

Role Profile - DriveSafe Trainer



Role: DRIVESAFE THEORY TRAINER

Provision of service: Self-employed

Role statement of purpose: The approved Trainer will be required to deliver nationally accredited courses to driver offenders who have chosen to accept retraining as an alternative to prosecution. This will involve delivering classroom-based and online-delivery of presentations 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 a 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 delivering presentations.	- 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.	To professionally deliver any course for which training has been successfully completed.	WORKING ARRANGEMENTS - Trainers must meet and greet Clients at the allocated time prior to the start of all courses. - Where courses are presented by two Trainers, they must co-ordinate classroom set-up and meeting clients appropriate to each venue and the requirements of the course timetables. - Facilitate training through the selection of appropriate

		learning techniques and practices, generating feedback from the clients while positively reinforcing learning and encouraging self-reflection. • 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. As far as reasonably possible Trainers will co-ordinate each module of the course to facilitate participation by both presenters. • There are strict rules regarding timekeeping. Course times must be adhered to and must start and finish in accordance with course timetables. COMMUNICATION SKILLS • Demonstrate an ability to moderate / modify language to reflect the general level of the clients' ability to understand the concepts being discussed. Treat clients as individuals and avoid overly elaborate explanations. Avoid potentially offensive phrases or inappropriate personal references to clients. ADMINISTRATION/REPORT WRITING • Deal with in-course paperwork. E.g. 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, and 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 venues. FLEXIBILITY • At reasonable notice Trainers should be available to undertake work (for which they have been trained), at any venue.
4.	Data inputting	• It is imperative that Trainers note the attendance and completion of clients on the course and check against the course documentation. Verification of client course completion must be done with co-Trainer (where applicable). • Trainers must accurately input client attendance data and

		supporting notes to the central client database and inform DriveSafe of relevant issues. • It is the responsibility of Trainers to despatch any course paperwork to the administration office in timely fashion after course completion.
5.	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. • 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.
6.	Equal opportunities	• To carry out duties in accordance with DriveSafe's Equal Opportunities policy, Information Security Standards, compliance with the Data Protection Act, 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) <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 COs will be achieved – the activities required.</i>
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 convictions, whether driving related or not. • Trainers will need to present a satisfactory Disclosure and Barring Service (DBS) certificate. • There must be adherence to DriveSafe policies and procedures. Notably there has to be compliance with the procedures contained within the Trainers' Contract and Operational Manual. • Equality and Diversity legislation. • DriveSafe Vision & Values.

Person Specification – Theory Trainer

DRIVESAFE THEORY TRAINER <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 is essential.
E4	Ability to communicate clearly, accurately and in plain language, both verbally and in writing.
E5	At least 1 year's experience of delivering learning or training in a 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 individuals and groups to participate fully in courses.
E9	A proven ability to apply IT skills, including data entry.
E10	Experience of a working environment where administration skills were essential.
E11	Effectively deliver presentations accurately as specified in the course manual and demonstrate excellent group facilitation skills.
D	Desirable experience:
D1	Evidence of team working.
D2	Experience of facilitating discussions via online meeting platforms
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.
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Licensed by UK Road Offender Education (UKROEd) to deliver National Driver Offender Retraining Scheme (NDORS) course(s) or prepared to attend and pass the 2-day NDORS training course and comply with UKROEd licence requirements.
EQ2	Hold a full UK driving licence.
EQ3	A nationally recognised qualification in delivering training or an accreditation in delivering behavioural programmes for adults. e.g. PTTLS Level 4 or equivalent
EQ4	Use British Sign Language as native language or qualified to BSL degree level or equivalent. (Applicable only to applications to deliver training to Deaf clients)
EQ5	Hold RoSPA Gold or Silver advanced driving certificate (or be prepared to obtain) - this must be renewed every 3 years.
EQ6	Hold a current Disclosure and Barring Service (Enhanced) certificate, including both child and adult barring lists.
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Hold a relevant professional qualification or clearly able to demonstrate a history of relevant equivalent experience.
EA	Essential Attributes:
EA1	Excellent interpersonal skills with an ability to relate to a broad spectrum of the general public, both face-to-face and via online meeting platforms.
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	The ability to reflect realistically and constructively on own strengths, weaknesses and performance and to act on feedback from mentors.
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 deliver courses at any of DriveSafe's physical venues and at home using own IT equipment to deliver online courses via a digital platform.
EA8	Trainers must dress in an appropriate business-like manner when delivering all DriveSafe courses.
EA9	Prepared to work planned morning, afternoon or evening shifts Monday to Saturday.
ETS	Essential Technical Specification – for delivering online digital courses:
ETS1	Private room for delivering courses without interruption from other people or pets. (Note: a bedroom is not suitable).
ETS2	Desktop or laptop computer with webcam, microphone and speakers, suitable for streaming videos (i.e. CPU – 2.8Ghz Core i5 or better. RAM – 8GB DDR3 RAM. Graphics Card – GTX 660 or AMD 7870 or higher with 2GB Video Ram).
ETS3	Broadband internet service with sufficient upload speed to stream video (e.g. 8Mbps Upload).
ETS4	Zoom Pro Account (monthly or annual subscription).
ETS5	Microsoft Office 365 – PowerPoint.
ETS6	A private email account / address.
ETS7	A functioning printer.

Key Interdependencies

Key Contacts	DriveSafe Manager DriveSafe Development Manager Business Support Team DriveSafe Trainers / Instructors DriveSafe Monitors 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 02/03/2013	17/03/2013	8/12/16	26/10/17	09/07/20	08/12/20
By:	RPM	LD	LD	OM	OM