

Skills in Logistics

Quality Assurance Policy:

It is the stated policy of Skills in Logistics, to satisfy the requirements of course trainees in every way we can. We will always strive to improve our services.

This is achieved by;

- Guarantee we prepare fully for course delivery.
- Ensuring we understand the needs of our trainees.
- Being committed to the on-going development of our instructors and staff.
- Fully reviewing all course feedback and taking preventative action wherever a problem arises.
- Using our senior instructor/manager to shadow course delivery and provide constructive feedback.

Signed: Mr S Hayward, Training and Development Manager. Review date 13th July 2014.

Skills in Logistics

Equal Opportunities Policy:

Skills in Logistics are an equal opportunities employer and training organisation. The company wholeheartedly supports equal opportunities in employment and the provision of training and opposes all forms of discrimination.

Skills in Logistics, our training is open to all, regardless of age, disability, gender, race, religion or sexual orientation.

Every possible step will be taken to ensure that individuals are treated equally, fairly and to enabled them to participate in the training we provide to the fullest.

We gather information about individuals prior to attending a course to ensure that we are able to provide them with the opportunity to learn in a positive, enabling and non-discriminatory environment.

Signed: Mr S Hayward, Training and Development Manager. Review date 13th July 2014.

Skills in Logistics

Complaints Policy:

Complaints or concerns regarding the services provided by Skills in Logistics, should be submitted in writing to

Mr S Hayward

Castle Barn,

68 Castle Road,

Baconsthorpe,

Holt,

Norfolk.

NR25 6LL

stewart@skillsinlogistics.co.uk

The letter/email should outline the nature and details of the complaint or your concern and should include where appropriate the dates of training, course title, training venue and instructors names. Skills in Logistics will process all complaints or concerns within 10 working days, from receipt of the complaint.

We will ensure all complaints are dealt with effectively and that if any appropriate, corrective or preventative action is needed it will be carried out immediately and this will be relayed to back to you.

Signed: Mr S Hayward - Training Development Manager - Review date 13th July 2014.

Skills in Logistics

Refunds Policy:

Skills in Logistics are committed to customer and trainee satisfaction, therefore if we are found to have delivered a sub-standard service we will take steps to reimburse any and all customers or individuals affected.

This does not affect our standard terms and conditions of sale, nor apply in situations where we reasonably deem we were not at fault.

Signed: Mr S Hayward, Training and Development Manager. Review date 13th July 2014.

Skills in Logistics

Instructor Continuous Professional Development Policy:

Skills in Logistics are committed to the continued professional development of the instructors we use, both employed and sub contracted.

We will ensure our instructors are always up to date with relevant legislative changes and best practice instructional techniques by;

- Attending a compulsory two day presentational techniques training program.

- Holding quarterly instructor meetings, where ideas can be exchanged and experiences shared.

- Circulating all relevant articles from industry press to all instructors.

- Ensuring our instructors undergo refresher training and assessment for their instructional techniques on a 3 yearly basis or sooner.

Signed: Mr S Hayward, Training and Development Manager. Review date 13th July 2014.

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Instructor Selection Policy:

Skills in Logistics will require all instructors used for the delivery of Master Driver CPC training to have the following qualifications and experience as a minimum;

- Registered RTITB Instructor.

- Evidence of attending the Master Driver CPC Module Training Day.

- 2 years LGV and or PCV driving experience.

- 1 years' experience of delivering classroom training.

In addition all instructors will be required to present a short classroom lesson to the training manager prior to recruitment to ensure they have suitable presentation skills.

Signed: Mr S Hayward, Training and Development Manager. Review date 13th July 2013.

Skills in logistics

Health and Safety Policy:

Skills in Logistics are committed to providing safe and healthy working and learning conditions. We are also committed to ensuring equipment and systems of work are safe and fit for purpose.

We will ensure all staff and trainees are provided with suitable information and supervision in order to achieve this.

We also accept responsibility for the health and safety of other people who may be affected by our services.

Our appointed health and safety representative is Mr Stewart Hayward and he is responsible for managing all aspects of our health and safety systems.

Signed: Mr S Hayward, Training and Development Manager. Review date 13th July 2014.