



Petroleum Driver Passport Scheme Manual of Practice

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Foreword: Downstream Oil Distribution Forum

The Petroleum Driver Passport (PDP) sets out for the first time an industry code of practice that establishes a common standard for the training of all petroleum tanker drivers, backed by a system of approval and enforcement. The PDP is a guarantee of high quality training that terminal operators, distribution companies, drivers, relevant authorities, and all who operate in the petroleum industry, can rely on.

The PDP has been designed to sit alongside existing tanker driver regulation. It has a five year renewal cycle in line with a driver's ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road) licence. The additional, petroleum-specific, classroom training is designed to be delivered by existing or new ADR centres. The Passport has written and practical assessment, and an annual refresher requirement. It is linked to Joint Approvals Unit for Periodic Training (JAUPT) and Driver Certificate of Professional Competence (DCPC).

SQA, who already manage the ADR scheme, have been appointed by your representatives, the Downstream Oil Distribution Forum, to manage the PDP. We have also worked closely with both Driving Vehicle Standards Agency and with the Department for Transport to use existing contractual arrangements to help with the delivery of the PDP.

The Petroleum Driver Passport has been designed and implemented for the industry by the industry. The Downstream Oil Distribution Forum (DODF) draws membership from haulage companies, unions, trade associations, oil companies, storage companies, retailers and regulatory bodies. It has been sponsored by the Department of Energy and Climate Change (DECC) now Business, Energy and Industrial Strategy (BEIS) and facilitated by the Department for Transport (DfT). The DODF will retain ownership and management of the scheme into the future on behalf of the industry. I commend the PDP to all who work in the petroleum industry. It ensures that the good training that already exists in many parts of the sector will now be consistently applied by all.

Peter Oakford



Independent Chair
Downstream Oil Distribution Forum

1 Introduction

1.1 The purpose of this publication

This publication sets out the standards and procedures for the Petroleum Driver Passport (PDP) to comply with the Petroleum Fuel Tanker Driver: Industry Training Standard.

The primary focus of the PDP is finished petroleum products, delivered to end customers. It applies to the following UN numbers (these are the numbers used to identify hazardous substances and articles in the framework of international transport):

UN 1202 — Gas oil or diesel fuel or heating oil, light

UN 1203 — Gasoline or petrol or motor spirit

UN 1223 — Kerosene

UN 1863 — Fuel, aviation, turbine engine

Blended fuels are normally allocated UN1202, but have a differentiating definition such as 'Industrial heating oil' or similar. Such fuels apply and should be treated in the same way as those listed above.

In addition to these UN numbers, UN 1268 and UN 3475 may apply, depending on individual circumstances.

All practical assessments must be undertaken carrying at least one of the petroleum products listed above.

1.2 Copyright

The copyright of all documents compiled or developed in connection with the PDP Scheme will be the property of the Secretary of State (SoS) for the Department for Transport. The documents and information covered:

- ◆ PDP Manual
- ◆ PDP Syllabus
- ◆ Assessment Bank
- ◆ Website
- ◆ PDP Photo Card Design
- ◆ Candidate and Training Provider Records (data file)
- ◆ PDP Scheme Logo

1.3 Background to the PDP

As part of the ACAS Agreement in April 2012, Unite the Union and the major haulage companies agreed their commitment to continuous improvement in the area of Health and Safety training and the mutual aim of ensuring that the current health and safety best practices of the employers are applicable across the whole industry.

The then Department of Energy and Climate Change (DECC) asked Cogent Skills to facilitate the reconstitution of the UK Downstream Oil Distribution Forum (DODF). The DODF's remit is to address these shared concerns with other appropriate bodies and Government departments, to establish an Industry Training Standard for health, safety and driver training, with appropriate means of approval. The Industry Training Standard covers all drivers delivering refined petroleum products in road tankers in all categories of vehicle.

Under the agreed DODF Terms of Reference, the DODF is responsible for:

- ◆ Reviewing current practices in relation to the implementation of health and safety and training standards across the industry.
- ◆ Identifying instances of good and bad practice with the aim of developing an industry standard which could be incorporated into a new industry code of practice.
- ◆ Facilitating the sharing of best practice across the industry.
- ◆ Developing a strategy to address skills gaps relating to health, safety and training issues.

The DODF will continue as a standing body to provide an ongoing overview of health and safety issues for the industry. The SQA has been appointed as the PDP Scheme Manager to undertake approval processes against the Industry Training Standard. The DODF has oversight of SQA through a PDP Management Group.

1.4 Scope

The PDP is a UK-wide scheme that will ensure all parts of the sector — including large, major logistics operations; small and medium-sized enterprises (SMEs); and micro businesses — are undertaking training against a common standard and to remove duplication of training, whilst recognising the need for reinforcement and time to absorb such training.

It is for all drivers delivering in-scope petroleum products (as defined in 1.1) to end users; all employing companies (who can be both employers and training providers); all potential third party training providers; the DODF, as owner and reviewer of the standard; and all associated stakeholders.

1.5 Main organisations involved in development

SQA is the PDP Scheme Manager, on behalf of the DODF. It provides the necessary resource, competence and IT to run the PDP. SQA is also the agent appointed to manage ADR driver training, which sets out the standards and associated procedures required to comply with the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (as amended).

DODF is responsible for operational and policy matters of managing the PDP, and is the ultimate arbiter of the PDP.

DECC facilitated the reconstitution of the DODF.

The Department for Transport (DfT) is facilitating the PDP, and is a signatory to the Agreement for the Appointment of a Scheme Manager for the Petroleum Driver Passport Scheme.

The Health and Safety Executive (HSE) has been involved in the development of PDP in an advisory capacity and supports its implementation in the sector.

1.6 PDP self-sufficiency and outline activity

The PDP is intended to be self-financing, but not profit-generating. SQA operates as a not-for-profit organisation, and will look to recover the PDP costs through fees from candidates and training providers.

The PDP fees will be set at levels that generate an income to cover the ongoing costs of administration and oversight by the PDP Management Group.

1.7 Links to existing industry training schemes (ADR, DCPC)

The PDP has been designed to align to ADR, and to complement the established processes of the Driver CPC (Certificate of Professional Competence). All petroleum drivers have to meet the requirements of these regulations.

2 PDP outline

2.1 Petroleum Fuel Tanker Driver: Industry Training Standard

The PDP syllabus is based on the content of the Industry Training Standard. This is the standard against which drivers delivering refined petroleum products in road tankers (as defined by ADR), will need to demonstrate their competence, for the avoidance of doubt practical assessment of this award must be undertaken with one of the UN products listed under Section 1.1 of this document.

2.2 Relationship with ADR training Tanker and Class 3

Much of the underpinning knowledge and understanding is satisfactorily covered by ADR Tanker & Class 3 training and assessment. The PDP syllabus encompasses a body of standards (of performance and underpinning knowledge and understanding) over and above what is covered by ADR.

2.3 Training and assessment

Training and assessment can be aligned, but does not need to be, with a driver's five-yearly ADR renewal.

The Petroleum Fuel Tanker Driver: Industry Training Standard is comprised of five Learning Outcomes:

- 1 Be able to prepare to deliver petroleum products by road tanker.
- 2 Be able to load petroleum products into road tankers.
- 3 Be able to drive petroleum product road tankers.
- 4 Be able to offload petroleum products.
- 5 Be able to deliver petroleum products by road tanker — industry sub-sector requirements.

To meet the Industry Training Standard, there will be training and instruction to cover each of the Learning Outcomes, before a formal assessment (which can be in line with the driver's ADR renewal).

This assessment will include a written (multiple-choice) examination and a practical assessment on loading, driving and offloading. On successful completion, the PDP will be issued with a validity of five years. Formal assessment will then take place on a five-year cycle.

The purpose of assessment is to ensure that there has been effective learning and that competence has been demonstrated. The assessment will:

- ◆ be fair and clear for those undertaking it.
- ◆ explain clearly the standards for satisfactory completion.
- ◆ be consistent and transparent in its marking.
- ◆ be open to verification by an appointed body.
- ◆ include both assessments of knowledge and workplace performance.

Once the driver has successfully acquired a PDP, to maintain its validity during the 5 year validity cycle, they will then be required to undertake and pass an annual practical assessment and annual classroom refresher training (completion of this must be recorded with the Scheme Manager).

2.4 Full PDP issue

2.4.1 Classroom training and written (multiple-choice) assessment — 25W

(Please see Appendix 14.1 for programme numbers and titles.)

Training providers will deliver classroom training to provide the underpinning knowledge and understanding for the written assessment. This is set by SQA, and covers key content of the PDP Syllabus.

The written assessment:

- ◆ Will cover the Learning Outcomes 1–4 — content that is not covered by ADR.
- ◆ It will take the form of a multiple-choice written assessment.
- ◆ It will take no longer than 45 minutes.

The training:

- ◆ The methodology will be consistent with current ADR practice.
- ◆ It will be delivered by approved training providers.
- ◆ It will be subject to external quality assurance by SQA.

We specify that 2 hours minimum be allocated to the classroom training if **all the delegates** have taken 25W previously, otherwise the minimum time is 3 hours to cover the full syllabus.

2.4.2 Practical Assessment — 25P

As well as the written assessment, drivers are required to pass a practical assessment in the industry sub-sector that is most relevant to their workload.

A practical assessment of the driver's ability to meet the Standards of Performance of each of the Learning Outcomes 1–4 covering loading, driving and offloading of petroleum products listed under Section 1.1.

The practical assessment will need to be undertaken within one of the industry sub-sectors specified in Learning Outcome 5.

Practical assessment must be carried out by a suitably qualified and registered driver assessor, as specified in Section 8.4.

The practical assessment will require at least two hours in order to adequately test a driver's competence and allow time for the various stages of the assessment (eg pre and post loading checks, load, drive, tip and return to terminal/depot) including a minimum of 45 minutes driving time.

The practical assessment must be supported by a driver tachograph and assessor tachograph, where applicable. A printout of the driver tachograph and assessor tachograph, where applicable must be uploaded to the course record, documents tab within the database and retained for five years. Failure to provide these may affect candidate certification.

2.5 Annual classroom refresher (21T) and practical assessment (21P)

To maintain the validity of their PDP, drivers will need to undertake and pass an annual practical assessment, and one half day of annual classroom refresher training, completion of which will be recorded. Drivers are required to undertake an *annual* refresher practical assessment (21P) **no more than four months** prior to their annual anniversary date. *Annual* classroom training (21T) must take place within the same calendar year as the annual practical assessment, in order to maintain the validity of the PDP certificate. (The annual anniversary date will be the same day and month as the expiry date, as stated on the card).

Please refer to Section 9.6.2 Time boundaries for enrolment.

The classroom training will take into account changes in legislation/industry practice. If this training is carried out under a course approved by JAUPT, the training hours can be recorded for the purposes of Driver CPC. JAUPT approval is not part of PDP, and should be sought by the training provider directly with JAUPT.

The training is against the Underpinning Knowledge and Understanding within Learning Outcomes 1–5.

We recommend that up to half a day should be allocated to this annual classroom training with a minimum of one hours PDP content.

It will be subject to independent verification by SQA.

The annual practical assessment will be taken as outlined in Section 2.4.2.

2.6 Revalidation 22T and 22P

It is recognised that, in certain circumstances, drivers may not complete their annual refresher training and assessment, within the specified time period. If this is the case the candidate will need to undertake 22T and 22P (in accordance with the guidance in Section 2.4.2).

The appropriate training and assessment should be undertaken at the earliest opportunity to revalidate the PDP.

3 Compliance regime

PDP is an industry code of practice which establishes a standard for the training of all petroleum tanker drivers.

Once Drivers have received their PDP card they are expected to carry it at all times when working.

3.1 Primary Compliance point

The primary point of compliance will be the terminals from which product is lifted. All terminals issue site-specific loading cards, and only permit drivers who are demonstrably trained to be put forward for loading card training.

Terminals have a duty of care to ensure that they allow rack access only to suitably qualified individuals. The PDP provides demonstrable proof of this.

Terminals already request a safe loading pass as proof that the vehicle is in suitable condition. The PDP ensures a similar demonstration of suitability for the driver.

Terminals are the enforcement point with respect to drivers having a PDP, but not with respect to annual refresher training. It is the responsibility of the employer and driver to ensure that their passport remains valid by undertaking and registering their annual training and assessment. However, Terminals may carry out spot checks on the validity of Passports and that annual refresher training has been completed and drivers need to be aware of this. For the PDP to remain valid drivers must do the annual refresher training and practical assessment.

For those candidates newly recruited into the industry, who will not have a PDP, it is accepted that they will be granted access to fuel terminals (once Terminal Induction has been completed) without a PDP as long as they are under the direct supervision of an approved driver who holds a PDP card so as to facilitate training and later practical assessment to qualify for their first PDP.

3.2 Secondary compliance points

The PDP is not legally mandated. However, there are a number of groups who need to be aware of its purpose and existence. These can, should they wish, request to see the PDP.

These include:

- ◆ Retail site operators
- ◆ Commercial, marine and aviation customers
- ◆ The domestic customer in the Home Heat market
- ◆ DVSA
- ◆ Police
- ◆ Petroleum Inspectors
- ◆ Environment Agency
- ◆ Health and Safety Executive
- ◆ Employers

3.3 The Role of SQA as Scheme Manager

SQA, as PDP Scheme Manager, is responsible for:

- ◆ The approval/ revocation of approval of training providers
- ◆ Approval of course specifications
- ◆ Approval/ revocation of approval of instructors/assessors
- ◆ Approval of assessment materials
- ◆ Verifying training providers and course delivery
- ◆ Maintaining records of annual training and practical assessment
- ◆ Running the examination process
- ◆ Publishing candidate results to training providers
- ◆ Issuing PDP cards to candidates

3.4 The Role of the PDP Management Group

The overall oversight and delivery of the PDP is the responsibility of the PDP Management Group, which is the ultimate arbiter of the PDP and its enforcement, and oversees the work of SQA.

The PDP Management Group will:

- ◆ Ensure that the Petroleum Fuel Tanker Driver: Industry Training Standard and PDP Syllabus is kept up-to-date with any new requirements, best practice or changes in legislation.
- ◆ Maintain and, if need be, recommend changes to the system of Approval and Enforcement set up when the scheme was launched.
- ◆ Provide support to PDP Scheme Manager in the form of Investigation Support Committee if required for malpractice and maladministration investigations.
- ◆ Provide oversight of the Petroleum Driver Passport and SQA, including:
 - effectiveness and engagement of the Scheme within the industry, based on management reports developed by the SQA
 - competence requirements of SQA appointees involved in approval and verification activities
 - appeals procedure for Petroleum Driver Passport holders
 - withdrawal and appeals procedure for Training Centres and/or instructors and assessors.

3.5 Key contacts

SQA

Name	Phone	E-mail
SQA PDP Administration	0345 270 0123	pdpassport@sqa.org.uk

PDP Management Group

Name	E-mail
PDP Management Group	jenny.clucas@cogentskills.com (Secretariat) peteroakford@hotmail.com (Independent Chair)

4 PDP scheme administration

4.1 SQA online database

SQA has a secure web-based information management system for PDP. (We will refer to it from now on as 'the database'.) It is mandatory to use the database to administer certain aspects of this scheme, such as initial training provider approval, amendments to approval, notification and management of courses, the verification process, candidate information and examination delivery.

The database allows training providers instant access to real time data, including course and candidate information, as well as examination results. You can access it at: <https://dgdt-pdp.sqainfo.net>

Through this publication, the administration process will be explained in reference to this database.

4.1.1 System requirements

The minimum hardware and software requirements to access the web-based system are:

Processor

- ◆ 2.33GHz CPU

Ram

- ◆ 1GB

Video

- ◆ Screen resolution of 1280x768
- ◆ Graphics card with at least 64MB of memory.

Peripherals

- ◆ Two button mouse
- ◆ Keyboard

Internet Browsers

The database is supported in the latest version of the following internet browsers:

- ◆ Internet Explorer 11
- ◆ Google Chrome
- ◆ Mozilla Firefox
- ◆ Microsoft Edge
- ◆ Safari

Please note that browsers and operating systems used must support a minimum of TLS 1.2 in order to use the database. The latest versions of the browsers listed above have this support enabled by default.

Bandwidth to the internet

- ◆ Minimum of 512Kbps

4.2 System login credentials

Login names and passwords are issued by SQA. Once approved as a training provider, you can access your own record on the secure web-based information management system to update your information.

User access to the system is managed by SQA. Any required changes to your centre user access, including additional user accounts, or disabling accounts, must be made in writing to pdpassport@sqa.org.uk.

Login details for the database will only be issued to notified contacts for each centre. A named main contact will be responsible for the security of the login credentials within your centre.

SQA has an Information Security Management System (ISMS) certificated to the ISO 27001 standards, covering the Contract Services business team. As such we have a commitment to actively promote information security, particularly in the use of systems. It is essential that all users of the SQA online database adhere to the following basic guidelines:

- ◆ Each user must have his or her own unique login
- ◆ Memorise your login details and do not keep any written record of them
- ◆ Never use any software or browser to record your login details (eg Password Manager)
- ◆ If you suspect that the security of your login details has been compromised, you should change your password immediately and e-mail SQA with details of the possible breach, on pdpassport@sqa.org.uk
- ◆ Password criteria for the database is as follows:
 - Minimum Password length: 10 characters
 - Password character requirements: Alphanumeric, upper and lower case plus special character
 - Account lockout: 5 attempts

4.3 SQA Customer Charter

SQA is committed to providing excellent customer service and strives to achieve this through personal accountability and professional commitment. SQA works with customers to ensure that its products and services meet customer needs.

The SQA Customer Charter outlines its commitment to customers and provides details of Service Statements, with minimum response times for various forms of communication.

It is recognised that some customers will experience problems and may not receive the service they expect; the Customer Charter documents the formal Complaints and Feedback procedure (see also Section 13.4 of this Manual).

To get full details of the Customer Charter please visit the website at <http://www.sqa.org.uk/sqa/25064.html>

4.4 SQA Freedom of Information, Data Protection Policy and Equal Opportunities Policy

4.4.1 Freedom of Information

SQA is an executive non-departmental public body (NDPB) sponsored by the Scottish Government Education Department and subject to the Freedom of Information (Scotland) Act 2002. This Act provides a general right of access to all types of recorded information held by Scottish public authorities, subject to certain exemptions. In compliance with Section 23 of the Act, SQA has adopted a Publication Scheme setting out the classes of information we publish, or intend to publish, the manner in which we intend to publish the information and whether a charge will be made for the information.

Personal information, such as candidate records, is exempt from disclosure under this Act by Section 38. This information is subject to the General Data Protection Regulations (GDPR) - see section on Data Protection below for more details.

General information, such as training provider policies and procedures, and policies and procedures relating to marks and appeals, may be requested by candidates under the Freedom of Information (S) Act.

More information on SQA's policy under the Freedom of Information Act is available via the SQA website at <http://www.sqa.org.uk/sqa//39084.html>

4.4.2 Data Protection

SQA collects information on behalf of the Downstream Oil Distribution Forum in order to provide Petroleum Driver Passport (PDP) qualifications.

In carrying out our roles and functions SQA collects and receives personal information about candidates, for example, names are required to print on certificates, addresses to post the certificates to, and dates of birth to distinguish between candidates with similar names. Candidates undertaking training must therefore supply these personal details to SQA via their training provider.

Access to candidate information is limited to those who require it. You will be able to access this information when it is appropriate; for example, you will get details of your candidates' results, and will see information when registering a candidate for a course. SQA will also supply information to the Downstream Oil Distribution Forum and the Petroleum Passport Management Group at regular intervals.

SQA will **not** provide information to organisations involved in direct marketing or similar ventures.

SQA is registered with the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Our Registration Number is Z5781759,

and the registration can be viewed on www.informationcommissioner.gov.uk, along with other information about data protection.

SQA expects training providers to take care both in the collection of data for transmission to SQA and in the dissemination of data from SQA in accordance with data protection laws.

Training providers must:

- ◆ Make candidates aware that their personal information is being given to and used by SQA.
- ◆ Use the personal information obtained from SQA for the purposes of their role in the delivery of the Petroleum Driver Passport.
- ◆ Not use personal information obtained from SQA or via the database for marketing purposes, or any purpose which could be reasonably objected to by a candidate. If SQA believes that a training provider has used the information held on the database in this way, sanctions will be imposed on that training provider.

Training providers should be appropriately registered with the Information Commissioner.

4.4.3 Equal Opportunities Policy

SQA has an Equal Opportunities Policy. We are not only committed to ensuring compliance with equalities legislation, but also to developing good practice in equalities in all areas of our operation. Further information can be found on our website <http://www.sqa.org.uk/sqa//21575.html>

5 Training Provider Approval

5.1 Introduction

Before being permitted to deliver courses leading to the issue of a Petroleum Driver Passport, training providers must gain approval from SQA. This section explains the approval process and to detail the information that must be submitted when applying for approval.

5.2 Types of approval

Due to the varied training and assessment requirements, organisations will have different capabilities to deliver aspects of the Scheme. SQA has a tiered approval process and fee structure for training providers, depending on the type of training or assessment they will be conducting:

- ◆ Five year Classroom Training and Written (multiple-choice) Assessment (either online or paper-based)
- ◆ Practical Assessment
- ◆ Annual Classroom Training
- ◆ or any combination of the above

Section 5.4 outlines the approval criteria for each level of approval.

5.3 Making an application

Training providers intending to apply for approval to offer PDP training courses should contact in the first instance:

PDP Administrator
SQA
Optima Building
58 Robertson Street
Glasgow
G2 8DQ

Tel: 0345 270 0123
E-mail: pdppassport@sqa.org.uk

Prospective training providers will be e-mailed an information pack with a copy of the Scheme Manual and an Approval Application form.

As part of SQA's approval application process to determine your suitability to become an SQA approved centre, the following information will be checked during our decision making process:

- Credit Check
- Companies House/Director Check
- Sole Trader Check
- Trade/Personal References

Additionally we will require you to declare if any other awarding body, regulator, DfT or their related agencies has ever withdrawn centre approval, qualification approval or imposed any other sanction on your organisation.

If you wish to proceed with your application, you should submit the form to SQA, who will issue an invoice for the current application fee, which is non-refundable. On receipt of the application fee, a username and password to access the database will be issued.

SQA will create a basic record on the database for the applicant. The applicant can then upload information required as per section 5.4 Approval Checklist. Once this action is complete, the applicant should inform SQA via e-mail (pdpassport@sqa.org.uk) that the application is complete and can be processed.

Approved ADR training providers will be able to submit their application for approval to conduct training and assessment for the PDP via their existing record on the database. Once they have uploaded the relevant supporting documents, they must contact SQA via e-mail (pdpassport@sqa.org.uk) to confirm the application. On receipt of the application the training provider will be invoiced for the current application fee.

5.4 Approval matrix

Depending on the approval being applied for, you will need to provide the following documentation to support your application:

Approval Criteria										
Type of Approval	Training/ Assessment Venues	Instructor/ Assessor Records	Instructor Notes and Presentations	Practical Assessment Standards	Policies — E&D, H&S, DPA	Insurance	Description of the organisation	QA procedures	Training Resources	Arrangements for Assessment Materials
5 Year Classroom and written assessment	✓	✓	✓		✓	✓	✓	✓	✓	✓
Practical Assessment	✓	✓		✓	✓	✓	✓	✓	✓	✓
Annual Classroom Training	✓	✓	✓		✓	✓	✓	✓	✓	

5.5 Approval checklist

To demonstrate that they can comply with the standards set out in this publication, applicants must provide evidence to support their application. The required information must be uploaded on to the 'Documents' tab of the training provider record on the database, unless otherwise specified. The information required is:

All training providers:

- ◆ Training and Assessment Venues (see Section 6 for further details)
- ◆ Instructor and Assessor Records (Section 8)
- ◆ Details of company policies on Health and Safety, Equality and Diversity, Data Protection
- ◆ Evidence of Public Liability Insurance
- ◆ Description of the organisation (eg brief history, employee numbers, management structure)
- ◆ Internal Quality Assurance procedure (Section 11)
- ◆ Training/Assessment Resources (Section 6)
- ◆ Description of arrangements for Assessment Materials (Section 10)

In addition, for training providers offering written (multiple-choice) assessment:

- ◆ Instructor Notes and Training Materials (Section 7)

In addition, for training providers offering practical assessment:

- ◆ Practical Assessment Standard (Section 7)

Approval documentation must be updated and maintained to ensure ongoing approval. Documentation will be reviewed as a part of SQA quality assurance activity. If approval documentation is found to be lacking sanctions will be placed on the training provider until this has been rectified.

5.6 Processing applications for approval

Once the application has been received by SQA, an External Verifier (EV) will normally visit the provider. The purpose of this visit is to verify the training provider's application and, if necessary, provide advice to assist their application for approval. The EV will then submit a report to SQA.

SQA will consider each application, and may seek clarification or additional information from the applicant. When approval is granted, SQA will issue a letter of approval to the training provider, and an invoice will then be issued in respect of the current approval fee. You will be able to start notifying SQA of training and assessment activity via the database.

SQA may revoke, set conditions on, suspend or withdraw approval at any time for failure to comply with any of the conditions set out in the Approval Notice, or for failure to meet SQA's training, assessment or other requirements. Similar action can also be taken resulting from any breaches of the requirements of this publication.

You may only start notifying SQA of your first course once you have been given the approval notice in writing.

5.7 System-generated training provider number

New training providers will have a system generated four digit number allocated to their record. This is a unique identifier for each training provider. Please quote this number in any correspondence with SQA.

5.8 Issue of examination material

SQA will send a complete set of current examination papers to the Examination Secretary identified on your application. In addition, we will also supply Candidate Examination Response sheets. SQA permits providers to produce additional copies of examination answer sheets for use during examinations.

Instructions for the conduct of examinations and the processing of papers are in Section 10. If further copies of examination papers are required due to papers being soiled or damaged, a request must be submitted in writing to the PDP Team at pdppassport@sqa.org.uk and the soiled or damaged papers returned to SQA by secure means. The request must include a reason for the additional copies. **Under no circumstances should you make copies of examination papers.**

5.9 Period of validity

Approval is granted for one calendar year from the date of notification.

5.10 Annual renewal of approval

Annual renewal will only be granted with ongoing compliance with PDP scheme documentation and receipt of the annual approval fee.

SQA will issue an invoice to training providers for the annual approval renewal fees when they are due. Standard payment terms apply. Once you have returned remittance, and are demonstrating ongoing compliance the approval will be renewed for one calendar year from the date of renewal.

Non-receipt of remittance of the approval renewal fee in accordance with the agreed terms (30 days) will result in the lapse of your approval. You will then be required to re-apply and be liable for the full application and approval fee.

5.11 Financial requirements

We will invoice training providers for all fees arising from assessments, approvals, and verification visits in accordance with our usual arrangements. Should payments not be received in accordance with the agreed terms (30 days), we reserve the right to withhold results, suspend the processing of entries and examination material, and recommend the withdrawal of approval. We also reserve the right to use an external organisation to support debt collection.

If a training provider defaults on invoice payments by more than 60 days, this may result in their being **suspended without notice**. SQA **will not process** any training course entries and/or examination materials relating to training courses starting after the date of suspension.

Approval fees are for one calendar year and are non-refundable during this period for any reason.

5.12 Changes to terms of approval

You may submit applications to change the terms of your approval. This can include:

- ◆ Adding new instructors or assessors to your approved list.
- ◆ Approval of additional modules.
- ◆ Submitting amended or updated training materials.

NOTE: The suitability of training venues will be maintained under your own internal quality assurance processes. When you add a new site SQA will remotely approve this site for use via the database.

5.13 Ownership of documentation

Examination papers, this manual, and any other documentation provided by SQA acting as the agent for the PDP Management Group to training providers under this scheme are, and will remain in perpetuity, the property of SoS for DfT, and must be returned to SQA immediately upon request either by SQA or the PDP Management Group. Any cost incurred in returning examination materials must be borne by the training provider.

5.14 Change of address or trading position

5.14.1 Change of address

If you change address, you must notify SQA in writing without delay. SQA reserve the right to deploy an External Verifier to complete quality assurance activity in the event of a Training Provider changing address.

5.14.2 Change of owner

If an approved training provider is passed into different ownership, SQA must be notified in writing without delay. Current approval will be suspended. Approval to train under this scheme will NOT be permitted to pass from one owner to another, and approval should not be regarded as a negotiable asset.

The new owner will need to seek approval under the terms of this document. All documentation pertaining to the scheme which is the property of SoS for DfT must be returned to SQA. If these materials are not returned, SQA will instruct an EV to visit the training provider to collect the materials. The training provider will be charged the fee and expenses to recover the costs of such a visit.

5.14.3 Change of name

If an approved training provider changes trading name, SQA must be notified in writing without delay. A training provider will be able to change trading name if all other existing conditions of approval remain the same.

If any other existing condition of approval is to change, SQA must be notified in writing. A decision will be taken on the approval position and will be notified to the training provider in writing.

5.14.4 Cease to trade

If an approved training provider ceases to trade, is wound up, or ceases to run courses under the terms of this scheme for any reason, SQA must be notified in writing without delay. All documentation pertaining to the scheme which is the property of SoS for DfT must be returned to SQA. If these materials are not returned, SQA will instruct an EV to visit the training provider to collect the materials. The training provider will be charged the fee and expenses to recover the costs of such a visit.

5.15 Guidance on training in Channel Islands and/or Isle of Man

Approval applies only to training conducted in Great Britain and Northern Ireland. Training Providers wishing to conduct training in the Channel Islands and/or Isle of Man must make their request initially through SQA.

Any request to conduct training outside of the UK must be made in writing to SQA. Only when the necessary approval has been granted can any course

arrangements be made. Advice on the training of expatriate drivers domiciled outside the UK can be obtained from SQA.

Training taking place under the arrangements approved for Ministry of Defence establishments is regarded as coming under United Kingdom approval, wherever it may take place, as long as the training is provided by Ministry of Defence personnel.

5.16 Prohibition of franchising and sub-contracted marketing

PDP Courses must be delivered by training providers approved by SQA to deliver PDP (i.e. approval of the training provider, their instructor and assessors and course content, and under EV scrutiny) and under that training provider's management and control. An approved training provider may deliver directly or via a sub-contracting arrangement with another approved training provider.

A training provider and instructors(s)/assessor(s) not approved by SQA cannot deliver PDP training or assessment under any circumstances.

Therefore, it is not permissible for an approved training provider to franchise for payment, approval to run courses or assessment to an organisation **not approved** by SQA. Any training provider not complying with this requirement will be regarded as having breached the conditions of the Approval Notice.

Any company or organisation that does not hold approval to deliver PDP training courses may advertise training courses to be conducted on their premises **ONLY IF** the advert makes clear who the approved PDP training provider is. The approved training provider must hold all the necessary approvals under the terms of this scheme and register the site with SQA.

If an approved training provider believes that a company or organisation without approval is advertising a course under this scheme, without making clear which approved training provider is conducting the training, this should be reported to SQA for investigation.

SQA reserve the right to investigate any arrangements for compliance with this requirement at any time.

6 Training facilities and equipment

6.1 Introduction

The aim of this section is to provide information to ensure that all training providers are equipped with all of the facilities and equipment to enable them to meet all of the requirements of the PDP Scheme, and are able to use them correctly.

6.2 Course venues

Each course must be held at the venues set out on the 'Sites' tab of the training provider's database record in the application for approval. Courses run in accordance with a mobile approval must meet the requirements of the fixed venue.

Where a training provider is conducting training or assessment at a venue not under their control, there must be a quality assurance procedure for maintaining the quality of the facilities. (See Section 11 for further details.) This procedure will include details of who is responsible for physically checking the location at which the training will take place, when checks will be carried out, what will be checked, how checks will be reported and recorded, what is provided by the 'host', and what will be taken on site by the instructor.

Note that, under the Equality Act 2010, you have a responsibility to make facilities accessible.

6.3 Classrooms

Classrooms must be large enough to accommodate the instructor, equipment and a maximum of 20 trainees in comfort. There must be room for the instructor to set up all of the necessary equipment and to arrange any demonstrations or exercises, and there must be enough room to accommodate an EV. Classrooms must be free from external distraction.

Trainees must be comfortably seated, and must have a desk or table on which to refer to hand-outs and to take notes. They must be able to see and hear the instructor and any slides, demonstrations or videos.

There must be sufficient electrical sockets to run all of the equipment in safety, and there must be adequate lighting, heating and ventilation. All videos, CDs and DVDs must be in good condition, and produce pictures and sound that are clear and sharp. It is unacceptable to deliver the entire course through the medium of a television. The non-video/DVD aspects would normally be shown by means of suitable projection.

If in any doubt, training providers should seek the advice of the EV on the acceptability of classroom equipment.

6.4 Health, safety and domestic provision

The classroom must provide a healthy and safe working environment, with sufficient fire precautions and evacuation procedures. There must be adequate toilet and washing facilities, and there must be a separate rest area. It is recommended that during periods of classroom instruction there must be a break for refreshments of at least ten minutes, at least once every one and a half hours. If the duration of classroom instruction plus examination exceeds three hours in any day, there must be a cumulative break of 45 minutes incorporated into the training day.

Practical assessment breaks are covered by normal tachograph rules and the working time directive.

6.5 Reference material

Each instructor on every course must, as an absolute minimum, be in possession of the latest edition of the Petroleum Driver Passport Scheme Manual and all appendices. Approved Derogations and Transitional Provisions 2012 is also an important document for the Carriage of Dangerous Goods in the UK.

This reference material may be held in electronic form, providing there is a means to view it and its use is permitted by the copyright holder. It is the responsibility of the training provider to remain informed of any amendments to these publications and any associated material, and to ensure that all instructors/assessors receive updated material without delay.

6.6 Practical centre/resources

Practical centres should have access to a safe and appropriate vehicle to be able to assess a candidate's competence. The vehicle should be presented empty — clean or unclean — and must be roadworthy and meet ADR and Safe Loading Pass regulations. The vehicle should be familiar to the trainee, and the normal weight of vehicle for the trainee.

Other requirements are:

- ◆ A safe parking location that meets ADR requirements.
- ◆ Adequate lighting.
- ◆ Facilities that allow the driver to be able to drive to the terminal, load, drive, tip and return to the depot with a minimum of 45 minutes driving. Overall at least two hours per candidate must be allowed to adequately conduct a practical assessment.
- ◆ The driver must be able to make a normal delivery with a petroleum product as listed in Section 1.1 for their industry sector at a customer site.
- ◆ Relevant documentation needs to be provided.
- ◆ The assessor will, as a norm, score the trainee and debrief in the cab, completing all relevant assessment documentation.

6.7 Equipment required for computer-based assessment

Training providers who intend to conduct the written assessment by computer must meet the following minimum requirements. (Please note the computer-based assessments are delivered via the internet, so a training provider requesting approval will require the necessary connection, see Section 6.8.4.)

6.7.1 Examination Room

The Examination Room must be of a size to allow 1.5m between the heads of candidates or partitions between individual desks, and in a location where disruption would be at an absolute minimum.

The light in the room must be comfortable for work both on and off screen.

The workstations must be positioned in such a way to allow the invigilator to detect any unauthorised activity by candidates.

6.7.2 Workstations

The 'workstation' is defined as equipment provided for an individual candidate at an appropriate location, including IT hardware, seating and desk or table space.

The layout of the workstation should take into account access for the candidate, and should not restrict access to equipment.

Each workstation must include:

- ◆ Suitable seating
- ◆ Adjustable monitor.
- ◆ Freedom from glare.
- ◆ Sufficient depth of workstation to allow space for optimum positioning of keyboard, mouse and screen, including for left-handed users.

6.7.3 Hardware, software, peripherals and communication links

As the PDP examinations can be delivered via the internet, measures must be taken to ensure candidates are not disadvantaged by inappropriate equipment or slow connections.

The training provider should therefore have arrangements in place to monitor the infrastructure and/or equipment, particularly if changes are made to it. Each workstation should be equipped with hardware, software, peripherals and communication to the specification recommended in Section 6.7.4, and conforming to the appropriate BSI standards. Hardware must be well maintained with back-up equipment available where possible to minimise the likelihood of failure during an online examination.

The back-up provision in case of equipment failure must include:

- ◆ Spare workstations of the recommended specification. We suggest one additional workstation for every ten candidates sitting the assessments.
- ◆ Spares of easily-replaced items, eg mouse or screen.

Virus protection measures **must** be in place and kept up-to-date.

(See Section 10.2 for further information on the conduct of online examinations).

6.7.4 Minimum specification

The minimum hardware and software requirements to access the web-based system are:

Processor

- ◆ 2.33GHz CPU

Ram

- ◆ 1GB

Video

- ◆ Screen resolution of 1280x768
- ◆ Graphics card with at least 64MB of memory.

Peripherals

- ◆ Two button mouse
- ◆ Keyboard

Internet Browsers

The database is supported in the latest version of the following internet browsers:

- ◆ Internet Explorer 11
- ◆ Google Chrome
- ◆ Mozilla Firefox
- ◆ Microsoft Edge
- ◆ Safari

Please note that browsers and operating systems used must support a minimum of TLS 1.2 in order to use the database. The latest versions of the browsers listed above have this support enabled by default.

Bandwidth to the internet

Minimum of 512Kbps

7 Training course materials

7.1 Introduction

The aim of this section is to provide information to ensure that all approved training providers delivering the PDP training prior to the written assessment are using course material that complies with the requirements of the PDP syllabus. After completing the training, all trainees should have in their possession written material that they can refer to. (See PDP syllabus for full assessment). Training providers should submit their annual refresher training materials to SQA for approval.

7.2 Instructor notes

All approved training providers **must**, as part of the conditions under which they are approved, have a set of instructor notes. It is required that instructor notes:

- ◆ Be in addition to any course visual aids. Reproduction of PowerPoint illustrations alone will not meet this requirement.
- ◆ Be in a form that will permit an instructor to deliver instruction covering the whole syllabus in a cogent and proactive manner. They must not be in the form of a continuous narrative that would encourage an instructor to read from them.
- ◆ Cover the whole of the syllabus, with no omissions, and with the minimum of extraneous or additional material.
- ◆ Be sufficiently detailed to ensure that there can be no errors either of fact or in the technical content.
- ◆ Demonstrate a logical development of ideas.
- ◆ Indicate the point at which videos, exercises and practical exercises are to be introduced.

Each instructor must have their own copy of the course notes, and have them available for all the courses run by the training provider. Instructors are not permitted, under any circumstances, to use the course material approved for another provider.

7.3 Visual material

All training must be supported by visual material. This may be in the form of slides for use on a projector, or images generated electronically using software. All such material must be clear, must not attempt to convey too much information at once and must be accurate and up-to-date.

7.4 Practical assessment standard

Practical assessment providers must assess that candidates are competent against the PDP Syllabus and record competence on the Practical Assessment High Level Sign Off sheet.

Candidates must be assessed carrying a petroleum product as listed under Section 1.1 of this document. All practical assessments must be supported with driver tachograph and assessor tachograph (where applicable) printouts as detailed in the PDP Practical Assessment High Level Sign Off sheet. Practical Assessment High Level Sign off sheets and driver tachographs must be uploaded to the documents tab within the course record on the database.

All practical assessment centres must also submit to SQA a more detailed practical assessment checklist as part of the approval process.

The Practical Assessment must assess a driver's ability to meet the standards of performance of each of the Learning Outcomes 1–4 covering loading, driving and off-loading as listed below.

- 1 Be able to prepare to deliver petroleum products by road tanker
- 2 Be able to load petroleum products into road tankers
- 3 Be able to drive petroleum product road tanks
- 4 Be able to offload petroleum products

The practical assessment must be undertaken within one of the industry sub sectors specified in Learning Outcome 5 (with carriage of a petroleum product as listed in Section 1.1 of the MoP) to meet this standard of performance.

- 5 Be able to deliver petroleum products by road tanker — industry sub-sector requirements relevant to the driver

The PDP Syllabus provides guidelines on the content of the detailed assessment checklist.

For the purpose of the PDP, a driver **must** be passed as competent in all four learning outcomes of the Practical Assessment. We would expect each learning outcome to be taken in the order above as laid out in the PDP syllabus. Any deviation from this order must be detailed and recorded. Each learning outcome contains a series of high-level specific skill assessment points in which the driver must demonstrate competence to the satisfaction of the assessor. This is recorded on the Practical Assessment High Level Sign Off Sheet.

Practical assessment documentation must cover the four learning outcomes and more detailed specific skill assessment points. The more detailed assessment checklist will consist of points that must be included to ensure that the driver is genuinely competent in each learning outcomes. Individual companies or training providers can develop their own detailed checklist or use SQA's exemplar as the basis for assessing competence — this is available upon request. Training providers who develop their own detailed checklist should attach it to the 'Documents' tab of the training provider record on the database, to allow verification during approval.

The practical assessment will require at least two hours in order to adequately test a driver's competence and allow time for the various stages of the assessment (eg pre and post loading checks, load, drive, tip and return to terminal/depot) including a minimum of 45 minutes on the road driving time.

7.5 Amendments

Whenever there are changes to regulations, approved documents, codes of practice or any other matters affecting the content of courses run under this scheme, training providers are responsible for ensuring that all copies of the course notes in use by them are amended and updated, and that instructors/assessors are informed of the amendments and changes to the material.

Training providers must ensure that they receive information affecting the content of courses as soon as it is available, and that they act on that information by updating and amending course material immediately. Training providers using course notes obtained from a third party are not absolved from this responsibility, and must ensure that appropriate updating action is taken, even if the training providers of the material are in default. The material to be updated will include (but is not limited to) instructors' notes, course handouts, handbooks and visual aids.

Training providers may use outside assistance to update course material, but final responsibility for content and standards lies with the training provider.

Where training providers are considering significant changes (beyond basic updating) to their approved training material, their plans should be discussed in advance with SQA and their EV as a further approval decision may be necessary.

7.6 Course materials

Trainees attending courses must receive materials that summarise the key points of the instruction, which they can take away and keep. These may be provided as a soft copy; however trainees have the right to request the material in written form. This material must be in a durable form (able to last for five years) and suitable for the trainee to use, both in revising for the examinations and for reference after the course is completed.

Training providers should also ensure that the material could not discriminate against any individual under the provision of goods and services and make adjustments as deemed necessary.

7.6.1 Copyright

Applicants must demonstrate that they have the right to use any written material submitted in support of the application. If commercially-available course material is to be used, written evidence of purchase and permission for use must be included. If material is original, applicants must show that it is their own work, or that they have the authority to use it. Any apparent plagiarism will be investigated during the approval process. Neither the PDP Management Group, nor its appointed agents, may be held responsible for any breach of copyright by a third party.

8 Instructors and assessors

8.1 Introduction

Approved courses may only be run by instructors who meet SQA criteria to teach the modules that they are delivering, and who are approved to train for the training provider sponsoring the course. Practical assessments may only be carried out by assessors who meet PDP Practical Assessor criteria and who are approved to assess for the training provider sponsoring the course. This section sets out the process of approving instructors/assessors, and the minimum qualifications required by instructors and assessors.

8.2 Approval of instructors/assessors

You will nominate instructors/assessors to run courses/assessments for you when you apply for initial approval. You can add an instructor/assessor by creating a record on the 'appointees' tab of your record on the database. The instructor/assessor record will have a default status of draft while you complete the record for approval consideration. All documentary evidence supporting this application must be uploaded on to the 'Documents' tab of this instructor/assessor record. (Please see Section 8.4 for required qualifications/experience). The instructor/assessor candidate number (where applicable) must also be supplied which will populate their ADR and PDP certificate expiry.

Once all the material has been uploaded onto the database and the record is complete you must change the status from draft to applied. An automatic notification is emailed to SQA to begin the approval process.

An approval decision will be made, and you will be notified within seven days. The instructor/assessor's status will be updated on your record. Only when the instructor/assessor is approved would they be able to instruct/assess on notified courses. An instructor/assessor may be granted a conditional approval, which will require a visit from an SQA EV to assess the instructor/assessor's performance, prior to granting full approval.

Only those instructors listed on your 'Appointee' tab with a status of approved are permitted to teach courses for you. Instructors/assessors are not permitted to run courses/carry out assessments while an application is pending. Instructor/assessor approval is not transferable; the fact that an instructor/assessor is approved for one training provider does not mean that he/she is able to conduct courses/assessments for another without a separate application for approval.

8.3 Removing instructor/assessor approval

If an instructor/assessor is no longer required to run or assess courses for any reason, you must notify SQA without delay to pdpasport@sqa.org.uk.

If the performance of an instructor/assessor is found by SQA to be unsatisfactory, the instructor/assessor may be suspended from the list, and

will not be permitted to conduct training or assess for you. An instructor/assessor may be suspended if they impart incorrect or misleading information to candidates which may affect their performance during the examination or assessment.

All training providers where the instructor is approved will be notified of any sanctions imposed by SQA.

The conduct of self-employed instructors is monitored by SQA on a risk basis, if recurrent contraventions are observed and/or the instructor's conduct is not in keeping with the standards set out within the MoP, sanctions will be imposed by SQA on the instructor.

8.4 Minimum instructor and assessor qualifications and experience

Instructors and assessors conducting courses must meet the following standards.

Instructors must be:

- 8.4.1 Trained, and preferably qualified, in instructional/lecture techniques and/or have proven instructing/teaching experience.
- 8.4.2 Willing to participate in an ongoing training programme, that may include visits to other installations to enable them to maintain and update skills.
- 8.4.3 Knowledgeable in the content of the Petroleum Fuel Tanker Driver: Industry Training Standard, the PDP syllabus and the PDP scheme.

Assessors must be:

From 1st January 2020 new Assessors, in order to be approved and registered, must meet the new licence criteria, added in italics.

- 8.4.4 Occupationally competent tanker drivers, able to demonstrate to SQA that they have a minimum of three years of relevant industry experience, who will hold a current ADR Driver Training Certificate, including Core, Tanks, Class 3, *and hold/have held the appropriate driving licence for the category of vehicle on which the assessment is taking place.*
- 8.4.5 Discipline experts who are deemed to be competent in assessment by SQA and will preferably hold an assessor award that is recognised by SQA.
- 8.4.6 Knowledgeable in the content of the Petroleum Fuel Tanker Driver: Industry Training Standard, the PDP syllabus and the PDP scheme.

8.4.7 Have currency of knowledge and practice demonstrated by either current working practice or CPD record.

8.5 Instructor PDP training and assessment

An instructor may renew an existing PDP on a course on which they are conducting the training only if SQA are notified **at least 14 days prior** to the examination date and an independent invigilator (not the instructor) is nominated by the centre for the examination. The independent invigilator must complete an Invigilation Report form on the conduct of the examination; then sign and return the form to SQA. If the exam was paper-based, the report should be returned along with all the completed response sheets. The instructor must be registered on the course as a candidate and there must be more than one candidate registered on the course, this also applies to annual training courses.

Alternatively, an instructor may attend a training course in the same way as any other candidate whose PDP is due to expire.

Instructors attending a training course must not be treated differently in any way from any other trainee. The training and examination may be taken at the instructor's own training centre or with another approved training provider.

8.6 Instructor upgrading

The fact that an instructor has been approved for a limited range of modules does not preclude you from arranging further training and practical experience to add to the instructor's range. This can vary from 'shadowing' a number of sessions run by a colleague, to formal attachments to companies running the appropriate road transport activity. All such personal development activities must be approved in advance by the SQA, have clearly stated training objectives, must be subject to some form of assessment to discover whether those objectives have been met, and must be recorded.

8.7 Adding an additional instructor or assessor

If you wish to submit a new instructor or assessor for approval, you must input the relevant details on to the Appointee tab of your record. The instructor/assessor record will have a default status of draft while you complete the record for approval consideration. All documentary evidence supporting this application must be uploaded on to the 'Documents' tab of this instructor/assessor record. (Please see Section 8.4 for required qualifications/experience). The instructor/assessor candidate number (where applicable) must also be supplied which will populate their ADR and PDP certificate expiry.

Once all the material has been uploaded onto the database and the record is complete you must change the status from draft to applied. An automatic notification is emailed to SQA to begin the approval process.

An EV may visit to assess an instructor/assessor's performance in the classroom or working environment prior to granting approval. If the EV is satisfied with the instructor/assessor's performance, approval will be granted. If the EV is not satisfied, approval will not be granted and you will be required to make arrangements to improve the instructor/assessor's skills or knowledge through training, coaching or shadowing. Once you feel the instructor/assessor is ready for a further approval assessment, you must contact SQA for another EV visit.

A decision will be made, and you will be notified within seven days. If the instructor/assessor is approved, SQA will change their status to 'approved'.

Only those instructors/assessors listed on your 'Appointee' tab with a status of approved are permitted to teach courses for you. Instructors/assessors are not permitted to run courses/carry out assessments while an application is pending.

Please note that all assessors and instructors are automatically approved to perform the invigilator role as well — no separate application is necessary.

9 Running a course

9.1 Notification to run PDP training and assessment — 25W

Training providers intending to run a training course with a written (multiple-choice) assessment must create a new record on the 'courses' tab of their record on the database, for each course to be run. You must complete a new course record **not less than seven days** before the intended commencement of the course.

Any request for notification of a course beginning within seven days, but without an exceptional reason, may be declined. No courses will be approved 48 business hours prior to course start time. Requests must be submitted in writing to the SQA Administrator at pdpasport@sqa.org.uk, providing full details of the course and the reason for late notification request. A decision will be taken and you will be informed.

The mandatory fields to be completed on a notified course record are:

- ◆ The module/programme.
- ◆ The site at which the training course takes place. The sites must be selected from your registered sites, which you can update in the 'sites' tab of your record.
- ◆ The start date and the start time of the training course, and the examination start time.
- ◆ The instructor who will be teaching on the module.
- ◆ The invigilator for the written assessment (this can be the instructor).
- ◆ The documents tab must be used to notify any additional information in relation to the training course.

A separate course record must be created for each course. If an EV is unable to locate the course, or arrives at the wrong time because of inaccurate or incomplete information on the course record, the course examination material may not be processed, and you will be charged for the costs of the failed visit. If a course is run without having been properly notified, SQA will decline to process the examination material.

9.2 Notification to run annual classroom training/re-validation of annual training or practical assessment — 25P, 21T, 21P, 22T, 22P

Training providers intending to run any annual classroom training or practical assessment must create a new record on the 'courses' tab of their training provider record on the database, for each course or assessment to be run limiting to one candidate per course, if a practical course. A new training course record must be completed by 5 pm **the day before** the start date. No late course requests will be accepted after that time. Attendance and/or successful completion of these elements must be recorded by the training provider for each candidate enrolled on these courses. (See 9.7 and 10.9 for further details.)

9.3 Course amendments and cancellations

Full training course records (25W) can be amended or cancelled via the database by the training provider up to 24 hours before the commencement of the course.

Annual classroom training and practical assessments can be cancelled up to 5 pm the day before the start course date.

If any amendments need to be made to the details of a course within this period, or after a course has started, you must telephone SQA (during weekday working hours) on 0345 270 0123. If it is out with weekday working hours, e-mail pdpassport@sqa.org.uk.

If a course is not run, the course record on the database must be marked as 'cancelled'. If a course has not been run but the record has not been marked as cancelled, you must contact SQA as above and have the record marked as cancelled.

If an EV visits a Training Course that has been cancelled without notifying SQA **the training provider will be charged for the costs of the failed visit.**

9.4 Responsibility for correct information

Training providers must ensure that all database information, including the information on each training course, adheres to the conditions of their approval and details held on the database. The fact that details on the course record have been added to the database without comment from SQA must not be assumed as signifying acceptance of the content.

If courses are run on terms that are outside the training provider's approval, all consequences, including the non-processing of examination material, will be the responsibility of the training provider alone.

9.5 Access and insurance

The authorised representatives of SQA or their appointed advisers must be allowed appropriate access to attend and visit each course or examination for the purpose of verification, invigilation, assessment and monitoring of the training and examinations. The training provider must be responsible for providing comprehensive insurance cover against any liability, claim or proceedings, including personal injury or death.

9.6 Course delivery

9.6.1 Course marketing and booking systems

The marketing of courses must never mislead its audience about the training provider, the course or its duration (including course notification deadlines).

Training providers must inform drivers and employers that the course requires the driver to be on duty, and the implications of this for the Driver's Hours regulations.

Systems must ensure that the maximum permitted class size is not exceeded. This means that the number of trainees in the classroom at any one time does not exceed the maximum permitted at a particular site.

9.6.2 Time boundaries for enrolment

In planning and implementing PDP training and assessment, employers and training providers should take account of the following features and requirements of the PDP scheme.

There must be **no more than four months** between passing the two elements that make up the PDP; classroom training written assessment (25W) and the practical assessment (25P), when initially achieving PDP certification.

Drivers are then required to undertake an *annual* refresher practical assessment (21P) **no more than four months** prior to their annual anniversary date. *Annual* classroom training (21T) must take place within the same calendar year as the annual practical assessment, in order to maintain the validity of the PDP certificate. (The annual anniversary date will be the same day and month as the expiry date, as stated on the card).

Drivers may undertake the five yearly renewal training and assessment within the final four months, **but no less than six weeks prior** to their PDP expiry date to maintain the same expiry date, plus five years.

9.6.3 ADR and PDP De-Alignment — Options for Drivers and Employers

The PDP scheme allows a driver to 'de-align' their ADR and PDP expiry dates if they had their ADR and PDP aligned originally or obtained an interim passport prior to 2015. This allows additional flexibility, for example for those

who wish to separate the delivery of ADR and PDP training or who wish to conduct PDP training and assessment at particular time of year.

Employers and drivers wishing to de-align ADR and PDP should use the following process:

- ◆ Upon receipt of the initial PDP card candidates/their employer submit an application to request the new, desired expiry date. This must be prior to the expiry date on their original PDP card.
- ◆ Return the original PDP card.
- ◆ Pay a £15 'de-alignment' fee by cheque or credit card.
- ◆ State the reason for change of expiry date and sector employed within (this assists PDP Management Information).

When selecting the de-aligned PDP expiry date consideration should be given to the above 4 month rules, as the day and month of the PDP expiry date will determine the annual anniversary date.

Once in receipt of the above information, SQA will issue a new PDP card to the candidate with the new expiry date, as requested.

9.6.4 Candidate enrolment

Candidates must be enrolled on the database before the course begins. The latest acceptable date for enrolling candidates is **5 pm the day before the training course**. On an exceptional basis only, a candidate may be enrolled on the day of the course if they are replacing an enrolled candidate who has had to withdraw due to illness. However, the new enrolment must be completed before the course begins, and a request must be sent to SQA (pdpassport@sqa.org.uk) to remove the original candidate from the course.

- ◆ Training providers are required to enter details for all candidates attending the training and sitting the examination onto the course record on the database.
- ◆ Training providers are required to check when enrolling a candidate that they are in receipt of a valid ADR card, and that the expiry date matches that on the SQA database. In the event that the candidate is in possession of a foreign ADR licence, Training Providers must take a copy of the ADR licence and retain for a five year period.
- ◆ Training providers are required to enter the candidates' address accurately in the database. **It is the responsibility of the training provider to ensure that candidates' address information is up-to-date and correctly entered.** Failure to do so will delay the publication of results and issuing of the Petroleum Driver Passport and may incur a charge to the Training Provider.
- ◆ Training providers are required to capture photographs and signatures for each candidate attending the training course and upload these onto the relevant course record if they are not already uploaded onto the database. All candidate photographs and signatures must meet SQA's guidelines.

- ◆ SQA cannot be held responsible for any delays in the issue of Petroleum Driver Passports due to issues with photographs and signatures.

9.6.5 Checks on candidate identity

Before the course begins, you must check to substantiate the identity of each candidate.

The following checks must be made:

- ◆ Each candidate has completed and signed a Candidate Registration Form — available for download from the document library.
- ◆ The candidate's signature on the registration form should be checked against their driving licence.
- ◆ Each candidate has provided a photograph and signature that meet SQA guidelines if they have not already done so. These should be uploaded directly to the SQA database.
- ◆ The correct candidate registration number is entered on the Candidate Registration Form.
- ◆ For all course combinations **all** candidates **must** provide photographic identification to be checked at the start of the training course. The preferred types of photographic identification are:
 - new style driver licence photo card
 - passport
 - ADR photo card certificate.
 - Reputable company or professional body photo ID and HM Services identity card may also be used.

Where the training provider is suspicious of the applicant or application, they should seek advice from their local Counter Terrorism Security Advisor, who can be contacted through the local police force.

SQA may conduct candidate identify checks on any PDP course or assessment.

9.6.6 Course introduction

At the beginning of the course, trainees must be introduced to the course content, and briefed on the facility in which the course is being held. The briefing must include the Health and Safety arrangements at the location, including the action to be taken in case of fire.

Trainees must also be advised about the training programme, including start and finish times and the times and durations of breaks. Arrangements for taking refreshments and the location policy on smoking must also be covered. They must be instructed that mobile phones and other handheld devices must be switched off at all times during instruction, assessment and examinations.

9.6.7 Course content

Training must be directed at covering all aspects of the PDP syllabus in such a way that the essential elements are not only understood, but also retained in the candidate's memory. This requires a 'pro-active' style of teaching that engages as many of the senses as possible for the maximum possible time. This may be achieved through the use of a combination of an attractive and lively presentation (supported by a variety of visual aids including actual examples), and the participation of the trainees through questioning, discussion and encouraging the use of real examples from their own experience. Individual instructors will have their own ways of doing this, and there must be flexibility for them to express their own personalities.

9.6.8 Confirmation of progress

The progress of trainees and their absorption of the course information must be confirmed frequently. This may be achieved by verbal questioning. Short written tests may also be used, but must not contain questions that contravene Section 9.6.9.

9.6.9 Prohibited Practices

Reading from a prepared script

Instructors must be familiar with course content. It is not acceptable for training to be given by means of an instructor reading from a prepared script.

Use of Examination Questions

Reproduction and publication or display of the examination questions used by SQA in the examination papers in any form, either on paper or electronically, is strictly forbidden. Neither may they be used for practice, revision or confirmation of progress. You may draft practice examination papers for use on courses, but these must be approved in advance by SQA.

Coaching to the examinations

Training must be aimed at covering the PDP syllabus, and must follow the notes on which the training provider's approval has been based. Training is never to be aimed at the contents of the examination alone. Coaching directed at any examination is totally prohibited.

Course/Examination/ Assessment Scheduling

Training providers are responsible for ensuring that their instructors and assessors adhere to the following:

- ◆ Course, examinations and practical assessments must be undertaken at the times notified on the SQA database.
- ◆ Courses, examinations and practical assessments must meet the minimum time specifications set out with scheme documentation.
- ◆ Any deviation from these is seen as a serious contravention.

9.7 Notification of attendance at annual classroom training and successful completion of practical assessment

Training providers must notify SQA within seven days of the successful completion of the practical assessment. This should be done through the course record in the database, the training provider must update the candidate record to reflect the pass (or fail) result. Any result not updated within this timeframe will automatically be closed as NR ('no result') and candidate will need to return and conduct his practical assessment again.

Training Providers must ask candidates to complete a register at the time of attending as proof of their attendance at annual classroom training. This register must be uploaded to the documents tab within the course record on the database.

The record of attendance, of the classroom training, on the PDP database, in combination with the successful completion of the practical assessment each year (see Section 10.9) ensures that the PDP remains valid for a further year.

Please ensure the result is entered into the database no later than the anniversary date to ensure this is registered.

10 Examinations

10.1 Introduction

The aim of this section is to ensure that training providers, acting as the agents of SQA, do everything necessary to ensure that the conduct of examinations and assessments is fair and efficient and that SQA rules are complied with consistently and fairly.

Written (multiple-choice) examinations may be conducted by the instructors who also run the courses. Practical assessments are to be carried out by the assessors identified on the training provider record. (See Section 7.4 for further details on the practical assessment.)

10.2 Preparation for computer-based examinations

For PDP, SQA offers a dual delivery system that allows training providers to examine by a paper-based or online system.

10.2.1 Accessing mock Computer Based Examinations

You must make arrangements for any candidate to have access to the mock exam facility during a course, and the online exam, to be examined by this mode of delivery.

The mock exam is accessed via the main database URL:

<https://dgdt-pdp.sqainfo.net>

Login name: candidate

Password: Candidate1!

The authentication code to be entered is: MOCKEXAM

When running a mock examination, you must make candidates aware:

- ◆ That the test does not 'count' towards their final award. The purpose is to provide an experience of the format, process, pace and pressure of the test, and to confirm the candidates are prepared to succeed in the real examination.
- ◆ Of the fail-safe features of the software and provide an opportunity to become familiar with the navigation through the examination. The aspects of navigation that must be covered include:
 - how to navigate forwards and backwards through the examination
 - the ability to review the full examination and then return to a particular question
 - the method of leaving items initially unanswered then returning to them
 - changing answers for questions.

Candidates must be allowed additional practice opportunities if necessary.

10.2.2 Accessing Computer based Examinations

The online exam is accessed via the main SQA online database URL.

<https://dgdtdpdp.sqainfo.net>

Login name: candidate

Password: Candidate1!

It is at this stage where the candidates will be prompted to enter an authentication code (unique candidate code to access examinations).

10.2.3 Contingency planning

SQA has put in place contingency plans for the computer-based examinations should certain situations arise during a session.

10.2.4 Temporary loss of connection with assessment

If a candidate's internet connection is broken midway through an examination, the candidate will not be able to go back in to access their assessment when the connection is recovered. An authentication code cannot be re-used as the session will still be in progress on the assessment server.

The examination secretary/Invigilator must recover the assessments for the affected candidates and reset the authentication codes for these modules. This can be done within the online exams tab within the course record.

All the candidate's answers from before the loss of connection will be retained, and the candidate will be allocated the remaining time for the examination, plus five minutes for the disruption if required.

10.2.5 Total loss of internet connection

If the training provider loses internet connection and it is unlikely that the connection will be recovered to complete the examination session, the Invigilator must provide the paper-based examination. The completed paper-based examination candidate responses should be passed to the Examination Secretary and returned to SQA as per the instructions for a paper-based examination (see Section 10.3.4).

10.3 The Examination Secretary

Each training provider should appoint an Examination Secretary, who is responsible for the security of the examination papers, the administration of examinations, and the supervision of invigilators. In smaller organisations, the Examination Secretary role can be performed by the instructor/Invigilator.

10.3.1 Examination paper rotation

The number of different series of examination papers for each module is limited, and so the same papers are to be used on a rotational basis.

You must ensure that you record the examination papers used for each course on the course record on the database. If a particular candidate is using a different examination paper series from the other candidates on a course, you must ensure that the correct exam paper series is entered within the papers tab on the database. Candidates re-sitting examinations following a failure **must not** take the same paper series at their next attempt.

10.3.2 Security arrangements for assessment materials

When you are first approved to deliver the five year written assessment, one set of each series of examination papers is issued. The Examination Secretary must check that the number of papers received tallies with the covering documentation and must open an inventory, recording the date of receipt and the numbers of papers held.

The pro forma dispatched with examination papers must be signed and returned to SQA, confirming receipt of examination papers. SQA will upload the signed document to the training provider's document tab on the database. If further copies of examination papers are required due to papers being soiled or damaged, a request must be submitted in writing to the PDP Team at pdppassport@sqa.org.uk and the soiled or damaged papers returned to SQA by secure means. The request must include a reason for the additional copies. **Under no circumstances should you make copies of examination papers.**

The receipt of further sets of papers, the withdrawal of papers, and the return of spoiled papers, must also be recorded on the inventory. Papers must be kept under secure conditions at all times as follows:

- ◆ When not in use, papers must be kept in a safe or a secure cabinet to which access is limited to the Examination Secretary and one other responsible person.
- ◆ Papers may only be removed from their place against a signature.
- ◆ When out of the control of the Examination Secretary, papers must be kept in a secure briefcase or similar container, and may only be issued to examination candidates for the duration of the examination.
- ◆ Used and unused papers must be treated with the same degree of security.
- ◆ No papers are ever to be reproduced for any reason whatsoever.
- ◆ There must never be any possibility that any unauthorised person is able to take a copy of an examination paper, or to obtain or remove any such copy.

For training providers that have multiple copies of examination papers for multiple sites and peripatetic instructors the main site must maintain an inventory of what papers each instructor(s) holds. At regular intervals the main site must undertake checks to ensure that the examination papers held remotely are fit for purpose. Notice of such checks should be documented and evidence of such checks will be reviewed at administration visits. Failure to undertake such checks will be reflected in visit reports. In the event that instructors hold examination papers locally, the main site must have a policy to address how examination papers will be handled securely. Additionally, the external verification team will undertake random checks when visiting the remote sites/instructors.

10.3.3 Before the examination

The Examination Secretary must:

- ◆ Ensure the Invigilators are properly briefed.
- ◆ Ensure that the details for all candidates attending the training and sitting the examination have been entered onto the course record on the database. This must be done no later than the day of the training course.
- ◆ Ensure that the candidates' email address information is up-to-date and accurate
 - Candidate email notifications will be sent to remind candidates when they are eligible to attend their PDP Annual Practical Assessment (21P) and when their PDP Annual Practical Assessment (21P) and/or their Annual Classroom Training (21T) is overdue.
- ◆ Ensure that the candidate's address is up-to-date and accurately completed in the database. **It is the responsibility of the training provider** to ensure that candidate's address information is correct. Failure to do so will delay the publication of results and issuing of the Petroleum Driver Passport.
- ◆ Ensure that photographs and signatures for all candidates attending the training and sitting the examinations have already been uploaded onto the relevant course record. All candidate photographs and signatures must meet SQA's guidelines.
- ◆ Check that a Candidate Registration Form has been completed (if applicable) and that all details are correct.
- ◆ Ensure the invigilator has access to the exam tab information to ensure each candidate sits the correct papers.
- ◆ Ensure **all** candidates provide photographic identification to be checked by the Invigilator at the start of the examinations, to ensure that the person taking the examination is the same as the person who attended the training. See 9.6.5 for more information on photographic identification.

For **online** examinations the Examination Secretary must also:

- ◆ Ensure that all candidate data has been input and verified.
- ◆ Verify that the computer-based examination session is created on the training course record.

- ◆ Print the candidate authentication codes from the database, and provide these to the Invigilator.
- ◆ Ensure that the Invigilator has access to the relevant paper-based examination as a contingency should there be an issue with the computer-based examinations.

10.3.4 Following paper-based examinations

- ◆ Ensure that each Candidate Examination Response Sheet has been completed by the candidate only.
- ◆ Ensure that the Candidate Examination Response Sheets are properly checked off against the SQA examination matrix and **sorted alphabetically by driver surname**. Under no circumstances should training providers retain a copy/record of the candidate's responses.
- ◆ Ensure that the Candidate Examination Response Sheets, Scanning Forms (if applicable) and examination matrix for that course are securely sealed in an envelope and despatched **within five working days** after the exam to SQA by secure **'signed for'** delivery. **SQA cannot be held responsible for loss of examination material** sent by normal mail services. SQA reserves the right to return any examination response sheets or scanning forms to the training provider that are incomplete and do not meet current guidelines.

Any failure to comply with these guidelines will be recorded. A training provider with **two or more** entries logged will be issued with a **Grade 3** for administration, resulting in an additional administration visit, the cost of which will be borne by the training provider. (For further information on SQA external verification visits and grades please see Section 12.4).

It is the responsibility of the Examination Secretary to ensure that completed examination answer sheets are sent to SQA under all circumstances, including the closure of the company.

10.3.5 Following the online examinations

Once the Examination Secretary has been informed that all examinations have been completed, results will display (in some instances to display the results tab the screen may need to be refreshed).

10.3.6 Publication of exam results

The results for online examinations will be available immediately after the completion of all examinations on the course. The results for paper-based examinations will normally be available on the database **within 20 working days** of receipt of accurately completed examination materials. From the course record, the training provider will be able to print a report of the examination results via the 'Results' tab. This will provide notification of each candidate's module results.

The Examination Secretary is responsible for ensuring that the candidates are informed of their examination results. It is SQA policy that we will not disclose examination results.

10.4 The invigilator

You must appoint an invigilator for every course with a written (multiple choice) assessment. Invigilators are responsible for ensuring that candidates correctly complete the documentation, and that examinations are properly conducted in line with course notification(s). In smaller organisations, the course instructor can also perform the invigilator role.

10.4.1 Invigilator's duties for all examinations

- ◆ Ensure that the training provider has carried out the necessary identity/security checks at the commencement of the course and before the examinations (see Section 9.6.5).
- ◆ Ensure that each candidate knows which examination is to be taken, and that this accords with the training provider's own records.
- ◆ Ensure that the examination takes place as detailed on the approved programme to which they refer, and that they occur at the time and place previously notified to SQA.
- ◆ Check to see if any candidates are to be permitted to take examinations under the adjustments for candidates with additional support needs (see Section 10.7).
- ◆ Ensure that the seating in the examination room is arranged in such a way that there is no possibility of collusion or interference. Candidates should be at single desks with 1.5 metres between heads. The Invigilator must be able to see all of the candidates at all times during the examination.
- ◆ Ensure that all displays of material that may be of assistance to candidates in answering questions are removed.
- ◆ Ensure that the candidates do not have access to reference material, notes, etc. These should either be left outside the room, or placed where they cannot be seen.
- ◆ Ensure that candidates are made aware that invigilators are unable to answer technical questions about the content of the paper before, or during the examination.
- ◆ Ensure that candidates understand that all queries regarding the examination must be channeled through the training provider, and must not be addressed to SQA directly.
- ◆ Ensure that candidates understand the appeals procedure (see Section 13). Candidates should also be informed that the marking and result calculation processes fall within the scope of the Data Protection Act. If the candidate wishes to appeal their result it should be done as per the appeals procedure.
- ◆ Ensure examination runs to time notified on the SQA database.

Before the examination give a briefing, covering the following points:

- ◆ Emphasise that all mobile telephones and other hand held devices must be switched off.
- ◆ Explain how to attract the attention of the Invigilator.
- ◆ Explain that the examination is being taken under SQA rules. Anyone found to be colluding with someone else, or guilty of any other irregular conduct likely to give an advantage, will be asked to leave, and the Candidate Examination Response Sheet will not be processed. (The candidate must also be allowed the opportunity to make a statement, which must be returned to SQA.)
- ◆ Ensure that candidates are made aware that invigilators are unable to answer technical questions about the content of the paper before, or during the examination.
- ◆ Tell the candidates how many questions there are, and how long they have to complete the question paper.
- ◆ Advise candidates to read the instructions and to check their work.
- ◆ Explain that they may leave when half of the time allowed has elapsed, but that they must do so quietly, without disturbing other candidates.
- ◆ Explain that once they have left the room they may not return.

At the end of the examinations the invigilator must:

- ◆ Not discuss the paper with candidates, or permit any review of the answers with anyone.
- ◆ Complete the Invigilator report form and ensure it is returned to the Examination Secretary.
- ◆ Ensure that a Candidate Examination Response Sheet has been correctly and clearly completed, that the correct paper series box has been marked, and that the candidate number and course number is correct.
- ◆ Ensure that question papers and Candidate Examination Response Sheets are returned to the Examination Secretary by the fastest possible secure means.

Or

- ◆ Ensure that once all online examinations have been completed successfully that this is informed to the Examination Secretary at the earliest opportunity.

10.4.2 Additional duties for paper-based examinations

- ◆ Check that the question papers are clean and have no marks on them before they are issued. Make sure that the number of question papers held is known in advance to ensure that all are returned following the examination. Check the papers for defacement again after the examination, and count the papers to ensure that there are as many after the examination as there were before it.

- ◆ Ensure each candidate is issued with a Candidate Examination Response Sheet and has a pen with black ink.
- ◆ Explain how to complete the Candidate Examination Response Sheet. Write the course number from the examination matrix, the question paper reference and the date on a board for the candidates to copy. Check that each one has completed the form correctly.
- ◆ Ensure that candidates sign the Candidate Examination Response Sheet.
- ◆ Stress that no-one may make any mark whatsoever on the question papers.
- ◆ Explain how to record and amend answers on the Candidate Examination Response Sheets.
- ◆ Describe how question papers and Candidate Examination Response Sheets are to be handed in at the end of each examination.
- ◆ When the examination has finished, check the Candidate Examination Response Sheets for completeness and legibility, and check that they have been signed by the relevant candidate. Amendments may **only** be made to boxes referring to the candidate information — no amendments are permitted to the candidate answers after the examination has finished.

10.4.3 Additional duties for online examinations

- ◆ Ensure that the training provider has provided access to the relevant paper-based examinations as a contingency should there be an issue with the computer-based examinations.
- ◆ Ensure that the training provider has only generated authentication codes for the examinations of completed training.
- ◆ Ensure that, before the start of the online tests, the following technical checks have been performed on all workstations to be used:
 - All necessary computers and peripherals (including spares, if available) are in working order.
 - The training provider's communication links are working and meet the requirements of the examination.
 - The website is displayed on all screens at the login page.
 - The computer-based examination works correctly on all the equipment to be used — this can be done by using the demonstration mock exam facility.

Before the examination give a briefing, covering the following points:

- ◆ Ensure that all candidates are aware that they will be taking the examinations by computer, that they have all had the opportunity to use the demonstration mock examination, and that they understand how to use the system.
- ◆ Ensure that all candidates are in receipt of their authentication code and they understand when they will be required to enter the authentication code.
- ◆ Ensure that all candidates during the examination only use the SQA online examination portal.

10.4.4 Appointment of independent Invigilators as a sanction

Failure to conduct examinations in accordance with SQA requirements will result in the training provider being forbidden to conduct examinations until such time as remedial measures have been agreed. During this time, SQA will require examinations for candidates to be conducted by a totally independent Invigilator appointed by SQA. SQA will invoice the training provider for the independent Invigilator on a cost-recovery basis.

10.5 Copyright of examination questions

The multiple choice questions in all of the examinations are copyright to the SoS for DfT. The contents of examinations, including the wording of individual questions, must not be disclosed without the written authorisation of SQA as the Appointed Agent. Neither may multiple choice questions, in any way similar to the type used by SQA in the examinations, be published (electronically or in print), set or displayed in any form of trainee hand-out, candidate pack, handbook or similar document, whether for sale or otherwise, unless prior written approval is granted by SQA.

10.6 Queries about examinations

If a training provider wishes to submit a query about an examination question, they should do so to SQA in writing, to pdpassport@sqa.org.uk. The enquiry will be considered and a response will be issued within seven days.

10.7 Candidates with additional support needs

Any candidate with additional support needs may apply to SQA, through a training provider, for an adjustment to the published assessment arrangements. To be considered for an adjustment to the assessment arrangements a candidate, through the training provider, must:

- ◆ Submit a written application **at least seven days prior to the start** of their course.
- ◆ Provide written evidence of their condition, in the form of an educational psychological assessment, specialist teacher's assessment or similar evaluation by an educational specialist.

Each request for an adjustment to the assessment arrangements will be considered in relation to the evidence on a case-by-case basis. SQA may request further evidence if required. If the application is accepted, SQA will provide written permission for adjustments to the assessment arrangements to be applied. In addition to an adjustment to assessment arrangements, training providers have responsibilities under legislation to ensure that all candidates are treated fairly and with respect, and that premises and facilities are accessible to all.

10.8 Resits of examinations following failure

In the event that a candidate fails an exam, they are able to sit another exam paper (a different series). From date of failure of first attempt, candidates have 16 weeks to be enrolled and pass a resit exam. However, candidates should note that a pass in either the practical or written (multiple-choice) assessment is only valid for four months, so both the practical and the written examination must be passed within a 16 week period.

10.9 On completion of the practical assessment

On completion of the practical assessment, the assessor should update the candidate record on the previously notified course within seven days to reflect the pass (or fail) result. Any result not updated within this timeframe will automatically be closed as NR ('no result') and assessors will have to notify a new course and redo the assessment.

Successfully completed practical assessments need to be reflected in the database, as these are essential to fulfil the requirements for issue of the PDP and to maintain PDP validity each year.

11 Internal quality assurance

11.1 Training providers — internal quality assurance

The aim of this section is to ensure that training providers understand that they have a responsibility for all aspects of quality assurance (QA) and control, and that they are able to take all of the action necessary to maintain the required standards, including the conditions upon which their approval was initially based.

11.2 Standards

Training providers must have in place systems and procedures that ensure that:

- ◆ A nominated person is responsible for the standards of course delivery.
- ◆ The quality of instruction is assessed at regular intervals during the year, and that a written record of assessment and any necessary remedial action is maintained. All such checks must include sub-contractors.
- ◆ There are in-house quality systems and procedures in writing covering the standards of instruction, administration, and the conduct of examinations.
- ◆ Assessments must include checks to ensure that the approved course material is being properly used, that the course delivery is in the appropriate style, and that approved training programmes are being adhered to.
- ◆ Any shortfalls in instructor performance are rectified by coaching and counselling, by further training, or by disciplinary action.
- ◆ Instructors are informed of all regulatory, technical or procedural changes affecting course content as soon as these occur, and that they incorporate all such changes into their teaching immediately.
- ◆ Course material is up-to-date (see Section 7).
- ◆ Premises and resources continue to comply (see Section 6).

Training providers with only one nominated instructor and/or who do not have the infrastructure to meet the requirements detailed above can still satisfy SQA's quality assurance requirements by using:

- ◆ external quality assurance conducted by SQA.
- ◆ classroom questionnaires.

and acting on the feedback and advice these generate.

11.3 Quality of premises and resources

All of the facilities provided for training must continue to comply with the standards on which initial approval was based. This includes classrooms, classroom equipment, practical equipment, domestic arrangements, and all health and safety provisions. Particular emphasis must be placed on premises that are being used as part of a training provider's mobile approval. It is never acceptable for a training provider to pass responsibility for standards to a third party, and the procedures and checklists on which initial approval of a mobile facility was based must be adhered to.

You may find the following guidance helpful when establishing your internal quality assurance procedures:

- ◆ Re-examine QA procedures and checklists regularly. Ensure that they are still valid, and if not, update them, and submit for re-approval.
- ◆ Where practical, inspect a mobile location when booking. Often, the training provider of the location has an interest in giving assurances that may not be totally valid.
- ◆ In particular, ensure that the conditions at the time the course will be taking place are known. A room that is quiet and spacious when seen at a weekend may turn out to be noisy and either full of extraneous bits and pieces or devoid of the promised tables, chairs, TV, etc when the course is run.
- ◆ Make sure that the room is big enough to accommodate the number of trainees booked.
- ◆ Always confirm any agreement reached with the mobile site training provider in writing.
- ◆ Always take personal responsibility for ensuring that the instructors have all of the necessary notes, publications, signs, examples, classroom aids, etc. with them every time.
- ◆ Remember that, even when a written agreement with the site training provider exists, any contraventions of the standards in the Scheme Manual are your responsibility.
- ◆ Above all, ensure that courses run at mobile sites are at least to the same standard as the ones on your own premises.

A record of each of the training venues where you intend to conduct training or assessment must be created on the 'Sites' tab of your main database record. These sites should be marked to identify if they are 'head office', 'subsidiary' or 'mobile sites'. Each site record will have a field to indicate the maximum class size that can be accommodated at that location. New sites added to the database are automatically notified to SQA in order to gain approval. Sites require approval by SQA before being permitted to be used for training courses. You will be notified of the approval of a site.

You have a responsibility to make facilities accessible under the Disability Discrimination Act.

11.4 Record keeping

Training providers will be required to retain a candidate registration form for each candidate taking part in a training course that includes a written (multiple-choice) examination. The details must be transferred to the SQA database for the course that the candidate is attending. This transfer of details must be done at the enrolment stage of a course, no later than 5pm the day prior to the start date of the PDP training course.

You must retain the registration forms for a minimum of **five years**, within the course records on the SQA database.

Invigilator report forms must be retained by the training provider for a minimum of **one year**. A copy of the Invigilator report form should only be sent to SQA if an instructor is refreshing their PDP training certificate on the course.

Practical assessment records and supporting tachograph printout and records of attendance at annual training courses should be retained by the training provider for a minimum of five years.

12 SQA external quality assurance

12.1 Introduction

To ensure that training providers adhere to the requirements of this publication, SQA operates a system of quality control that involves the appointment of EVs. This section sets out the ways in which these quality control activities operate, and the sanctions that may be applied.

12.2 Initial approval and changes/additions

When you submit an initial application for approval or apply for any changes to the conditions of approval, such as upgrading from a practical-only centre, changes to approved course material, or adding instructors, all such applications must be communicated to SQA for consideration by the EV assigned to you.

Before making a recommendation on the application, the EV may approach you for additional or amended information, either verbally or in writing. If your request is to upgrade from a practical-only or classroom-only centre, it is highly likely that the EV will need to visit. You will not be able to act on any discussions or recommendations until confirmed in writing by SQA.

12.3 PDP course verification visits

A team of EVs are appointed by SQA to visit training providers and to report on their findings. They have the right of access at any time to any course being run by an approved training provider (this also includes the annual refresher training courses). These EVs have been provided by SQA with identification cards with their photographs on them. These will be produced as proof of identity on request. If they are not permitted access, **examination material will not be processed.**

It is the responsibility of all training providers to plan and arrange for the possibility of visits by SQA staff, particularly if courses are being presented at locations where security and access problems could occur. Verification visits are made by the verification team in discussion with SQA, based on the information held on the training provider record on the database. Visits are made without prior notice, and SQA reserves the right to deploy its verifiers in any way which might help to uncover malpractice.

Training providers will be visited on a regular basis, with those training providers conducting more training or operating from a number of different locations receiving more visits than those with only one site.

EVs generally work in specific geographical areas, and in this way become familiar with the facilities and material of the training providers whom they regularly visit. This geographical arrangement is, however, quite flexible, and you should not assume that you will always see the same person — random sample checks will be scheduled at regular intervals.

During their visits verifiers are seeking to discover whether all aspects of the standards relating to the provision of training set out in this publication are being applied consistently, and that the PDP syllabus is being adhered to.

To this end they will wish to see the course being conducted, and to examine all course facilities and domestic arrangements. They do not expect the course programme to be altered to accommodate their visit, but will need reasonable access to all staff and written material relevant to the course and the training provider's approval.

In the course of their activities, EVs may give informal advice on any matters within their area of responsibility. This is intended to be of assistance to you, and to help to improve or maintain the standard of training. If the advice is not based on the contents of this publication, it will not constitute part of the verifier's report.

On completion of the visit, the EV should be able to discuss the findings with a responsible person, who will be told of any problems noted, and what the verifier's recommendations will be. The EV compiles a written report and recommendations, based on the content of this publication, which is sent to SQA. Once the contents of the report have been agreed, the report will be uploaded to the relevant verification visit record on the 'Visits' tab of the training provider record for their access. The training provider will be notified of the availability of the report.

12.3.1 Verification at secure access sites

For training providers that have sites in secure access locations, they must ensure that it is possible for SQA quality assurance activity to be accommodated at the specified location(s). The training provider will be responsible for uploading the site admittance policy to the documents tab of the SQA database within each course taking place at a secure access site. They must also provide SQA, via the database, the contact details of an independent responsible person at each secure access site, who has the ability to authorise access to the site. This will permit SQA to make access arrangements, prior to any external quality assurance visit taking place.

In the event that an SQA EV cannot gain entry to a secure access site, the quality assurance visit will be classed as a failed visit. The costs of any failed visit will be recovered from the training provider, and sanctions may also be applied by SQA on the centre.

Additionally, due to the advance planning of secure access site quality assurance visits, training providers must notify SQA of all courses being delivered in secure access site **7 days** prior to the start time of the course.

12.4 Grading of the monitoring report

The reports are graded as follows:

Grade	Outcome	Training Provider Actions
1	Continued approval is recommended with no further conditions.	None required
2	Continued approval is recommended subject to the provider taking action on the undertakings given on the points set out in the report.	Remedial action to be taken on the points highlighted in the report.
3	It is recommended that this provider should be required to give satisfactory assurances, within four weeks of notification of the report, that the points set out have been resolved. Failure to do so, within four weeks will result in the grading being increased to Grade 4.	Provide written confirmation and documentary evidence where possible of remedial actions taken.
4	It is recommended that this provider should not be permitted to run further courses until the contraventions to the PDP Scheme Manual of Practice set out in the report have been resolved.	Provide written confirmation and documentary evidence where possible of remedial actions taken.

12.5 Examination invigilation visits

The EVs have the right of access at any time to any examinations being run by an approved training provider. If they are not permitted access, examination material will not be processed. Invigilation visits are made based on the information held on the training provider record on the database. Visits are normally made without prior notice, and on a random basis.

Training providers may be visited on one or more occasions per year, with providers operating from a number of different locations receiving more visits than those with only one site. During their visits, EVs are seeking to discover whether all aspects of the conduct of examinations set out in SQA rules and this publication are being adhered to consistently. To this end they will provide their own set of papers for the examination and observe the training provider's invigilation team conducting the examinations.

The EVs will also inspect the examination facilities and domestic arrangements. They do not expect the examination programme to be altered to accommodate their visit, but will need reasonable access to all staff and relevant written material. They will normally leave the completed candidate examination response forms with the Examination Secretary in a sealed envelope. If the envelope has been sealed, the examination material should be returned to SQA unopened.

On completion of the visit the EV must be able to discuss the findings and recommendations with a responsible person, who will be told of any problems noted. The EV will complete a written report which is sent to SQA. Once the contents of the report have been agreed the report will be uploaded to the relevant invigilation visit record on the 'visits' tab of the training provider record for their access. The training provider will be notified of the availability of the report.

The invigilation report is graded as set out in Section 12.4.

12.6 Administration visits

The team of EVs will also conduct visits to training providers to inspect their administrative arrangements. These visits will include the inspection of the requirements for course booking, candidate enrolments, documentation, examination paper security, result analysis, internal quality assurance processes and general administration. The EVs will be responsible for checking whether all documentation and information pertaining to your approval is up-to-date on the database record, before conducting the administration visit. The report will be graded as set out in Section 12.4.

The visits will be arranged with the training provider staff for a time that is convenient. Cancellation of administration visits by training providers within 48 hours of the scheduled visit will result in cost recovery for the visit.

Failure to cooperate in the scheduling of administration visits for your centre will result in sanctions being applied.

SQA administration staff will, if requested, assist you when you have been initially approved to guide your staff through the administration process and the database.

12.7 Practical assessment visits

EVs will also conduct visits to ensure that the practical assessment is being carried out according to requirements. Although the nature of the assessment will most likely prevent the verifier from observing the entire assessment, they will still be able to observe the initial and/or latter stages (loading/unloading) and ensure that all necessary evidence and documentation has been completed.

12.8 Desk-based quality assurance

In addition to quality assurance visits, SQA also conducts desk based quality assurance and continuously monitors a number of factors relating to the performance of training providers. These factors include:

- ◆ Volume of candidate throughput.
- ◆ Compliance with SQA financial requirements.
- ◆ Accurate, complete and timely submission of documents including training course notifications.
- ◆ Compliance with SQA rules for dealing with examination material.
- ◆ System usage
- ◆ Exam and assessment scheduling in line with notified course times
- ◆ Volume and nature of contraventions to establish if systematic malpractice/maladministration is evident.
- ◆ Monitor that measures required as a result of a previous Grade 3 or 4 quality assurance visit have been actioned and are being maintained.

Failure by a training provider to abide by the standards of this document may lead to an administration visit by SQA staff or a quality assurance report issued by SQA identifying the contravention and action(s) required. **SQA will seek to recover the costs of such a visit.** Continuing failure by a training provider to abide by the standards of this document will lead to sanctions being implemented.

12.9 The range of possible sanctions

Based on the findings of the authorised officers and the SQA external quality assurance processes, SQA will apply one or more of a number of sanctions to approved training providers:

- ◆ If a report reveals that 'serious faults' or omissions have been identified (the PDP Management Group is the final arbiter of what constitutes a serious fault or omission), the training provider may be suspended from

running any further courses permanently or until appropriate rectification action has been taken.

- ◆ If a report reveals that faults or omissions have been identified, the training provider may be required to provide evidence that satisfactory action has been taken within a given timescale.
- ◆ Provider may be required to remove instructor/assessor from centre.
- ◆ The training provider may be required to appoint an examination invigilator other than the instructor who has conducted the course.
- ◆ The training provider may be required to appoint an examination invigilator who is independent from the training provider.
- ◆ The training provider may be required to arrange for all examinations to be conducted by an appointed external invigilator, and to meet the costs of external invigilation.
- ◆ Training providers with 'mobile' approval may be required to run courses only at their registered base.
- ◆ In the event of an EV being unable to gain access to a training course to conduct a visit, because the training/examination has been delivered prior to the timings notified on the database, or because the course was not cancelled appropriately, this will be deemed to be a 'failed visit'. In these instances, SQA will require a further visit to take place. The costs of any failed visit will be recovered from the training provider.
- ◆ If the training provider is awarded consecutive Grade 3 reports for the same contravention, the costs for the second visit will be recovered from the provider and the grading will be increased from a Grade 3 to a Grade 4.

13 Appeals

13.1 Training provider approval appeals procedure

There is an established appeals procedure for the benefit of training providers and potential training providers under this scheme. Training providers and applicants for approval may appeal against a decision by SQA. Circumstances under which an appeal can be submitted include:

- ◆ SQA is not prepared to approve or re-approve a training provider as an assessment centre (full, classroom only or practical only).
- ◆ SQA has decided to revoke, set conditions on, suspend or withdraw approval relating to courses, instructors or assessors under this scheme.
- ◆ A decision has been taken by SQA to suspend a provider or to require a training provider to take action to rectify faults arising from a report made by an EV.
- ◆ A decision has been taken by SQA that matters reported by an EV constitute 'serious faults' (see Section 12.4) and SQA has acted accordingly.
- ◆ A dispute has arisen between a training provider or an applicant for approval and SQA with regard to approval or re-approval.

If a training provider or an applicant for approval is not satisfied with a decision taken by SQA, the training provider should take the matter up in writing with the PDP Management Group. Such an appeal must be made by the training provider within 28 days of their receipt of written notification of the SQA decision.

Submissions should include all relevant information, including details of the original application, copies of all relevant correspondence, the grounds for appeal, and any supporting information. Appellants should also indicate at this stage whether they wish to be present at any appeal hearing, and whether they intend to be represented, or to call witness evidence.

Addresses for appeal submissions

PDP Administrator

SQA
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

PDP Management Group

peteroakford@hotmail.com
(Independent Chair)

or

jenny.clucas@cogentskills.com
(Secretariat)

13.2 Candidate appeals procedure

Training providers are to inform all candidates of the appeals procedure that is provided within the PDP scheme:

- ◆ Appeals can be made if the candidate believes that the training provided was inadequate or the examination results did not match candidate expectations.
- ◆ Where the candidate is not satisfied with the training provider, a report should be made to either:

PDP Administrator

SQA
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

PDP Management Group

peteroakford@hotmail.com
(Independent Chair)

or

jenny.clucas@cogentskills.com
(Secretariat)

The appeal should be made as soon as possible, and should contain:

- ◆ the candidate's name, address and SQA candidate number.
- ◆ the name of the training provider, the address of the training location, and the name of the instructor or assessor.
- ◆ the date of the training programme.
- ◆ a report on the nature of the complaint.

13.3 Candidate Appeals to SQA

SQA will not enter into direct correspondence with individual candidates with regard to their assessments or the award of a Petroleum Driver Passport. However, SQA has an appeals policy for candidates where their results are seriously at variance with the reasonable expectations of the instructor. SQA will, on confirmation from training provider, re-check the candidate's examination performance.

In the first instance, all such appeals must be made to:

PDP Administrator
SQA
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ
E-mail: pdppassport@sqa.org.uk

Applications must be made within **28 days of the issue of results**. SQA will carry out checks to ensure the correct and accurate processing of candidates' examination response sheets, and will inform the training provider of the outcome of these checks within 28 days of receipt of such an appeal. Should the candidate or training provider be dissatisfied with the outcome, they may refer their complaint to the PDP Management Group within 28 days of outcome, who will consider their report and decide whether the Appeal should be upheld or dismissed. The decision of PDP Management Group will be final.

13.4 Whistleblowing

If an individual has a concern about a risk or wrong doing in respect of the PDP Scheme, they can raise this with SQA. SQA can be notified of concerns verbally or in writing.

Once a concern has been raised, it will be assessed and consideration given as to what action may be appropriate.

SQA hopes that individuals will raise concerns openly. However, it is recognised that there may be circumstances when the individual would prefer to speak to someone in confidence first. If this is the case, the individual raising the concern should say so at the outset. If SQA is asked not to disclose someone's identity, we will not do so without the person's consent unless required to by law.

Individuals should be aware that there may be times when SQA will be unable to resolve a concern without revealing someone's identity, for example where personal evidence is essential. In such cases, SQA will discuss this with the individual and outline whether and how the matter can proceed.

If an individual chooses not to disclose their identity, it will be more difficult for SQA to look into the matter. Raising an anonymous concern cannot always provide the same assurances that a full, open disclosure brings.

13.5 SQA complaints policy

Candidates or training providers can make a formal complaint or feedback in writing, by fax or by e-mail to any member of SQA staff. SQA staff will make sure that the complaint is entered into the formal SQA complaints process. SQA will acknowledge the complaint within five working days.

The SQA's target is to provide a considered response within 10 working days of receiving the complaint.

If for any reason SQA cannot resolve the matter within 10 working days, the complainant will be informed of the delay, the reasons for it, and will be given a date by which SQA will be able to give a full reply.

If the complainant is unhappy with the response SQA make to the formal complaint, the complainant may write, within 28 days to:

Customer Support Manager
Scottish Qualifications Authority
The Optima Building
58 Robertson Street
GLASGOW
G2 8DQ

The Customer Support Manager will review the complaint, and SQA's response, on behalf of SQA's Chief Executive. A reply will then be sent within 15 working days. In exceptional circumstances, the complaint may be referred to the SQA Board of Management. This will be advised if this course of action is taken.

If a complainant is still dissatisfied with the SQA response, under the terms of the Scottish Public Ombudsman Act 2002, the complainant may ask the Ombudsman to look at the case. This request must normally be submitted to the Ombudsman within 12 months of first raising the matter with SQA. The Scottish Public Service Ombudsman may be contacted at:

Scottish Public Service Ombudsman
Freepost EH641
EDINBURGH
EH3 0BR

Telephone: 0800 377 7330
Text: 0790 049 4372
Fax: 0800 377 7331
E-mail: ask@spsso.org.uk

14 Appendices

14.1 PDP programme overview

Programme number	Title
25W	5 Year Classroom Training and Full Written Assessment
25P	5 Year Practical Assessment
21T	Annual Classroom Training
21P	Annual Practical Assessment
22T	Re-validation Annual Classroom Training
22P	Re-validation Annual Practical Assessment

Training Provider Type	Approved to offer
PDP 5 Year Classroom and Written Assessment	25W
PDP Practical Assessment	25P, 21P, 22P
PDP Classroom Training	21T, 22T

14.2 Defence PD Passport

The training of military fuel tanker drivers to PDP standards will be recognised through the awarding of a Defence PD Passport.

Military fuel tanker drivers are required to drive and unload petroleum products, but do not load the product.

A Defence PDP syllabus has been developed and approved which is identical to the PDP Syllabus for Part 1, classroom training but which has the loading elements removed from Part 2, practical training. Military drivers will take the same PDP written assessment but a modified practical assessment to reflect the fact that they do not load petroleum product. Military drivers who pass the written assessment and Defence practical assessment will be issued with a Defence PD Passport valid for five years. They will be required to undergo annual refresher training to maintain the validity of the Defence PD Passport.

Defence PDP assessors must be:

- 14.2.1 Occupationally competent tanker drivers, able to demonstrate to SQA that they have a minimum of five years of relevant industry experience; and/or discipline experts who, after observation** by a SQA appointed external verifier, are deemed to be competent in the assessment of the Defence PDP syllabus and who hold an assessor award that is recognised by SQA.

**Observation means the physical observation by a SQA appointed EV of a DST Practical Assessor carrying out the PDP assessment of a Military driver.

- 14.2.2 Holders of a current ADR Driver Training Certificate, including Core, Tanks, Class 3, and the current appropriate driving licence.
- 14.2.3 Knowledgeable in the content of the Petroleum Fuel Tanker Driver: Industry Training Standard, the PDP syllabus and the PDP scheme.

Defence PDP classroom training can be run with up to 28 candidates maximum - this maximum applies to Defence PDP training only.

Classrooms must be large enough to accommodate the instructor, equipment and a maximum of 28 trainees in comfort.

All other PDP requirements regarding Training Providers and administration of the scheme will apply.

14.3 Distance Learning – Annual Classroom Training (21T/22T)

The facility to provide distance learning is available for approved Training Providers to deliver online annual classroom training that does not require an assessment (i.e. 21T and 22T only).

All PDP assessments must still be facilitated at a training provider premises and PDP Assessments (25W) are not permitted to be completed remotely.

14.3.1 Making an Application

Approved annual classroom PDP Training Providers are eligible to apply for approval to deliver distance learning for annual classroom training (21T and 22T).

Training Providers intending to apply for this approval should contact SQA at pdpasport@sqa.org.uk.

SQA will issue Training Providers with the 'Training Provider Application Form for Distance Learning' to complete. This form is also available on the PDP website.

This form enables a Training Provider to demonstrate their potential to:

- provide the management structure and quality assurance systems to support the assessment and internal verification of PDP Distance Learning
- meet the requirements for approval to offer distance learning for the Annual Classroom Training 21T and 22T modules relating to the Petroleum Driver Passport.

Once a Training Provider has completed the form and declared they meet all the required criteria, SQA will approve them to deliver distance learning training.

When approved, a Training Provider must add a new site to their record on the SQA PDP database entitled “PDP Annual Classroom Remote Delivery”.

14.3.2 Required criteria for Distance Learning

The criteria listed below apply to distance learning and must be adhered to. All other PDP MoP references, in relation to Annual Classroom Training, still apply.

- **Notification to run a course**

PDP Manual of Practice section 9.2 still applies - a course record must be completed by 5pm the day before.

An additional requirement is that all course invitations must include an invitation to pdppassport@sqa.org.uk.

A link to the course must also be provided within the documents tab of the course record.

- **Delivery method**

- The maximum class size, to limit attendance and manage candidate identity / attendance, is 4 candidates.
- All courses must be delivered using MS Teams software.
- Distance learning can only be delivered during SQA business hours to allow for quality assurance (i.e. Monday to Friday 09:00 - 17:00).
- Devices:
 - The devices, which the Training Provider can use, are restricted to PC or Laptop.
 - The devices, which the drivers can use, are restricted to PC, Laptop or Tablet.
- In the event of loss of connection by the Training Provider or candidate the following steps should be taken:
 - Candidate – make suitable attempt to reconnect and re-join the training course. If loss of connection persists for more than ten minutes, contact the training provider to re-schedule your training.
 - Training Provider – in the event of candidates experiencing a loss of connection for more than ten minutes, candidates must be resulted as ‘Not Sat’ on the course record and training rescheduled. In the event of training providers experiencing loss of connection suitable attempts must be made to reconnect and deliver the training course. If the loss of connection persists for more than ten minutes the training course must be cancelled, and a rescheduled course arranged.

- The delivery method must include video and audio to monitor attendance.
- All training must be supported by visual material as per MoP section 7.3.

- **Candidate Identity Checks & Registration**

Candidate identity checks must be carried out, in accordance with MoP section 9.6.5, using the camera on the remote device. Training Providers must ensure that each candidate emails their completed registration form for each course to them. The Training Provider must then upload a copy of these registration forms to the course documents tab. In addition, a screenshot of the attendees on the training course must be uploaded to the documents tab of the training course.

- **Course Attendance**

Training Providers must liaise with candidates/employers to ensure that drivers attending distance learning courses will be in an environment fit for learning.

Training Providers must ensure that each candidate's video is activated for the duration of the training course.

If a candidate is absent from view during periods of instruction, the instructor must cease training until they return. If an absent candidate does not return within ten minutes, the instructor must remove them from the distance learning video call and result them as a 'Not Sat' on the course record.

Confirmation of progress, MoP section 9.6.8, still applies to distance learning, and this will be monitored by quality assurance.

14.3.3 Quality Assurance

Quality assurance of distance learning will be conducted by either SQA staff or PDP External Verifiers. Quality assurance verification visits will be conducted to ensure that the distance learning delivery of training courses are being carried out according to requirements.

On completion of the visit, the EV must be able to discuss the findings with a responsible person, who will be told of any problems noted, and what the verifier's observations have been. The EV will then compile a written report of the virtual quality assurance audit, like all other quality assurance activity. Once the report is ready to view the training provider will be notified.