks on vehicle related undertakings • Conduct managerial checks on operational undertakings
Know the regulatory regime and the consequences of non- compliance	State the role of the Traffic Commissioners Office • List the enforcement bodies and their powers • Identify the key features of enforcement regimes such as OCRS and Earned Recognition

Non-Operator Licenced operations

The table below lists the relevant training objectives/learning outcomes that these courses are required to meet.

Training objectives (TOs)	Learning outcomes (LOs)
Establish and maintain continuous and effective management of the fleet operation	• State the moral, economic and legal obligations when running a fleet • Describe the responsibilities of a fleet manager and the roles that support them
Manage driver proficiency and competence	• Describe the licensing criteria for drivers • List the minimum legal driver training requirements • State the advanced qualifications available for drivers
Manage driver conduct and behaviour	• Assess the road safety requirements of a fleet operation • Implement driving standards measures such as (seatbelts, speed, mobile phones)
Manage driver time to ensure compliance with the law	• State the rules for GB domestic drivers' hours • State the rules of the working time directive and mobile workers • Describe the requirements for maintaining driving and working time records
Know the vehicle requirements to meet construction and use regulations	• State the requirements for maintaining vehicle roadworthiness • Recognise the importance of daily checks and defect reports • List the vehicle documentation needed to keep vehicles legal
Know the load or passenger requirements to meet construction and use regulations	• State the requirements for safe loading of vehicles • State the requirements to keep passengers safe
Maintain internal fleet quality management procedures	• List the fleet management records that need to be kept and for how long • Conduct managerial checks on driver responsibilities • Conduct managerial checks on vehicle roadworthiness • Conduct managerial checks on operational activities
Know the traffic enforcement bodies and the legal compliance system	• List the enforcement bodies and their powers • State the types of infringements for various traffic offences

Competency of training staff

Applicants will need to evidence at QA audit how training staff meet the competencies to deliver FORS Approved training. The table below details the required core skills.

Core trainer skills

Personal attributes	• Maintain a professional image • Be independent, objective and self-motivated • Be able to work alone or as part of a team, make decisions and use initiative • Possess excellent interpersonal skills and be able to communicate with a diverse range of individuals • Be able to maintain client confidentiality
Quality	• Be fully prepared for the training, specifically date, time and venue • Write up and quality check the registration form and return to the relevant training body in the specified time
FORS specific	• Promote FORS and CLOCS
On-cycle training	• Hold the 1st4Sport Level 2 Award in Instructing Cycle Training. • Instructor: trainee ratio 1:6; equipment ratio 1:1

How does FORS monitor quality?

1. By reviewing and monitoring learner feedback.
2. Carrying out QA audits (undertaken remotely/online); all approved training providers are subject to an announced QA audit.

How a QA audit works:

1. You will be contacted by the Approved training team to arrange a mutually convenient date.
2. The auditor will complete a standardised QA audit information sheet.
3. The auditor will produce an audit report. The report will be shared with the training provider within 15 working days. There are two possible outcomes:

    • Successful – continue business as usual.

    • Unsuccessful – your approval will be suspended during the investigation period. If concerns cannot be adequately addressed, FORS approval may be suspended or removed.

Application fees

The application fee payable is determined by whether the application is a new one or for a renewal.

Application type	Fees (excl. VAT)
A) In house and commercial / external delivery – **new applications**[1]	£1,575 per course of up to 7 hours duration
B) In house and commercial / external delivery – **renewals**[2]	£1,415 per course of up to 7 hours duration

1. The 'new application' rate will apply for wholly new applications, or where an existing FORS Approved course is being renewed but where the course has been substantially changed since FORS Approved status was last issued/renewed.
2. The 'renewal' rate will apply where the application is to renew an existing FORS Approved course and where the course is unchanged since FORS Approved status was last issued/renewed.

Training upload admin fee

The training upload admin fee is charged per person, per course upload. This fee is payable for commercial delivered training.

The training upload admin fee will be invoiced monthly and will state the number of uploads per course and the amount that is due.

Please note for any uploaded record that has an error, you will need to re-upload, which will incur a further £2+VAT upload admin fee per participant.

Application fees are subject to annual review.