

Operator and Driver Support Services



ODSS

**Training,
Consultancy,
Compliance Audits**

About Us

Our business journey began in 2020 and was formed by 2 ex FTA Instructors. Having worked in the industry for major Blue Chip companies and a leading Trade Association for nearly 30 years each, the time was right.

Since our Transport Training, Compliance Auditing and Consultancy business began, we are continually building upon the foundation of giving service and quality from a business that is small enough to care but big enough to deliver. We deal with our customers with good old fashioned conversation, learning about the requirements of your business, to ensure you get what's right for you.

One size does not fit all!

We ensure our team are fully qualified and quality assured to give you peace of mind when choosing your provider. Accreditations include CILT and DVSA. We are ISO9001 certified for Quality Management.

So, whether you are a new transport operator or have been in the industry for 30 years or more, we can assist you in meeting the Traffic Commissioners' statutory requirements.

Joanne Elms

Jim Elms



Services offered

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We Offer many services and can offer bespoke services to operators. If you don't see what you are looking for, please contact us to see how we can assist using our reputable business partners.

enquiries@odss.co.uk

www.odss.co.uk



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Transport Manager CPC - HGV and PSV

Transport Manager Certificate of Professional Competence is a Level 3 course accredited with **CILT**. The certificate is required by anyone wishing to be named as a Transport Manager. It also shows competence for anyone working within a transport environment. Also perfect for delegates looking to progress in their career.

Course Material

You will receive a full student pack containing:

- Detailed information as presented in the course,
- Practice multi format response questions & case studies
- Various guides and Information to help your through the learning process and prepare you for your exams
- Out of hours support

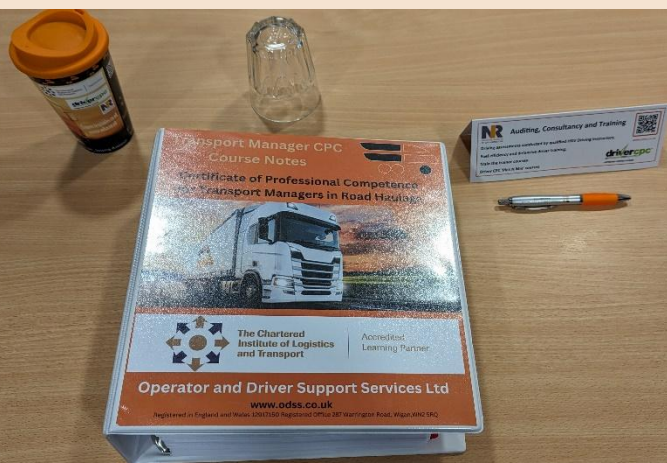
Duration

10 days – 8 days face to face training (classroom or online), 1 day revision, exam day

Course Content

- Civil Law
- Commercial Law
- Social Law
- Fiscal Law
- Business and financial management of the undertaking
- Access to the market
- Technical standards and technical aspects of operation
- Road Safety

Courses are structured to ensure all elements are covered for the requirements of both Multi Choice and Case Study exams. There are 30 modules covered.



CILT Accredited 2-day Transport Manager Refresher

Our 2-day CILT Endorsed and Accredited refresher courses are suitable for Transport Managers, Directors and staff involved in day-to-day transport operations. Topics are covered in depth over the 2 days to raise awareness of legislative requirements and best practice.

-  Operator licensing
-  Drivers Hours & Records
-  Digital Tachograph Use
-  Driver Licensing
-  Planned Preventative Maintenance
-  Road Safety and Enforcement
-  HSE Workplace Transport Safety
-  Accidents/Incidents
-  The roles of the Transport Manager and Operator
-  Driver Conduct Hearings
-  Safe Loading
-  Bridge Strikes
-  Latest Industry Updates

Endorsed courses are approved and registered by CILT and will satisfy the Office of the Traffic Commissioner for CPD.

Accredited courses require a CILT registered online knowledge check of 40 questions with a 75% pass mark. Certification is then provided by CILT as an accredited body. Accredited certificates will satisfy **Traffic Commissioners request for attendance**. Additional cost for the accredited course.

Classroom courses based in Wigan.

Online face to face courses.

Courses can also be delivered at your site Nationwide



Directors Operator Licence Awareness Training

Our Directors OLAT courses are suitable for Directors and Senior Managers. Topics are covered to provide a good overview of legislative requirements and responsibilities.

-  Operator Licence Compliance
-  Safety and Regulatory Compliance
-  Risk Management
-  Financial Management
-  Stakeholder Communication
-  Ethical and Legal Compliance

Directors are often removed from the day-to-day running of an operation but remain responsible for adherence to transport legislation.

Classroom courses based in Wigan.

Online face to face courses.

Courses can also be delivered at your site Nationwide



CILT Accredited OLAT

Operator Licence Awareness Training

Our 1-day CILT Endorsed and Accredited OLAT courses are suitable for Operators, Transport Managers, supervisors, trainers, transport operations staff and support staff. Topics are covered to provide a good overview of legislative requirements and best practice.

-  Operator licensing
-  Drivers Hours & Records
-  Digital Tachograph Use
-  Driver Licensing
-  Planned Preventative Maintenance
-  Road Safety and Enforcement

Endorsed courses are approved and registered by CILT. Endorsed courses will satisfy the Office of the Traffic Commissioner as CPD.

Accredited courses require a CILT registered online knowledge check of 40 questions with a 75% pass mark. Certification is then provided by CILT as an accredited body. Accredited certificates will satisfy **Traffic Commissioners request for attendance.**



Compliance Auditing

Legislation sits behind virtually all aspects of operating commercial vehicles. From applying for an Operators licence to remaining compliant to the terms of that licence and everything associated to it.

Our auditing services allow you to utilise our skills obtained over 25 years at a time when you need them.

Audit services include

- Operator Licence Compliance
- Earned Recognition
- Full or bespoke audit – Traffic Commissioner request
- Full or bespoke audit – Internal use
- Maintenance
- Driver Licencing and DCPC
- Gate checks
- Behavioral safety

Support is offered on Ad Hoc basis or regular weekly/monthly visits to suit your requirements.



Authorised audit provider



Consultancy

Operator and Driver Support Services can offer consultancy and support services to Operators, Transport Managers, Support Staff and Transport related Health & Safety.

With many years in the industry, our team are qualified and experienced in many aspects of the Transport sector. We can also call on our partner services to ensure we give the best support available.

Consultancy services can be arranged to meet your operations requirements.

- Corrective support following DVSA or TC actions
- Systems
- Policies and Procedures
- Risk Assessments
- Safe Systems of Work
- Individual staff support
- Team support
- Auditing
- Training
- DGSA
- Accident investigation

Half day or full day on an individual or scheduled basis. Weekly, monthly or periodically, we can arrange bespoke services to suit your business



Driver Assessor – Train the Trainer

Training in-house Driving Assessors is a cost-effective way to provide assessments and coaching for your drivers.

Assessors will be trained to provide assessment and corrective coaching to drivers of vehicles over 3500kgs.

The standard of your drivers can make a difference to your whole operation. Driving assessments can take place prior to employment, periodically, or following an incident.

****Please note – some other suppliers **DO NOT** include corrective coaching in their assessor courses****

Assessor Training Includes

-  Completion of assessment report
-  Driver engagement
-  Question Techniques
-  Driver vehicle checks
-  Vehicle use – including Coupling and Uncoupling where applicable
-  All on road elements
-  Fuel efficiency
-  Safe driving
-  Assessment route planning
-  How to provide corrective coaching

Training is provided on a 1 to 1 basis over 3 days using your company's vehicle. Delegates can be trained to assess in vehicles up to the category of licence they personally hold.

Assessors will be trained by our NRI registered LGV Driving Instructors.



Driver Assessments

The standard of your drivers can make a difference to your whole operation. Driving assessments can take place prior to employment, periodically, or following an incident.

- Pre-employment
 - Ensure your new drivers are at a good overall standard
 - Reduce road related risk
- Periodically
 - Help maintain standards
 - Improve fuel efficiency
- Post incident
 - Identification of causes
 - Remedial training
 - Full report

Assessments Undertaken

- Standard assessment providing feedback and written report to help identify further needs or suitability.
 - 1 to 2 drivers per half day
- Enhanced assessment including corrective training with full report
 - 1 driver per half day
- Bespoke assessment and in-depth corrective training as required
 - Time to be agreed

Individual drivers or all employed drivers can be assessed by our NRI registered LGV Instructors



Longer Semi Trailer Awareness – LSTs

Since 2012, a trial of longer semi-trailers (LSTs) of up to 15.65 metres has taken place on roads in Great Britain (GB). The trial has now ended and LSTs have been given the go ahead to be used by all operators.

The maximum length of a longer semi-trailer plus tractor unit is 18.55 metres, marginally shorter than road train combinations allowed in general circulation in the UK and mainland Europe. Until agreement is given that LSTs can be used on international operations, they will be limited to use in the GB (not including Northern Ireland, unless authorised in advance)

New guidance on the use of LSTs - Longer Semi Trailers, includes requirements for risk assessments, route plans, driver training, management training and maintenance.

We can provide.... Half day or full day courses for drivers including online, classroom based and yard-based training or classroom plus yard and on road training.

Half-day courses for management/transport office staff including responsibilities.

If you are using LSTs, you will be expected to train all staff involved and retain records.

Our qualified driving instructors have been working with Longer Semi Trailers since the introduction in 2012. We can provide theory and practical training to ensure your drivers are familiarised with the difference in handling and precautions required when using LSTs. Our experience can help you reduce potential incidents and lower risk.



Driver CPC

Driver and Operator Support Services is proud to offer a modular system, allowing you to choose any two 3.5 hour courses to be delivered in one day and count as 7 hours. This offers the flexibility to choose different topics to keep the day interesting.

Choose any two modules from

-  **Drivers Hours, Working Time and Record Keeping**
-  **Professional Driver Awareness**
-  **Mental Health Awareness**
-  **Understanding Operator Licencing for Drivers**
-  **When Seconds Count - Emergency Awareness**
-  **Driver Walk Round Checks - Includes Practical**
-  **Human Factors in Driving - Staying Alert and Fit to Drive**
-  **Understanding Digital Tachographs**
-  **Rollovers and Vehicle Stability**
-  **Driver Responsibilities**
-  **Longer Semi Trailers – LSTs**

All courses include handouts or workbooks, pens, electronic certificates and DVSA uploads.

Courses can be delivered at our venue in Wigan, your premises or at an external venue.

Consortium membership available, please contact us for details.

Bespoke courses can be arranged for your company if required.



APPROVED CENTRE AC02428



Reversing Assistant – Train the Trainer

Train the trainer courses are provided by our qualified instructors allowing you to meet your future training needs for staff training. Drivers, Managers, Supervisors, Warehouse, Yard and Support Staff can all benefit from being trained as reversing assistants. Having your own on-site trainers will reduce long-term costs. If you only require a small number of people to be trained, please see our Reversing Assistant Training.

Train the Trainer Course includes

- 1-day course
- Health and Safety requirements
- Classroom training
- Practical training
- Handouts for use in your training
- Assessment sheets for use in your training
- Trainer assessment report
- Completion certificate

Reversing Assistant

Nearly a quarter of all deaths involving vehicles at work occur during reversing. Many other reversing accidents do not result in injury but cause costly damage to vehicles, equipment and premises.

Our experienced instructors can train your drivers, warehouse staff, yard staff, support staff etc, to carry out this task safely and provide you with certification to meet H&S recommendations using a combination of theory and practical training.

We cover Health and safety legislation, Safety awareness, potential hazards and risks, Site conditions, Safety procedures, Driver responsibilities, Assistant responsibilities, Assistant signals, position and reversing techniques.

Half day course up to 6 delegates. Reduced rate for 2 half-day courses to be delivered on the same day.



Yard Shunter Training and Train the Trainer

Driving large goods vehicles on private land may not require the relevant driving licence but still requires a level of competence to meet H&S requirements.

Our qualified Training Instructors can provide training for your staff.

Course length varies from 1 – 5 days depending on previous experience and vehicle types. Up to 2 delegates per course

For larger organisations, we provide **Train the Trainer** course. This will allow your trainers to provide future training to your staff, reducing long-term costs.

Ideally suited to people already familiar with training practices or experienced driver/shunters but also offered to less experienced staff. Not suitable for delegates with no LGV experience.

Course length is 1-2 days for 2 delegates depending on previous experience.

All rigid, articulated and dedicated shunt vehicles covered.

Courses include

- Health & Safety requirements
- Classroom session
- Practical session
- Course handouts
- Assessment
- Assessment report
- Completion certificate

Train the Trainer also includes

- All materials for use in delivering training to your staff



Tachograph and Drivers Hours Services

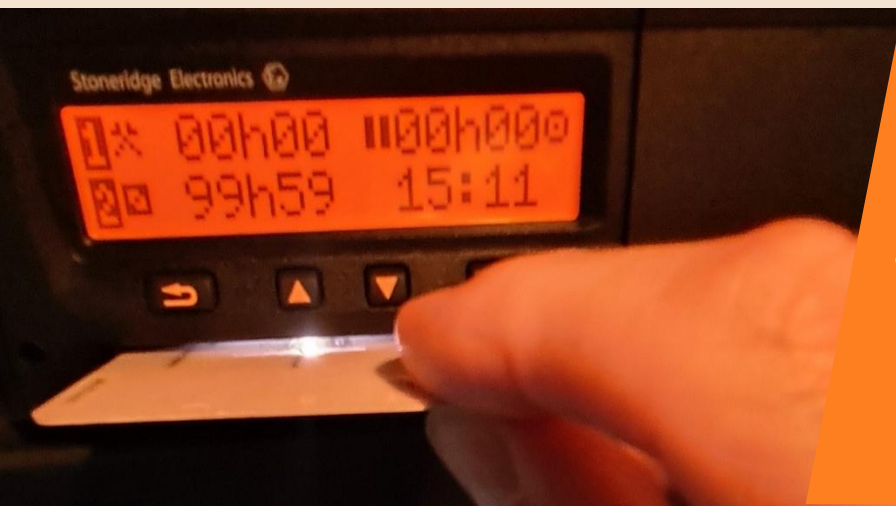
We provide compliance audits to identify your business and driver requirements. The audit report will recommend a combination of system, processes, and training to ensure compliance and adherence to your statutory obligations.

-  Drivers Hours training tailored to the needs and requirements of your business.
-  Drivers' Hours rules and use of tachograph systems training for drivers and support staff.
-  Tachograph analysis systems sourced specifically to meet the size of your operation.
-  Driver hours DCPC

Many generic systems and training courses contain unnecessary content that you are paying for.

We work with leading suppliers of analysis systems and can help with set up and integration into your operation

At Operator and Driver Support Services we can optimise bespoke services to give you maximum value.



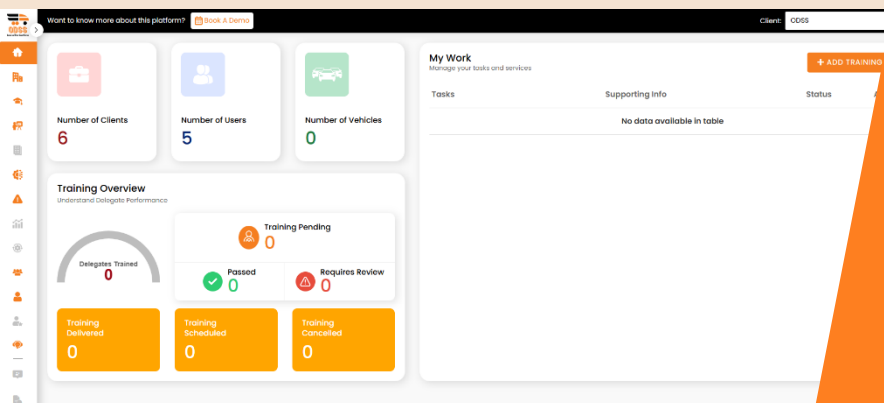
ODSS Hub

Our software platform pulls data from your other systems allowing you to view all on one dashboard and automate toolbox talks, E-Learning and Document Management

-  Document control and distribution with electronic sign off
-  Electronic toolbox talks
-  E- Learning
-  Integrations with Tacho Analysis software
-  Integrations with Telematics
-  Integrations with camera software
-  Training Matrix
-  Audit trails

Contact us to book a demo

enquiries@odss.co.uk



Partner Services

Aquarius

Driver and Fleet Compliance Software Solutions

www.aquarius.co.uk



RADCaT Ltd is a family run business assisting clients with Dangerous Goods advice and compliance, Health and Safety and Human Resources/Employment Law and the General Data Protection Regulation.

www.radcat.co.uk



**Thank you for looking
through our services.
Please get in touch for**

**Transport Training
Compliance Auditing
Consultancy**

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**The Chartered
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