



ROLE PROFILE -DRIVESAFE TRAINER

Role: DRIVESAFE PRACTICAL TRAINER

Provision of service: Self-employed

Role statement of purpose: The approved Trainer will be required to deliver both nationally accredited courses to driver offenders who have chosen to accept retraining as an alternative to prosecution, as well as other on-road fleet driver training courses. This will involve delivering in-car coaching to nationally agreed standards.

Reports to: DriveSafe Development Manager

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	To ensure that personal availability is maintained on the central database so that administration staff are able to effectively assign work.	- On a regular basis the database must be reviewed and updated as necessary to ensure that courses can be allocated up to eight months in advance. - Any cancellation of Trainer bookings must be notified via email to the Business Support Team, and the reason for change noted.
2.	To review client and course information in order to ensure that all necessary actions are taken in preparation for training.	- Pre-course reviews of course notes, text / voice messages, and emails must be undertaken to note client special requirements, identify changes and potential problems. Liaison may be necessary with the Business Support Team and venue staff to resolve issues as necessary. - Client completion details must be checked with co-Trainer (where applicable) and any discrepancies resolved.
3.	Provide driver coaching to experienced drivers to an advanced standard for two clients per car. Manage conflict and improve driver attitudes and behaviour.	Facilitate training through the selection of appropriate learning techniques and practices, generating feedback from the clients whilst positively reinforcing learning and encouraging self-reflection.
4.	To professionally deliver any practical on-road course for which training has been successfully completed	WORKING ARRANGEMENTS Trainers who provide practical coaching courses will meet and greet clients at times specified by the

		course timetable. - Each course has a clear structure and has a number of learning outcomes incorporated into it. Managing the delivery of this content is an essential part of the Trainer's role. - There are strict rules regarding time keeping. All course times must be adhered to and these must start and finish in accordance with the course timetable.
		COMMUNICATION SKILLS - Listen to the specific needs of clients and value their input by treating them as individuals. - Demonstrate the ability to reflect the clients' understanding of concepts being discussed. - Demonstrate good verbal and written communication skills with a variety of people of differing ages and skill levels and give constructive feedback. Be non-judgemental and recognise different learning styles.
		ADMINISTRATION/REPORT WRITING - Deal with in-course paperwork. E.g. assessment forms and writing incident reports. - Assist clients with particular needs to fully participate in the course. E.g. liaising with disabled clients and their carers; and working with interpreters. - Occasional report writing must be clear; logically structured, accurately written in a comprehensive manner to an acceptable level of literacy.
		TEAM PLAYER Each Trainer is expected to support and promote the effectiveness of colleagues and develop strong working relationships with the Business Support Team and the support staff at course venues.
		FLEXIBILITY At reasonable notice, Trainers should be available to undertake work (for which they have been trained), at any course venue within Greater Manchester.
5.	Data inputting	It is imperative that Trainers note the attendance and course completion of clients on and check against the course documentation. Verification of client course completion must be done with Co-Trainer.

		• Trainers must accurately input client data to the central client database and inform DriveSafe of relevant issues. • It is the responsibility of Trainers to despatch course paperwork to the administration office in timely fashion after course completion.
6.	Processes and procedures	• To take part in learning and development activities as identified by DriveSafe. To take responsibility for personal continuing professional development, and take full advantage of training provided in order to adapt to new instructional techniques and procedures. • Attend meetings as required. • Demonstrate a positive attitude towards DriveSafe by actively supporting new initiatives intended to continuously improve the course delivery.
7.	Equal opportunities	• To carry out duties in accordance with DriveSafe's Equal Opportunities policy, Information Security Standards, compliance with the Data Protection Act 2018, Freedom of Information Act and any other relevant legislation that directly affects electronic service delivery. • Value the diversity of clients and be able to demonstrate this in the workplace. • Support the team in promoting equal opportunities in the workplace and delivering services which are accessible and appropriate to the diverse needs of service users.
	Compulsory Outputs (COs) these set out what must be achieved for the post holder to be successful in the role	Key Actions These set out how the COs will be achieved – the activities required.
C1	Ensure you comply with all applicable organisational legislation and policy:	• Confidentiality is of paramount importance. Information relating to clients must not be revealed to any third party. • Trainers must agree to inform DriveSafe of any pending or actual criminal offences, whether driving related or not. • Trainers will need to present a satisfactory Disclosure and Barring Service check. • Trainers must conform to Information assurance and security in line with Cabinet Office requirements. • There must be adherence to DriveSafe policies and procedures. Notably there has to be compliance with the procedures contained within the Trainers' Operational Manual. • Equality and Diversity legislation. • DriveSafe vision and values.

PERSON SPECIFICATION - DRIVESAFE TRAINER

	DRIVESAFE PRACTICAL TRAINER (car) <i>(Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience:
E1	Possess an extensive knowledge of the Highway Code.
E2	Understand the theories underlying behavioural change techniques and how these are expressed through course design.
E3	Possession of a wide-ranging knowledge of driver training and coaching.
E4	Ability to communicate clearly, accurately and in plain language, both verbally and in writing.
E5	Skills to relate to clients in one-to one and group settings.
E6	The ability to explore different driving scenarios with experienced drivers.
E7	Skills to challenge attitudes constructively.
E8	Skills to encourage clients to participate fully in courses.
E9	A proven ability to apply IT skills, including data entry.
E10	Evidence of prior experience delivering training to qualified drivers.
D	Desirable experience:
D1	Evidence of team working.
D2	Experience of working with computer-based booking systems, spreadsheets and data base packages.
D3	Experience of a working environment where verbal, written or on-line procedures had to be followed methodically.
D4	Experience of utilising coaching skills.
D5	Experience of working closely with colleagues in a professional environment.
D6	Knowledge of the National Driver Offender Retraining Scheme.
D7	Experience of handling confidential and sensitive information.
D8	Knowledge of the Data Protection Act.
D9	Enthusiastic, with the ability to motivate positive change.
D10	Ability to deliver training presentations.
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Licensed by UKROEd to deliver NDORS course(s) or prepared to attend and pass the 2-day NDORS training course.
EQ2	Hold a full UK driving licence.
EQ3	Hold RoSPA Gold or Silver advanced driving certificate, this must be renewed every 3 years.
EQ4	Hold a current Disclosure and Barring Service (Enhanced) certificate.
EQ5	Minimum, 2 years driver training experience.
EQ6	Be a Driving and Vehicle Standards Agency (DVSA) Approved Driving Instructor (ADI) at a minimum grade B level.
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Certification of training in the Management of Occupational Road Risk (MORR)
DQ2	A Driver Assessor Trainer (DAT) with the MiDAS minibus training scheme.
DQ3	A certified SAFED trainer.
DQ4	A nationally recognised qualification in delivering training* or an accreditation in delivering behavioural programmes** for adults. e.g. PTTLs Level 4 or equivalent
DQ5	DVSA Fleet Registered.

EA	Essential Attributes:
EA1	Excellent interpersonal skills with an ability to relate to a broad spectrum of the general public.
EA2	Team player with a positive attitude and the ability to share relevant and useful information with others in the team including staff at DriveSafe venues.
EA3	Self-motivated and personally driven to complete tasks to required timescales and quality standards.
EA4	To demonstrate respect and courtesy with the ability to motivate positive change.
EA5	Have the flexibility to adapt to changing work methods and new organisational challenges; and to maintain an up to date knowledge of road safety developments.
EA6	Have a strong personal commitment to continuous self-development.
EA7	Prepared to work at any of DriveSafe's course venues across Greater Manchester.
EA8	Trainers should dress in an appropriate business-like manner when delivering all DriveSafe courses.

Key Interdependencies					
Key Contacts	DriveSafe Manager DriveSafe Development Manager Business Support Team DriveSafe Monitors DriveSafe Trainers Staff at course venues The general public				
Direct reports					
Budgetary responsibility	None				
Location	DriveSafe course venues within Greater Manchester DriveSafe headquarters in Manchester				
Office Use Only	Updated	Updated	Updated	Updated	Updated
Created	17/03/13	26/10/17	7/7/20	7/12/20	20/2/24
By:	RPM	LD	OM	OM	OM