

NATIONAL HIGHWAYS SECTOR SCHEME

NATIONAL TRAINING SCHEME

ADMINISTRATOR REQUIREMENTS, ROLE AND DUTIES.

**Proposed by
The National Highways sector scheme training sub-committee**

Background

The National Highways Sector Scheme (NHSS 17) advisory committee for vehicle recovery is responsible for the development and implementation of a bespoke third party accreditation management scheme for the recovery and removal of vehicles on Britain's road network. (The committee, which was initiated by the Highways Agency to benchmark the services provided by recovery companies at construction sites, consists of representation from Highways Authorities, ACPO, Trade Associations, certification bodies, SURVIVE (and PAS 43) awarding bodies and training organisations). As part of its remit to interpret ISO 9000:2000, it has set up a National Working Party (NWP) to develop a relevant training and assessment scheme for vehicle recovery technicians, based on the National Occupational Standards developed by Automotive Skills.

The Aims

The national working party has developed the modular training system from a technical certificate programme designed jointly by Automotive Skills and the Institute of Vehicle Recovery (IVR). These modules are now accepted as the way forward in producing a national training scheme for the rescue and recovery industry. This modular training programme is outlined in the SSD 17a document.

Subject to written assurances from IVR that it will no longer be directly involved in the provision of training and will (at least initially) be financially supported by the trade associations (AVRO, RRRRA, LARO and RHA), it has been agreed at SSD 17a main committee level that the Institute of Vehicle Recovery should be appointed to the Administrators role in order to allow the scheme to develop further. From this Role and Duties document the IVR will need to develop robust accreditation criteria, develop the training syllabuses in association with the National working party and manage the scheme.

Role and Duties in respect of training and assessment

This document provides the details of the main requirements expected of the Administrator. The document has been prepared as the basis for the anticipated work involved with the delivery of training and assessment. It is of course NOT fully inclusive and will require the Administrator to continually improve and develop the scheme, systems and standards to meet the requirements of the industry and the NHSSD committee and to comply with current best practice in an evolving situation.

As part of this role, and in conjunction with the NWP the administrator will need to develop specifications of the training and/or assessment for the approval of training centres. This will include but not be limited to

- a) the development of the requirements for assessment/approval of trainers/instructors, assessors and internal and external verifiers;
- b) development of specification for the minimum requirements for delivery of training to candidates and their subsequent assessment, including details of teaching aids and the trainer/trainee ratios.
- c) development of procedures for assessing equivalence of instructional techniques and assessment of current trainers/instructors/assessors

- d) development of procedures to assess existing training regimes against the developed national syllabuses including identification of gaps in that training as appropriate for each training module
- e) development of training manuals and courses to bridge any gaps identified.
- f) development of training manuals for the national modules
- g) maintaining the training manuals in line with best practice guidance
- h) development of manuals for update/refresher training
- i) development of systems procedures and standards for monitoring training and/or assessment to ensure the delivery of training and assessment is completely satisfactory
- j) developing a procedure to ensure that technicians attend update/refresher courses every 5 years to maintain their skills and place on the national register
- k) developing and facilitating appreciation courses for certification body auditors, police, contractors and other interested parties
- l) develop, arrange, implement, administer and monitor pilot training courses of the training prior to national launch to ensure that it is functional and deliverable, including modification to training manuals to reflect feedback from such pilot training
- m) develop, arrange, implement, administer and monitor training for instructors/assessors
- n) development of a policy on equal opportunities including diversity
- o) development of procedures for handling complaints, appeals and malpractice.
- p) development of procedures in the appointment of training centres including validity of the appointment and reappointment
- q) development of procedures for replacement cards and certificates
- r) development of appropriate security systems to ensure that fraudulent copying of skills/registration cards is minimised
- s) provide recommendations to the main committee on administrative procedures for the scheme
- t) provide recommendations to the main committee on the recognition of other skill/registration cards and appropriate requirements for operatives to up-grade to the requirements of this scheme as necessary
- u) development of a national register for the recording of operatives' skills
- v) provide information to the road authorities and other organisations as necessary in respect of validity and recognition of registration cards.
- w) Development of register/process for recording of accidents during recovery/removal operations
- x) Be aware of health and safety issues and particular those associated with Temporary Traffic management and implement training and assessment of technicians in compliance with recognised best practice

The administrator will arrange for the issue of qualifications as training certificates and/or registration cards confirming that an individual has successfully attended and passed a particular training module.

The administrator shall investigate the viability of carrying out assessment of technicians and determine the requirements for assessing against the National Vocational Qualifications and prepare a report to NHSS 17A. This will include proposals on how this could be administered and the time scales in which it could be delivered.

The administrator shall establish a quality management system and become registered to ISO 9000:2000. In addition the administrator as the body awarding the certificates shall initiate an investigation with the express requirement to become approved as an awarding body within the Qualifications and Curriculum Authority rules or align with an appropriate awarding body to deliver awards including customised qualifications.

The administrator will be required to attend the NHSS 17 committee and NWP meetings. As part of this attendance he shall prepare a report for the NHSS 17 committee on the scheme's progress which shall as a minimum include provision of information on numbers of technicians trained, in training and being assessed, appointment of trainers and training centres, assessors and external verifiers, progress on development of manuals, results of pilot training and assessments, future developments in the development of a skilled workforce and the take up of the scheme by sector and by region.

MAIN REQUIREMENTS

- 1. Administrator Requirements.**
- 2. National Database Vehicle Rescue & Recovery Training**
- 3. Issue Certificates**
- 4. Issue Training Identity Cards**
- 5. Instructor Standards.**
- 6. Auditing**
- 7. Verification of Training**
- 8. Auditor**
- 9. Training Standards**
- 10. Liaison with other Authorities**
- 11. Provision of a Transitional Scheme.**

1

Administrator Requirements

The Institute of Vehicle Recovery will ensure it has robust policies & procedures in place to deal with all foreseeable issues arising from managing the training scheme including;

1. Database

- i. Gathering and collating information
- ii. Recording of information.
- iii. Storing of information.
- iv. Security of information.
- v. Distribution of information.
- vi. Must be compliant with the Data Protection Act.

2. VR Module Training Certificate

- i. When certificates will be issued
- ii. How to issue certificates
- iii. Persons within the organisation authorised to issue certificates
- iv. To whom certificates may be issued.
- v. The content and design of the certificate.
- vi. The administration and cost of producing Certificates.

3. VR Module training identity cards

- i. When Identity cards will be issued
- ii. How to issue identity cards
- iii. Persons within the organisation authorised to issue identity cards.
- iv. To whom identity cards may be issued.
- v. The design and content of identity cards.
- vi. The procurement and cost of identity cards.
- vii. The verification of students' identity.

4. Instructors' standards.

- i. Hold a database of registered instructors' qualifications and achievements
- ii. Access to and security of instructor standards
- iii. External Assessment of instructors to verify instructor standards
- iv. Means, logistics and cost of assessing instructors
- v. Reviewing Standards
- vi. Establishment of instructors' standards
- vii. Appointment of instructors

5. Auditing Instructors

- i. Ensure consistency with records
- ii. Ensure consistency with VR module delivery
- iii. Ensure consistency with examinations
- iv. Ensure consistency with skills testing.
- v. Ensure absolute adherence to the training standards

6. Auditing of training providers

- i. Externally Verify that training providers meet the scheme's approval requirements.
- ii. Externally Verify correct record keeping by training providers.
- iii. Verification of correct insurance.

7. External verification

- i. The Administrator will establish robust systems to ensure that internal and external verification is carried out on all training.
- ii. The administrator will appoint an external verifier of administration duties.

8. Liaising with other authorities.

9. Implementing the transition scheme.

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National Database Vehicle Rescue & Recovery Training

The IVR will maintain a secure National database of Vehicle Rescue & Recovery training.

The national database of will consist of four parts and will contain the following information:

1. **TECHNICIAN**

Name.

Address.

Date of birth.

Registration number. (Computer generated)

VR Modules achieved, (equipment trained on should also be referred to)

Expiry date of each module.

Training providers

Instructors' names

Instructors' registration number

Photograph

2. **TRAINING PROVIDER**

Name.

Address.

Registration number. (ITSSAR or equivalent)

3. **INSTRUCTOR**

Name.

Address.

Date of birth.

Accreditation/qualification (achieved)

Accreditation/qualification (issuing organisation)

Registration number.

Expiry date/s.

VR modules achieved.

Photograph

Assessment results.

4. **TUTOR(S)**

Name.

Address.

Date of birth.

Accreditation/qualification (achieved)

Accreditation/qualification (issuing organisation)

Registration number.

Expiry date/s.

Photograph

Assessment results.

Part/s of this information will be made available to other relevant authorities, perhaps via internet access, through a secure password system. This will allow verification of all training carried out under the scheme thus removing reliance only on the production of a certificate and/or an identity card.

Web links between relevant bodies and the official database websites should be in place.

3 Issue Certificates.

Certificates for each module passed will be issued by the Administrator. Each certificate will clearly show the following information;

- Student name.
- Registration number (PIN)
- Course date(s).
- Module title.
- Module number and expiry date.
- Fixed Equipment trained on (manufacturer, GVM/WLL).
- Training provider.
- Training provider's registration number.
- Scheme administrator's logo.
- National Industry Training Scheme logo.

The certificate will be issued via the purchaser of the Training (i.e., the students employer) in order for them to identify further specific/familiarisation training needed, unless purchased by an individual.

Certificates will only be issued upon receipt of completed course attendance forms.

Certificates will only be issued upon student achieving minimum assessment standards.

There will be a nominal charge for certificates issued under the scheme. This charge will also apply to copy certificates issued.

4 Issue Training Identity Cards.

It will be the responsibility of the scheme administrator to issue every registered recovery operator a training identity card containing the following information;

- Technicians Name.
- PIN Number
- Photograph.
- Each module achieved will be listed on the reverse side of the card with the expiry date.
- The card shall display the scheme administrators' logo and the National Industry Training Logo.
- Students must produce registration card on attending a VR course from VR 4 (incl.) onwards.

It is envisaged that new employees will be registered during their induction by an internal trainer when the assessment criteria for modules 1, 2, and 3 has been achieved. In this instance a digital photograph must be supplied to the Administrator at registration.

If an external trainer is used to gain modules 1, 2 and 3 then a digital format photograph should be taken by the instructor on the first module course.

Identity cards will be updated and re-issued after Successful completion of a VR module and receipt by the administrator of any previously issued cards.

Identity card will only be issued upon receipt of **verification of training** and **achievement of required standards**.

Initial ID cards will be included in the registration fee.

Updated, amended or replacement cards will be chargeable.

5 Instructor Standards

Instructors wishing to participate on the National training scheme will have to meet a set of required standards in order to be registered with the administrator as an authorised Instructor. Instructors will be audited against the training standards outlined later in this document. It is a requirement of the scheme that training providers and instructors will be registered with The Administrator and will require auditing.

Any instructor wishing to be accepted on to the scheme must meet all criteria of the following minimum standards.

- i. Instructors who have undergone and passed an approved vehicle rescue and recovery specific, instructional techniques course. (E.g. ITSSAR/Recovery Category 1 course currently available).

NOTE:

Current instructors, who have undergone and passed a ten day instructional techniques course which is **not** vehicle recovery specific, will have to **convert** by way of assessment against developed approved trainer's standards.

- ii. All instructors **must** have at least two years documented relevant practical experience in the Rescue & recovery industry in order to be accepted as a scheme instructor.
- iii. All instructors **must** be trained and qualified to instructor level in every module they wish to train. The initial trainer qualification would be gained using 1 module, approval to train in further modules will be granted by The Administrator following an audit of Instructors lesson plans, observation of delivery and successful completion of the module theory test paper, provided that the required standard is reached.
- iv. All instructors must pass an Instructor specific question paper to back up experience.
- v. All instructors must produce a CV to the administrator.
- vi. All instructors must attend and pass refresher training which will take place every five years.

Converting to become a roadside/recovery instructor

- i. Provide a CV to the administrator
- ii. Provide copies of any certificates of formal training in instructional techniques
- iii. Must be trained and qualified to instructor level in every module they wish to train. The initial trainer qualification would be gained using 1 module, approval to train in further modules will be granted by The Administrator following an audit of Instructors lesson plans, observation of delivery and successful completion of the module theory test paper, provided that the required standard is reached.
- iv. Must pass an instructor specific theory paper. (100% pass mark)

Footnote: During the transition period it is estimated that approximately 6 instructors will need to convert.

Complaints and appeals

The administrator will appoint a minimum of 3 (Three) independent persons to review any complaint or appeal about an administrator decision to make recommendations.

Temporary Traffic Management

Instructors delivering temporary traffic management training and assessment shall comply with the requirements of National Highway Sector Schemes 12A to D as appropriate

6 Auditing.

Category 1 **INSTRUCTORS**

- IVR level 1 Instructors delivering VR module courses, working within a Rescue recovery operator organisation. (Internal) shall be audited by the IVR at least once every three years, or attend a refresher course. (A decision is made during their assessment as to an instructor's ability to deliver external courses. This level would apply to any instructor lacking in this confidence, with a view to working toward achieving IVR level 2 status).
- IVR level 2 Instructors delivering VR module courses, employed by a Category 2 training supplier or independent instructors shall be audited at the discretion of the administrator.
- TTM Instructors delivering TTM module course in compliance with NHSS 12A – 12D shall be audited in accordance with the requirements of the relevant TTM scheme.

Category 2 **TRAINING PROVIDERS/SUPPLIERS**

Organisations offering external training, of VR modules, shall be audited by the administrator. Ongoing auditing by the IVR shall be in place by means of sampling exam papers and skills test papers.

Organisations offering training in TTM shall be audited in accordance with the requirements of NHSS 12A – 12D as appropriate.

Category 3 **ADMINISTRATOR (The IVR)**

The IVR who shall administer Training throughout the rescue and recovery industry in the UK and NI under this scheme shall be audited annually by a UKAS accredited certification body to EN 45013 and as necessary by QCA or other appropriate accreditation body.

Category 4 **TUTOR**

- IVR level 3 Persons wishing to train instructors in instructional techniques specific to the vehicle rescue and recovery industry **MUST** have undergone the ITSSAR Cat.4 training programme or equivalent and reached the appropriate level to obtain a pass and shall be audited on every course (of instructor training) thereafter by ITSSAR or equivalent.

7 Verification of Training

Training providers (who may be companies or independent instructors) will supply to the administrator:

1. Copies of their Current
 - i. Detailed training plans for relevant VR modules
 - ii. Detailed Syllabus for relevant VR modules;
 - iii. Workbooks and handouts;

where they differ from the requirements and material provided by the administrator.

2. Course attendance record sheets for each student, to include:

- i. Course start & end date
- ii. Course location.
- iii. Student Name.
- iv. Address.
- v. Date of birth.
- vi. Registration number.(PIN)
- vii. Module attending
- viii. Training provider.
- ix. Instructor name.
- x. Instructor's registration number and expiry date.
- xi. Course number
- xii. Students signature
- xiii. Instructors signature

3. Completed examination paper, to include:

- i. Date
- ii. Paper set number
- iii. Students name
- iv. Registration number (PIN)
- v. Module title

- vi. Module number
- vii. Student Name
- viii. Instructor name
- ix. Student signature
- x. Instructor signature
- xi. Instructors registration number
- xii. Passed or Referred

4. Completed skills test marking sheet, to include:

- i. Date
- ii. Students name
- iii. Student Registration number (PIN)
- iv. Module title
- v. Module number
- vi. Student Name
- vii. Instructor name
- viii. Student signature
- ix. Instructor signature
- x. Instructor registration number.
- xi. Passed or referred

5. Student photograph in digital format (passport style) (First module only)

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Auditor/Verifier

Category 1 External trainers will be audited by the administrator or an approved external auditor.

Category 1 internal trainers will be audited by the Administrator. (Monitor)

Category 2 Training providers will be audited by an approved external auditor.

The auditor of the Category 3 Company (The administrator) will be an approved external auditor.

The auditor of Category 4 Tutors will be an approved external auditor.

9 Training Standards.

This section will cover a number of areas within the scheme and it will be a requirement of the administrator to ensure that these standards are upheld. These areas are;

1. **Guiding principles**
2. **Reviewing the aims and objectives of each module**
3. **Setting minimum assessment standards**
4. **production of question banks**
5. **Questioning requirements**

1. Guiding principles.

The administrator should ensure that all Category 1 Instructors, category 2 training providers, Category 4 Tutors and indeed Category 3 The Administrator follow three main guiding principles;

- **Consistency**-within all training and assessment
- **Integrity**-uncompromising adherence to the scheme
- **Safety**-awareness and practicality

2. Reviewing the aims and objectives of each module.

The SSD17a training sub-committee has agreed that the current aims and objectives set out in the modules should remain during the transitional period.

The SSD17a training sub-committee will remain as the correct body to review the aims and objectives in the future.

The first review will take place in September 2007 (or sooner if required) and then bi-annually.

3. Setting minimum assessment standards.

The administrator will uphold the minimum assessment standards set from time to time by the training sub-committee. The currently agreed standards are set out below.

Module	Skills Test Penalty points Marking system	Question Paper Multiple choice System to be used	Percentage Pass Required
1	No	Yes	80%
2	No	Yes	80%
3	No	Yes	80%
4	Yes	Yes	80%
5	Yes	Yes	80%
6	Yes	Yes	80%
7	Yes	Yes	80%
8	Yes	Yes	80%
9	Yes	Yes	80%
10	Yes	Yes	80%
11	Yes	Yes	80%
12	Yes	Yes	80%
13	Yes	Yes	80%
14	Yes	Yes	80%
15	Yes	Yes	80%
16	Yes	Yes	80%
17	Yes	Yes	80%
18	Yes	Yes	80%

4. Production of question banks.

Currently used question banks will be collated by the administrator and used during the transitional period, after which training providers or instructors can submit questions to the administrator for inclusion on the scheme.

5. Questioning requirements.

There will be a number of question papers for each module. Each set will be marked against each module (i.e. Module 5 Set A). Question sets will be controlled by the administrator, but held by the training providers.

For any given VR Module training programme the administrator will inform the training provider which question set to use.

Answer papers will be marked by the trainer / training provider prior to submission to the administrator.

Answer papers will be sampled by the administrator to ensure, consistency, integrity and reliability.

Answer papers should include in addition to the candidates name, and PIN the instructors name and training provider.

10 Liaison with other Authorities.

During the course of their administration it is envisaged that the administrator will need to liaise with the following organisations in order to ensure the schemes integrity, and that the scheme consistently remains relevant and compliant with current legislation and codes of practice.

- Highways Agency
- NHSS 17a committee
- Automotive Skills
- PAS 43/SURVIVE group
- The Institute of the Motor Industry (IMI)
- UK motoring organisations
- Road Rescue Recovery Association
- Association of Vehicle Recovery Operators
- London Association of Recovery Operators
- Road Haulage Association (Recovery Group)
- Rescue Recovery Trainers Association
- Recovery Manufacturers and Suppliers Association(REMSA)
- The Health and Safety Executive
- HA SSD 12 committee and their training administrator
- Road Workers Safety Forum (RoWSaF)
- Association of Chief Police Officers
- Traffic Officers
- “Repair and Tyre Change” Organisation. Trade Associations

This list is not exhaustive and liaison with other authorities or bodies may be deemed necessary to improve or enhance the Industry training scheme.

11

The Provision of a Transitional Scheme.

The administrator will be required to put in place a transitional scheme that will incorporate timescales to allow a fully functional training scheme to be in place by September 2007. The details of this are yet to be developed.

GLOSSARY OF TERMS

Administrator	Company or body controlling the national training scheme
IVR	Institute of Vehicle Recovery
ITSSAR	Independent training Standards Scheme and Register
Training Provider	Company selling training courses
Instructor	Individual qualified to deliver training
Tutor	Individual qualified to Cat 4 level delivering instructors training
Technician	Person employed to provide roadside/recovery services
PIN	Personal Identification number generated by the national database
Module	1 element of the national training programme
ITSSAR cat 1	Individual instructor qualified to deliver rescue/recovery training
ITSSAR cat 2	Company with two or more instructors (training provider)
ITSSAR cat 3	Company holding a trainer with cat 4 status
ITSSAR cat 4	Instructor qualified to train instructors in delivering rescue/recovery training.
IVR level 1	Instructor authorised by the IVR to deliver internal training
IVR level 2	Instructor accredited by the IVR to deliver external training
IVR level 3	Instructor that has reached the required standard to deliver Instructor training in the rescue/recovery industry
Refresher course	Course to update current techniques and developments
Internal Instructor	Individual delivering Induction and company training
External Instructor	Individual selling training services to the industry
Auditor	Individual or company appointed to audit instructors or providers
Audit	Official examination of systems and administration
Assessment	Means by which quality or attainment of standards are verified
HA	Highways Agency
NHSSD	National Highways Sector Scheme Document
PAS 43	Publicly available specification No. 43
RRRA	Road Rescue Recovery Association
AVRO	Association of Vehicle Recovery Operators
LARO	London Association of Recovery Operators
RHARRG	Road Haulage Association Road Rescue Group

RRTA.....Road Rescue Trainers Association

REMSA.....Recovery Manufacturers and Suppliers Association

ACPO.....Association of Chief Police Officers

HSE.....Health and Safety Executive

**Transitional,.....ADMINISTRATORS ROLES AND DUTIES. Period during which the industry will
convert to the national training scheme**