Work Related Road Risk (WRRR) driver training – approval guidance for training providers

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MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

About Transport for London (TfL)
We are the integrated transport authority for London. Our purpose is to keep London working and growing and to make life in the Capital better. We reinvest all of our income to run and improve London's transport services.

Our operational responsibilities include London Underground, London Buses, Docklands Light Railway, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line.

On the roads, we regulate taxis and the private hire trade, run the Congestion Charging scheme, manage the city's 580km red route network, operate all of the Capital's 6,200 traffic signals and work to ensure a safe environment for all road users.

We are delivering one of the world's largest programmes of transport capital investment, which is building Crossrail, modernising Tube services and stations, improving the road network and making the roads safer, especially for more vulnerable road users, such as pedestrians and cyclists.

We sponsor, and work in partnership with industry to deliver the Fleet Operator Recognition Scheme (FORS) and Construction Logistics and Cyclist Safety (CLOCS) programme.

We are a pioneer in integrated ticketing and providing information to help people move around London. Oyster is the world's most popular smartcard, and contactless payment is making travel ever more convenient. Real-time travel information is provided by us directly and through third parties who use the data TfL makes openly and freely available to power apps and other services.

Improving and expanding transport in London is central to driving economic growth, jobs and housing across the country

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Introduction

Many company contracts require commercial drivers to complete approved Work Related Road Risk (WRRR) training. WRRR training specifically covers the safety of all vulnerable road users: cyclists, pedestrians, motorcyclists and equestrians. Approved driver training is required by construction clients implementing the CLOCS[1] Standard and it is a requirement for fleet operators seeking to attain FORS[2] Silver accreditation.

To fulfil the increasing demand for WRRR driver training across the UK and to cater for different driving environments, training providers are encouraged to offer courses that meet the WRRR training objectives. Courses can be submitted for approval to ensure the content meets the training objectives and provides quality assurance. Approved courses will be recognised by FORS, CLOCS and other contracting organisations such as TfL.

Training providers may also apply to TfL to deliver the existing, approved, Safe Urban Driving WRRR driver training course. Fully aligned to DCPC, course content and materials can be made available. Please email **freight@tfl.gov.uk** for more details.

[1] Construction Logistics & Cyclist Safety

[2] Fleet Operator Recognition Scheme

WRRR training requirement

Fleet operators shall ensure that all drivers undergo approved progressive training and continued professional development specifically covering the safety of vulnerable road users (VRUs).

The purpose of WRRR training is to ensure that all drivers have the knowledge, skills and attitude required to recognise, assess, manage and reduce the risks that their vehicle poses to vulnerable road users.

Each driver shall undertake approved theoretical training which includes safety of vulnerable road users. Awareness training on the safety of vulnerable road users shall be progressive throughout the life of the contract. Drivers shall undertake training in the use and limitations of supplementary vehicle safety equipment.

The programme should include VRU and on-cycle hazard awareness training appropriate for a variety of driving environments and use a mix of theoretical, e-learning, practical and on the job training.

Training provider quality criteria

Training providers requesting course approval must meet the approval quality criteria, ensuring that they:

- Select and employ instructional staff with the relevant knowledge, skills and experience to deliver approved training (See Appendix 3)

- Design training that meets the WRRR training objectives and learning outcomes

- Administer and review training courses through quality procedures such as complaints and evaluation making necessary improvements to course content

- Maintain records of all relevant documentation and make these available on request during quality assurance checks

As WRRR training is a contractual requirement for many fleet operators, evidence that training has been completed must be verifiable through an online register.

WRRR driver training objectives and learning outcomes

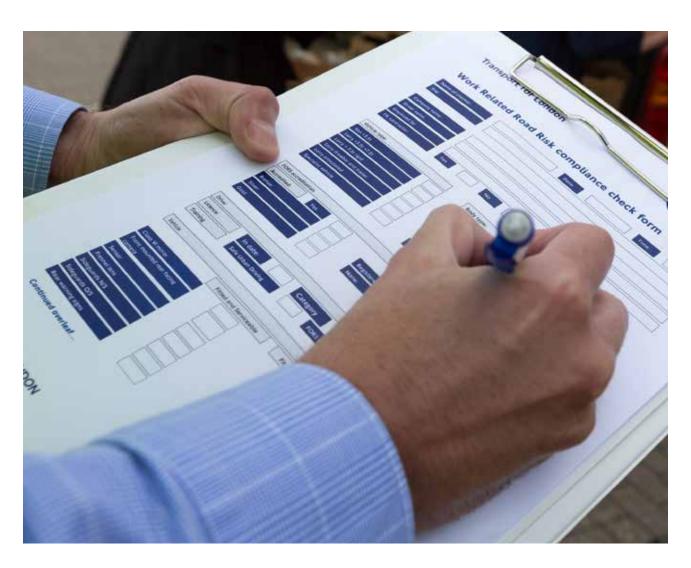|		Training objectives	VRU approval mapping matrix	Timescales (for clients specifying WRRR in contracts)
Theory	1	Appreciate how and why all roads are changing to accommodate active travel (ie walking and cycling)	• Describe city growth in population, construction activity and traffic • Explain why there is an increase in walking and cycling and why roads are changing to accommodate this • Explain the rules associated with new urban traffic designs • Explain how an increase in construction activity presents risk to other vulnerable road users (VRUs) on urban and rural roads	To be completed as directed by the client of the contract but no later than 90 days prior to the contract start date
Theory	2	Identify the most vulnerable road users and how they interact with traffic	• Describe what makes a road user 'vulnerable' • List the types of VRU and how they are likely to be present in various different environments such as urban and rural roads • Recognise the places where there may be high concentrations of VRU and the importance of route planning • Explain why some VRUs may be unaware of you, your vehicle and the potential risks it poses	
Theory	3	Share the roads safely with others by applying defensive driving techniques	• Explain the hazards of driving on urban and rural roads and sharing the road with VRUs • Explain the role of the professional driver and how to deal effectively with conflict with other roads users • Describe the importance of space, road position, signalling and eye contact • Conduct a hazard perception commentary of a busy urban street and a quieter rural road • Describe hazard types and the hazard drill • List the techniques of defensive driving and advanced driving • Demonstrate defensive and advanced practical driving skills	
Theory	4	Know the use and limitations of supplementary vehicle safety equipment and how to maintain its effectiveness	• Explain the vehicle requirements of the CLOCS Standard and why they are important • Describe the blindspots on vehicles and how they can be minimised • Explain the proper adjustment and use of close proximity mirrors • List the types of vehicle safety technology and their various advantages and disadvantages • Describe the daily inspection and use of audible turn alarms • Describe the daily inspection, functionality and use of close proximity sensors and camera monitoring systems • Name the health and safety offence associated with tampering, removing or misusing safety equipment	To be completed before a driver first uses a vehicle with safety equipment fitted
Practical	5	Gain first-hand experience as a VRU, through VRU hazard awareness, and recognise why VRUs behave the way they do	• Demonstrate control of a bike • Understand the use of the road through the eyes of a VRU • Know how riders tackle challenging roads and traffic situations • Know how and when riders can pass queuing traffic • Identify and react to hazardous road surfaces • Understand the experience of riders in moving traffic to improve driving standards and consideration for others	To be completed within 12 months after the contract start date

Types of training

To ensure maximum flexibility in training options available, training approval can be submitted for one or more of the following formats:

Theory only	Meets the obligatory initial requirement of WRRR training. Training objectives 1-4
Practical only	Meets the progressive requirement of on cycle VRU hazard awareness. Training objective 5
Theory and practical	Meets the full WRRR training requirement to be achieved in 12 months. Training objectives 1-5
Awareness training	Meets the CPD requirement and can be theory, practical, e-learning or on the job training

Theory and practical training that fully meet the WRRR training objectives will be granted approval as awareness training. However, it is assumed that approval requests for awareness training only do not meet the specific requirements of the theory and practical modules.

Record keeping

Training providers must maintain accurate administration records of approved WRRR driver training.

Records must include:

- Identity checks

- A full register of personnel trained

- Collated feedback from delegates and course evaluation

- A record of certificates issued

- A record of online evidence

- Any complaints and appeals

Frequently asked questions

My training course doesn't include on-cycle, motorcycle or equestrian training, can I still deliver approved WRRR training?
Yes. A training course may be approved for the initial theory only requirement, WRRR training objectives 1-4.

Do you conduct inspections or audits on approved training courses?
Yes. This ensures the approved training courses are delivered to a high standard. By submitting your course for approval you are giving us your permission to carry out periodic checks.

Do I have to provide reports/returns to FORS?
Yes. You will be asked to let us know how many drivers you have trained and to provide feedback from drivers following the training.

Once I have approval can I use the FORS logo? If so, how do I get a copy?
Yes. You will be able to use the FORS logo on your course materials. This will be issued on approval.

How long is the approval period?
The approval period is 12 months. Courses that are unchanged and have been re-approved for Driver CPC will be automatically re-approved for WRRR.

Where can I find good WRRR training material?
The Safe Urban Driving (SUD) course is specifically designed to meet the theory and practical WRRR training objectives in urban areas. The SUD delivery guide is available to training providers wanting to deliver the course or use as a reference.

Appendix 1 – Model course training package

To ensure consistent delivery of TfL training, each course is structured with the following contents:

Section 1 – Course outline

- Course title
- Course description
- Target audience
- Training objectives
- Trainer brief to include:
  - Background and context to the training
  - Trainer competency (knowledge, skills, experience)
  - Frequently asked questions and standard lines
  - Recommended further reading
- Course programme
- Course introduction, ice breaker and Driver CPC overview as required
- Course summary and evaluation

Section 2 – Lesson detail

- Lesson plan, to include:
  - Lesson title
  - Key learning points
  - Instructional specification (ie the detail under each key learning point)
  - Trainer notes
  - Timings
  - Media
  - Resources
  - References
- Activity brief - for discussion and/or exercise
- Quiz - 10 question multiple-choice paper (and a brief on how to use it)
- Presentation slide

Section 3 – Course administration

- Risk assessment
- Registration form
- Joining instructions
- Preliminary brief – Fair processing notice
- Health and Safety, comfort etc
- Driver CPC licence checking process
- Driver CPC approval documentation
- Evaluation form
- Complaints procedure

Appendix 2 – Trainer competencies

Core competencies for trainers	
Personal attributes	• Be independent, objective and self-motivated • Be able to work alone or as part of a team, make decisions and use own initiative • Possess excellent interpersonal skills and be able to communicate with a diverse range of individuals • Be able to maintain client confidentiality • Maintain a professional image
Knowledge	• Must have completed recognised Train the Trainer - training • Must have an understanding of FORS, its processes and standards and how they apply to transport operations • Detailed and up-to-date working knowledge of current and proposed transport laws and regulations
Skills	• Hold the Cat C Licence (HGV) and have at least two years driving experience – Theory trainer • Hold the NSI qualification as approved by Bikeability – Practical (on cycle) trainer • Possess excellent communication skills both verbal and written • Able to prioritise
Sector specific experience	• Have practical experience of working in a transport environment – at least two years • Possess experience of assessing road transport operations • Understand what represents industry good practice

Roles and responsibilities	
Conduct	• Comply with requirements as directed by relevant authorities
Quality	• Be fully prepared prior to training, specifically date, time and venue • Write up and quality check the registration form and return to the relevant training body in the specified time
Communications	• Communicate considerately and effectively with the drivers during the training • Offer guidance to drivers • Ask open ended questions, observe what is happening, record evidence both positive and negative
Training	• Attend the relevant FORS approved training course for each subject to be delivered • Highlight to the relevant training body any individual training and development needs
FORS specific	• Promote the benefits of FORS

Training material and application form should be sent by either email or post:

Email:
freight@tfl.gov.uk

Post:
Training: Freight & Fleet Programmes
11 G7 Palestra
197 Blackfriars Road
London SE18NJ

Once reviewed, applications will be notified of either approval or referral within 15 working days.
Referred training will receive full feedback as to how it falls short of the requirements.

Approved training courses will be listed on the FORS website – www.fors-online.org.uk.

Useful websites

www.fors-online.org.uk
www.clocs.org.uk
www.jaupt.org.uk
www.gov.uk/dvsa