



ADR The Carriage of Dangerous Goods and use of Transportable Pressure Equipment

Manual of Practice

This manual is issued by Scottish Qualifications Authority as Appointed Agents to the Secretary of State for Transport and the Secretary of State for Northern Ireland respectively. It encompasses:

- ◆ The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (as amended).
- ◆ The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (Northern Ireland) 2010 (as amended).

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Foreword

This publication is issued by the Scottish Qualifications Authority (SQA) at the request of the Department for Transport (DfT), Driver and Vehicle Standards Agency (DVSA) and the Health and Safety Executive for Northern Ireland (HSENI). It sets out the standards required for the delivery of courses to comply with the Regulations for the training of drivers of road vehicles that carry dangerous goods, the requirements set out in [Section 1.3](#). The syllabus is available as a separate document.

Notes: Northern Ireland

The additional Regulations pertaining to Northern Ireland will usually come into force after the implementation of the GB Regulations. When these are published, all Training providers operating in Northern Ireland must ensure that they are aware of the update of this legislation, and that they apply it to the course material for their training.

References to 'the Department' mean the Department for Transport (DfT) for Great Britain (England, Scotland and Wales), including the Driver and Vehicle Standards Agency (DVSA).

References to the Health and Safety Executive (HSE) should be taken to include the Health and Safety Executive for Northern Ireland (HSENI) where appropriate.

References to the Health and Safety at Work Act 1974 should be taken to refer to the Health and Safety at Work (Northern Ireland) Order 1978 as appropriate.

References to the Secretary of State should be taken to include the Secretary of State for Northern Ireland where appropriate.

Notes: Regulations

All references to 'the regulations' in this document refer to the:

- ◆ Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (as amended)
- ◆ Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (Northern Ireland) 2010 (as amended)

1 Introduction

1.1 The purpose of this publication

This publication sets out the standards and procedures required of training providers if they are to comply with the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations. The requirements are clearly specified to training providers with the aim of enabling them to deliver training to the standards required. The Manual of Practice also provides information and guidelines for those intending to apply for approval.

Training providers are required to meet all standards set out in this publication. Failure to do so will result in sanctions being applied as detailed in [Section 14.8](#).

The standards set out in this publication are a requirement for the approval and re-approval of Training providers. Failure to comply will lead to the Department reconsidering a provider's approval.

1.2 Departmental approval

The Regulations require all approved training providers in Great Britain and Northern Ireland to provide training to drivers that leads to the award of an ADR Driver Training Certificate approved by the Department. The Regulations currently in force are The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (as amended) and The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (Northern Ireland) 2010 (as amended).

The Department, working with its appointed Agent, SQA, has applied a number of standards to applicants for approval under these Regulations, and has developed arrangements to ensure that these standards continue to be maintained by providers.

SQA has to satisfy the Department that it is meeting the following Key Performance Indicators (KPIs):

- ◆ Publish results within 20 working days of receipt of accurate examination materials.
- ◆ Issue ADR Driver Training Certificates to candidates within 28 working days of completing the course.

1.3 Driver training requirements

The Regulations require drivers engaged in the carriage of dangerous goods to undertake a basic course approved by the Department. Its main objectives are to:

- ◆ make drivers aware of hazards arising in the carriage of dangerous goods
- ◆ give them basic information on minimising the likelihood of an incident
- ◆ enable them to take measures for their own safety and that of the public and the environment should an incident take place
- ◆ give them information on limiting the effects of an incident

The Regulations set out the **minimum** training requirements for issue of ADR Driver Training Certificates.

2 Driver certification

2.1 Legislative basis

Drivers of vehicles carrying dangerous goods that fall within the scope of the regulations are required to hold an ADR Driver Training Certificate. European Community Directive 94/55/EC requires that driver training and other aspects relating to the carriage of dangerous goods by road be aligned within the Member States of the Community on the basis of the ADR agreement. The text of the current edition of ADR, Chapter 8.2 is the basis of alignment, together with The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (as amended). Separate implementing Regulations apply in Northern Ireland.

Within Great Britain the Secretary of State, as the competent authority, approves training courses and examinations. The competent authority in Northern Ireland is the Health and Safety Executive Northern Ireland (HSENI). The individual training providers in Northern Ireland are approved by the Secretary of State for Northern Ireland.

2.2 Regulations affecting drivers

The Regulations require drivers of vehicles carrying dangerous goods that fall within scope of the regulations to:

- ◆ attend and complete an approved training course and practical assessments
- ◆ pass the SQA examinations
- ◆ obtain an ADR Driver Training Certificate, which will be valid for five years for national and international journeys throughout signatory countries
- ◆ Attend a refresher course and take an approved examination not more than twelve months before the expiry of the current ADR Driver Training Certificate
[\(See Appendix D\)](#)
- ◆ carry a valid current ADR Driver Training Certificate during the carriage of dangerous goods

2.3 Distribution of ADR Driver Training Photo Card Certificates

As of 29 October 2012 ADR Driver Training Certificates have been issued by SQA for both Great Britain and Northern Ireland. The Certificates are in the form of a plastic card that includes a recent photograph of the candidate and their signature.

2.4 Replacement of an ADR Driver Training Certificate

Damaged or stolen ADR driver training certificates can be replaced. All ADR driver training licence holders should contact SQA requesting an application form for a replacement certificate.

A fee is payable by debit card, credit card or cheque for the replacement. Holders must provide photographs and signatures if not already held on the ADR online database.

2.5 Drivers included in the Regulations

The requirement to undertake approved training and hold an ADR Driver Training Certificate for the transport of dangerous goods applies to drivers of all vehicles carrying dangerous goods which fall within the scope of the Regulations, unless an exemption, special provision or derogation permits carriage without an ADR Driver Training Certificate.

The detail of the requirements is set out in the Regulations.

2.6 Drivers' Hours and Road Transport (Working Time) Regulations

Attendance on courses is a legal requirement, and training providers must make candidates and their employers aware of the requirements of the Drivers' Hours Regulations. Time spent attending a course is likely to affect the amount of driving or other work they may undertake under the drivers' hours regulations.

2.7 ADR Driver Training Photo Card — Candidate Registration Number

All candidates are issued with a unique Candidate Registration Number that can be viewed on the front of the photo card certificate. Training providers can search candidate details on the database using the Candidate Registration Number. Note that training providers can only view the full course details of candidates who have attended training at their centre.

3 ADR scheme administration

3.1 SQA online database

SQA has a secure web-based information management system for ADR. (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>

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

3.1.1 System requirements

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

Processor

- ◆ 2.33 GHz CPU

Ram

- ◆ 1 GB

Video

- ◆ Screen resolution of 1280 x 768
- ◆ Graphics card with at least 64 MB 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 512 Kbps

3.2 System login credentials

Login names 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 adr@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 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 adr@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: five attempts

3.3 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 Section 15.4](#)).

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

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

3.4.1 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 (FOI(S)). 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 Section 38 of the Act. This information is subject to the General Data Protection Regulations (GDPR) — see Section 3.4.2 for more details.

General information, such as centre policies and procedures, and policies and procedures relating to marks and appeals, may be requested by candidates under the FOI(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>

3.4.2 Data Protection

SQA collects information on behalf of the Driver and Vehicle Standards Agency (DVSA) in order to provide Dangerous Goods Driver Training (DGDT) 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 Department for Transport and the DVSA 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 Dangerous Goods Driver Training.
- ◆ 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 provider.

3.4.3 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>

4 Training provider approval

4.1 Introduction

Before being permitted to run courses leading to the issue of an ADR Driver Training Certificate, you must hold a Notice of Approval issued by the Department, and must also be able to conduct examinations to SQA standards. The aim of this section is to explain the approval process and to detail the information that must be submitted when applying for approval.

4.2 Making an application

Training providers intending to apply for approval to run dangerous goods driver training courses should first contact:

ADR Team

SQA

The Optima Building

58 Robertson Street

Glasgow

Tel: 0345 270 0123

G2 8DQ

E-mail: adr@sqa.org.uk

You 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
- ◆ Bank Status Enquiry
- ◆ CIFAS Check
- ◆ Companies House/Director Check
- ◆ Sole Trader Check
- ◆ Trade/Personal References
- ◆ UK Border Agency

Additionally we will require you to declare if any other awarding body, regulator or DVSA 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 record on the database that you will be able to access to upload information required as per Section 4.5 Approval Checklist ([see Section 4.5](#)). Once this is complete, you should inform SQA via e-mail (adr@sqa.org.uk) that the application is complete and can be processed.

4.3 Minimum course content

Applications for Refresher Training only will not be considered. You must provide initial training — approval will only be granted to providers who are able to deliver a minimum of:

- ◆ general core requirements, plus
- ◆ practical exercises, plus
- ◆ the packages or tanker specialism, or both, plus
- ◆ at least one 'class specific' module

Applications for approval to also run refresher training are subject to the same minimum coverage.

4.4 Proposed training venues

On the 'Sites' tab of your database record, you must provide details of sites where you will conduct training. These sites should be marked to identify whether 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 ([see Section 6.3](#)). Course candidate registrations are limited by the maximum class size within the database.

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.

4.5 Approval checklist

To demonstrate that you can comply with the standards set out in this publication, you must provide the minimum information described in this section. The information must be uploaded on to the 'Documents' tab of your record on the database.

Approval documentation must be updated and maintained to ensure ongoing approval. Documentation will be reviewed as 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.

- 4.5.1** A full set of Instructor's Notes and audio/visual presentations covering all the modules for which you are seeking approval. These notes must comply with all the conditions set out in [Section 7](#) of this publication. If your organisation is part of a consortium ([see Section 5](#)) or has purchased the training material from an approved commercial source, there is no requirement to submit a copy of the notes, but you must provide proof of purchase and evidence of your right to use the course material. If these do not already exist, an example must be included from an approved publication.
- 4.5.2** Details of the course hand-outs to be given to each candidate.
- 4.5.3** A set of training programmes showing how all courses you intend to run will comply with the conditions set out in the Syllabus and Programmes. You can find a list of available Pre-Approved Course Programmes in Appendix A and Appendix E. The details of these course programmes can be saved on the 'programmes' tab of your Training provider's record.
- 4.5.4** Details of how the mandatory practical exercises will be arranged and assessed, and an example of the written material for the 'desk top' exercise, if not already approved ([see Section 11.9](#)). If your organisation is part of a consortium ([see Section 5](#)) or has purchased the training material and practical exercises from an approved commercial source, there is no requirement to submit details of the practical exercises, but you must provide proof of purchase and evidence of your right to use the course material and practical exercises.
- 4.5.5** A copy of the Health and Safety policy for companies with over five employees, complaints and appeals procedures of your establishment, and a copy of a Certificate of Insurance clearly showing that the establishment has public liability cover for candidates and all visitors under all proposed circumstances.

Note that it is your responsibility to ensure that a current copy of the Public Liability Insurance Certificate or suitable confirmation of current insurance cover is on the database.

4.5.6 Details of the premises to be used, including precise dimensions of the intended classrooms for teaching and examination, the intended maximum class size (at each location if different), confirmation that heating, lighting, ventilation and power supply will be sufficient for the purpose, and a description of the rest room, toilet facilities, and availability of refreshments and meals. Note that for training purposes, you cannot exceed 20 candidates in a classroom at any one time.

Note that you have a responsibility to comply with the Equality Act 2010, which includes but is not limited to making facilities accessible.

4.5.7 A description of the management structure, indicating the reporting relationships and control of ADR teaching staff.

4.5.8 A copy of the quality assurance procedures you will use for maintaining the standard of training. This must include checks on the quality of classroom instruction (including sub-contractors if used), checks on the quality of facilities and resources, and an explanation of how instructing staff will be kept up to date with all new technical, legal and substance related developments as per MoP [Section 13.2](#).

4.5.9 Confirmation that all of the necessary training resources are available for use. This must include:

- ◆ Classroom training equipment (ie projectors, boards, TV, etc)
- ◆ Audio/visual presentations covering at least the mandatory presentations for the course. DVDs and CDs can also be used as an alternative (See Sections [6.4](#) and [7.3](#))
- ◆ Personal Protective Equipment ([See Section 6.8](#))
- ◆ An example set of vehicle markings as per MoP [Section 7.5](#)
- ◆ The reference documents required for the Instructor, including up-to-date copies of ADR, GB/NI Regulations, Approved Documents as per MoP [Section 6.9](#)
- ◆ Firefighting equipment, including fire extinguishers
- ◆ First aid training equipment, including eye rinsing liquid, a resuscitation dummy and sterilisation equipment
- ◆ PowerPoint presentations or computer-generated images

- 4.5.10** All instructor records ([see Section 9](#)) must be supported by full documentary evidence of how they meet the requirements set out in [Section 9.5](#) of this publication. For instructors covering subjects other than firefighting and first aid, this must include a copy of their ADR Driver Training Certificate, proof of either instructional experience or a valid trainer or instructor certificate, and either a CV demonstrating adequate operational experience or a copy of a DGSA certificate. For firefighting and first aid instructors, there must be documentary proof of their competence as instructors in these subjects.
- 4.5.11** Full details of any sub-contracting arrangements.
- 4.5.12** Where the application includes an arrangement to run courses on a 'mobile' basis, there must be a quality assurance procedure for maintaining the quality of the facilities for training and examinations, eg a person is responsible for physically checking the location where the training will take place; a time when checks will be carried out; what will be checked, and how checks will be reported and recorded; what is provided by the 'host' and what will be taken on site by the instructor.
- 4.5.13** A description of the arrangements for the safe keeping of examination papers, both on and off site, and for the proper administration of written examinations including the invigilation arrangements ([see Section 12.5](#)).

4.6 Processing applications for approval

SQA will consider each application and may seek clarification or additional information from the training provider. SQA will send a recommendation to the DVSA and, if the application is approved, DVSA will issue an Approval Notice.

DVSA 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 failure to meet the examination or other requirements of SQA. Similar action can also be taken resulting from any breaches of the requirements of this publication ([see Section 14.8](#)).

Only when the training provider has been given the appropriate notice in writing may the first course be notified.

4.7 Conditions covered by the Approval Notice

Approval Notices are issued to training providers (and not to individual instructors) on the basis of the information provided. All documents and information submitted in support of an application for approval are considered to be part of the conditions under which approval has been granted.

No changes (apart from any updates necessary as a result of changes to legislation) may be made by the training provider without the prior written approval of SQA/DVSA. This condition particularly applies to variations to the pre-approved course programmes, training material, and the appointment of instructors and examination secretaries. The Approval Notice may specify the instructors who are approved to deliver specific elements of the training. Instructors are approved to deliver training for a nominated training provider.

Unless otherwise stated, instruction may only be given by instructors named in the application on which approval was based or currently approved on the database. No additional instructors may be used, and no instructor may be employed to deliver elements of the course outside of those specified in the Approval Notice or currently held as approved on the SQA database, without prior approval in writing.

4.8 Applications for amendments to the Approval Notice

If you wish to add to modules, or in any other way amend the conditions covered under an existing approval, you must do this by e-mailing SQA. In addition, the appropriate supporting documents must be uploaded to the 'Documents' tab of your record on the database.

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.

4.9 System-generated centre number

Each training provider will be allocated a system-generated four-digit unique centre number. Please quote this number in all correspondence with SQA.

4.10 Issue of examination material

Once you are approved to conduct ADR training, SQA will send you a complete set of current examination papers and a supply of examination answer sheets. SQA permits providers to produce additional copies of examination answer sheets for use during examinations.

You will find instructions for the conduct of examinations and the processing of papers in [Section 12](#).

If you need additional copies of examination papers, you must submit a request in writing to SQA at adr@sqa.org.uk and must include a reason for requiring the additional copies.

4.11 Period of validity

Initial approval is granted for a calendar year from the date of the notice of approval from the Department or HSENI.

4.12 Annual renewal of approval

Renewal of approval is due a minimum of one year from the initial approval date, provided that the approval checklist is current and up-to-date. SQA will invoice training providers annually for approval fees depending on the date of renewal. Once you have returned your remittance the approval will be renewed for one year.

Non-receipt of the renewal of approval fee within 30 days from receipt of renewal invoice will result in the lapse of your approval. You will then be required to re-apply and be liable for the full approval fee.

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

4.13 Financial requirements

Training providers will be invoiced for examination fees, approvals and, where necessary, verification/invigilation visits, by SQA in accordance with SQA financial and credit arrangements. Should payments not be received in accordance with the agreed terms, SQA reserves the right to withhold results, suspend the processing of entries and examination material, and recommend the withdrawal of approval. SQA also reserves the right to use an external organisation to support debt collection.

Training providers may be **immediately suspended** if they default on invoice payments by more than 60 days. SQA **will not process** any training course entries and/or examination materials relating to training courses starting after the date of suspension. (See Appendix B.)

4.14 Ownership of Department for Transport material

Examination papers, this manual, and any other documentation provided by SQA, acting as the agent for the Department and HSENI, to Training providers under this scheme are, and will remain in perpetuity, the property of Department for Transport and must be returned to SQA immediately upon request either by SQA or the Department. You must bear any cost incurred in returning examination materials.

4.15 Change of address or trading position

4.15.1 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.

4.15.2 Change of owner

If your organisation is passed into different ownership, SQA must be notified in writing of the change in circumstance without delay. The current approval will then 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 Manual. All documentation pertaining to the scheme that is the property of the Department must be returned to SQA. If these materials are not returned, SQA will instruct an External Verifier to visit your organisation to collect the materials. You will be charged the fee and expenses to recover the costs of such a visit.

4.15.3 Change of name

If your organisation changes its trading name, SQA must be notified in writing without delay. You 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 you will be notified in writing.

4.15.4 Cease to trade

If your organisation 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 of the circumstances without delay. All documentation pertaining to the scheme that is the property of the Department must be returned to SQA. If these materials are not returned, SQA will instruct an External Verifier to visit your organisation to collect the materials. You will be charged the fee and expenses to recover the costs of such a visit.

4.16 Prohibition on training in other member states or countries

Approval applies only to training conducted under the control of the Department for Transport (or the HSENI for Northern Ireland centres). Training that is conducted either on the territory of another Member State or anywhere outside of England, Wales, Scotland and Northern Ireland cannot be approved. (Separate authority is required for Northern Ireland in any case.) Training Providers wishing to conduct training in the Channel Islands and/or Isle of Man must make their request initially through SQA.

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

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.

4.17 Training of non-UK applicants for an ADR Driver Training Certificate

Applications to undertake the training and sit the ADR examinations can be accepted from potential candidates, irrespective of their nationality, country of residence or driver licence.

For the purposes of sitting ADR examinations and receiving UK-issued ADR Driver Training Certificates, it is not a relevant consideration whether the applicant holds (or has held) a UK (including Northern Ireland) driver licence.

Applicants from EU Countries (irrespective of whether that country is a signatory to ADR) and countries outside the EU may also apply to sit the examination in the UK. If they meet the criteria below, then, upon success in the examination, an ADR Driver Training Certificate will be issued by SQA showing their entitlement.

The candidate must, in every case:

- ◆ Provide sight of their passport or national identity card.
- ◆ Show their driver licence. **NB:** It is not a requirement of the qualification that every candidate holds a driving licence. Where a candidate does not hold a driving licence, they must be allowed to attend the course provided their identity has been verified. If necessary, you can contact SQA for advice.
- ◆ Where the licence is not supported by a photo card, particular care should be taken to ensure the identity of the candidate. Their passport must be shown **and** the Candidate Registration Form countersigned against their driver licence or any other form of identification.
- ◆ You must inform candidates that they must present themselves on the day of the examination with the relevant documentation or they will not be permitted to sit their examinations.
- ◆ If a non-UK ADR Driver Training Certificate holder is attending a refresher course, a copy of their current ADR Driver Training Certificate must be submitted to SQA prior to the training course and as early as possible.

5 Consortium arrangements, marketing agreements and franchising

5.1 Recognition of consortiums

The Department recognises a small number of consortiums, representing a number of training providers. A consortium provides its members with course notes, training programmes and other material, all of which have been approved in advance. Training providers who are members of a consortium are not exempt from any of the standards set out in this publication, and are subject to the same verification and invigilation procedures as independent training providers.

5.2 Rules for the recognition of a consortium

Consortiums can vary in size, but must display the following characteristics:

- ◆ All members must use common course material, programmes and visual aids provided by the consortium.
- ◆ The consortium must regulate and assess the qualifications and experience of instructors used by members.
- ◆ There must be written rules for membership, including a requirement for all applications for approval and proposed changes to be passed through the consortium, and for the consortium to be informed of the intention to run courses.
- ◆ There must be a central body which represents membership, devises and promulgates policy and receives reports on the standards of performance of members.
- ◆ There must be separate, independent management and administration with the responsibility for arranging internal quality assurance visits which are additional to those carried out by SQA-appointed External Verifiers and Invigilators.
- ◆ Internal quality assurance visits must be carried out by independent individuals, and not those engaged in providing training, conducting examinations at the centre undergoing internal verification, etc.
- ◆ The consortium must accept that, if one of their members seriously infringes the standards set out in this publication, this could adversely affect the approval of all other consortium members.

5.3 Internal verification of consortium members

- ◆ Training may only be undertaken for approved programmes and by instructors approved for each consortium training provider.
- ◆ Requests for amendments to programmes or instructors must be approved by SQA and the DVSA.
- ◆ All associated training providers must use the same training materials as decided by the management of the consortium.
- ◆ The consortium management will also be responsible for the internal quality assurance of each training provider member and ensure that:
 - all members of the consortium receive a desk based database audit per calendar year to ensure accurate database administration.
 - a minimum 10% of consortium members receive a quality assurance visit per calendar year, made up of either an administration, verification or invigilation visit.
 - follow up quality assurance visits, where required, are conducted for all Training Providers where a Grade 3 or 4 has been issued by SQA.
 - in addition to quality assurance activity, approval visits for new consortium members must be conducted prior to SQA approval and a completed approval report submitted to SQA.
- ◆ Internal quality assurance should be recorded and documented, and evidence of these activities should be retained for five years. These records and documents should be readily available within five working days if and when requested by SQA.
- ◆ Failure to comply with MOP requirements may result in escalation to DVSA for possible sanctions, which may impact on consortium members.

5.4 Prohibition of franchising and sub-contracted marketing

Courses must be delivered by the organisation holding the approval, and under that organisation's management and control. It is not permissible for an approved training provider to franchise or delegate (for payment or otherwise) approval to run courses. 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 conduct training courses under the terms of this scheme may advertise training courses to be conducted on their premises **only** if the advertisement makes it clear that the training will be conducted by a training provider who holds the necessary approval, and giving the name of the provider.

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

6 Training facilities and equipment

6.1 Aim

The aim of the section is to provide information to ensure that all Training providers are equipped with all of the facilities, aids and equipment to enable them to meet all of the requirements of the syllabus.

6.2 Course venues

Each course must be held at the venues set out in the application for approval. Courses run in accordance with a mobile approval must meet the requirements of the fixed venue. Training providers who conduct training at mobile locations must take detailed care to ensure that all venue quality requirements are met.

6.3 Classrooms

Classrooms must be large enough to accommodate the instructor, aids, equipment and the candidate in comfort. The recommended minimum permitted size is ten square metres, plus two square metres for each candidate.

There must be room for the instructor to set up all the necessary equipment and to arrange any demonstrations or exercises, and there must be enough room to accommodate an External Verifier or Invigilator at their own desk and chair.

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

Classrooms must be free from external distraction.

6.4 Classroom equipment

The minimum level of equipment for classrooms is:

- ◆ Projection equipment — Suitable projection equipment is required. The screen may be separate or consist of a wall, but the image must be clear, sharp, undistorted and visible to all candidates.
- ◆ TV (or plasma) screens — a means of projecting a film, video, CD or DVD. Again this must produce an image that is clear, sharp, undistorted, visible and audible to all candidates with a minimum screen size of 50 cms/20 inches.
- ◆ Dry-wipe board, chalk board and/or flip chart on which the instructor can write and draw.

6.5 Demonstrations

Live demonstrations of the chemical and physical properties of dangerous substances are not to be undertaken.

6.6 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 toilets and washing facilities, and it should have a separate rest area. Candidates must have access to drinks during breaks and to food at least once a day.

6.6.1 Firefighting training

Firefighting training must be conducted as part of the Core module. For initial training courses, this outcome will include practical training consisting of a demonstration by a qualified instructor, and practice by the candidate of the correct handling and operation of a fire extinguisher.

The practical training must be undertaken using a suitable fire simulator, digital training system ([see Section 6.6.5](#)) or fire tray. If you intend to use a fire tray, you will be responsible for undertaking a risk assessment at each training venue to ensure that the smoke from the fire and the discharge from the extinguishers will not cause damage or nuisance to the local environment, people or property. There may be certain sites where the presence of a live fire presents an unacceptable hazard to other materials, eg at a refinery facility, and such hazards must be taken into consideration.

Any instructor who intends to conduct the fire practical exercise must be approved to do so and meet the requirements of Section 9.10. You may use a third party to conduct the fire practical exercise as long as they also meet the requirements of [Section 9.10](#).

You are reminded that you are responsible for the health and safety of all candidates attending the course. The responsibility for demonstrating compliance to the requirements lies with you, not with the owners of the premises at which the training is being conducted. You should ensure that you are adequately insured to cover any potential risk of harm to instructors, candidates, external verifiers or property if using a live fire.

If a training provider does not comply with the training and safety requirements when conducting the fire training practical exercises, sanctions may be applied to that centre. ([See Section 14.8.](#))

6.6.2 Fire equipment

In order to conduct the practical fire exercise, you must have:

- ◆ a full range of fire extinguishers or suitable illustrations for reference purposes.
- ◆ a dry powder extinguisher for use by the candidates should be available. If a digital fire simulator is being used, a full extinguisher (preferably dry powder at least 1 x 6 kg) must be available to allow candidates the opportunity to handle a real extinguisher.
- ◆ conducted a risk assessment on the use of fire extinguishers, and must have ensured that all necessary precautions have been taken. In particular, you must examine the Safety Data Sheet (if any) for the contents of the extinguishers in use. You must also make arrangements for extinguishers to be recharged in the correct manner, ensure that they have not been damaged, and ensure they will not constitute a danger to those using them.

6.6.3 Fire ground

If you are using a fire tray or a fire simulator that produces a live flame for the practical exercise, the fire ground must be sufficiently far from any buildings, vehicles, public roads or pathways to avoid any danger or nuisance. It is your responsibility to ensure that the production of smoke from the fire and residues from the fire extinguishers will not cause any damage or nuisance to people, or to the surrounding area. If using a fire tray, it is recommended that the local fire authority is notified that a fire demonstration is being carried out.

6.6.4 Practical exercise — fire simulator

The exercise can be conducted using a commercially-sourced gas-powered fire simulator.

A dry powder extinguisher is the preferred extinguisher to be used when conducting the live fire practical exercise using a fire simulator. Some systems may require the use of other extinguisher types.

6.6.5 Practical exercise — digital training system

The practical exercise can be conducted using a commercially sourced digital fire training system. The Haagen, National Dangerous Goods Training Consortium, National Logistics Training Consortium and other DfT approved systems may be used.

If you have any questions on the suitability of a fire simulator or digital training system, you can contact SQA on adr@sqa.org.uk.

6.6.6 Practical exercise — live fire

The exercise may be conducted using a suitable fire tray of steel construction and measuring approximately 500 mm x 500 mm x 50 mm. The fuel to be used must be a 50% mix of petrol and diesel, and the mixture is to be ignited using a suitable rod at least 1m in length. The tray must include sufficient fuel to allow each candidate to demonstrate discharging the extinguisher.

Throughout the duration of the exercise, all candidates must be positioned a minimum of 10 m upwind of the tray, with the exception of the candidate performing the exercise and the instructor.

A dry powder extinguisher is the preferred extinguisher to be used when conducting the live fire practical exercise using a fire tray, as this will allow the fire tray to be reignited.

6.7 First aid equipment

To conduct the first aid practical exercise there must be:

- ◆ resuscitation equipment in good working order
- ◆ sterilisation facilities for the resuscitation equipment
- ◆ a demonstration eye rinsing liquid

It is your responsibility to ensure that this equipment is available for each first aid practical exercise. Sub-contractors may not be held responsible for any shortfall.

6.8 Equipment for personal and general protection

Examples of equipment listed in the current Instructions in Writing for Personal (PPE) and General Protection must be available for use and demonstration. The list covers equipment which must be carried on board the transport unit, equipment which is required for each member of the vehicle crew and additional equipment that is required for certain classes of dangerous goods. The additional equipment required for certain classes of dangerous goods must be available when the specific modules covering those classes are being taught. Note that All Personal Protection Equipment (PPE) used for demonstration purposes must be in good condition and free from contamination.

There must be actual examples of all the equipment required for each member of the vehicle crew, of eye rinsing liquid and an emergency escape mask + filters (if required by the modules being taught). All the other equipment can be shown by means of visual aids, such as PowerPoint slides.

6.9 Reference material

Each instructor on every course must, as an absolute minimum, be in possession of a complete set of the latest editions of the following publications (GB regulations are listed, but providers conducting training in Northern Ireland must have the equivalent Northern Ireland publications). This reference material may be held in electronic form providing there is a means to view the material and its use is permitted by the copyright holder:

- ◆ the syllabus
- ◆ ADR
- ◆ Manual of Practice
- ◆ the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations
- ◆ the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (Northern Ireland) (applicable for courses in Northern Ireland)
- ◆ the Dangerous Goods Emergency Action Code List
- ◆ the Approved Derogations and Transitional Provisions
- ◆ Instructions in writing

It would also be useful, but is not mandatory, to have the latest editions of:

- ◆ *Safety of Loads on Vehicles* (DfT Code of Practice).
- ◆ *Unloading Petrol from Road Tankers* (Approved Code of Practice and Guidance) — if you are conducting the tanker module.
- ◆ The International Maritime Dangerous Goods (IMDG) Code.

It is your responsibility to remain informed of any amendments to these publications and any associated material, and to ensure that all instructors receive updated material without delay.

6.10 Equipment required for online assessment

If you intend to conduct the written assessment by computer, you must meet the following minimum requirements. (Please note the online assessments are delivered via the internet, so when requesting approval, you will require the necessary connection — see [Section 6.10.4.](#))

This section details the standards required to gain approval to conduct online examinations.

6.10.1 Examination room

- ◆ The examination room must be in a location where disruption would be at an absolute minimum.
- ◆ The room must be of a size to allow adequate separation of candidates to ensure no possibility of collusion.
- ◆ The light in the room must be comfortable for work both on and off screen.
- ◆ The workstations must be positioned in a way that facilitates the work of the invigilator in the detection of any unauthorised activity by candidates.

6.10.2 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 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

6.10.3 Hardware, software, peripherals and communication links

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

You 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 6.10.4](#), and conforming to the appropriate ISO 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 12](#) for further information on the conduct of online examinations.)

6.10.4 Minimum specification

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

Processor

- ◆ 2.33 GHz CPU

Ram

- ◆ 1 GB

Video

- ◆ Screen resolution of 1280 x 768
- ◆ Graphics card with at least 64 MB 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 512 Kbps

7 Training course materials

7.1 Introduction

The aim of this section is to provide information to ensure that all training providers are using course material approved by the External Verifier.

Training providers who have purchased training materials for the delivery of training courses are responsible for ensuring the materials meet the requirements of the current syllabus.

In the event that a training provider is not satisfied with the quality or standard of materials purchased it is the responsibility of the training provider to resolve this issue with the supplier. SQA will not take any involvement in training material transactions between parties purchasing and selling materials.

7.2 Requirements for 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 recommended that instructor notes:

- ◆ be in addition to any course visual aids. Reproduction of course PowerPoint illustrations alone will not meet this requirement. Instructor notes recorded within PowerPoint presenter mode are permitted.
- ◆ 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 instructor notes and have them available for all the courses they run. Instructors are only permitted to use the course material approved for the training provider they are instructing for, relevant to the course being delivered.

7.3 Audio/Visual presentations

Every instructor must have suitable audio/visual material as follows:

- ◆ if the course includes the tanker specialism, an audio/visual presentation demonstrating the effect of acceleration, braking and steering with a fluid load on a vehicle and the dangers of roll-over.
- ◆ if the course includes the Class 1 or Class 7 specialisation, an audio/visual presentation demonstrating the types of hazard created by these two Classes.
- ◆ in all other cases, an audio/visual presentation on the main hazards and dangerous effects of materials in Classes 2, 3, 4, 5, 6, 8 and 9.
- ◆ in all cases on initial and refresher candidate courses, the Department for Transport presentation 'Lockdown HCDG Security'.
- ◆ for refresher courses, an approved and suitable audio/visual presentation demonstrating the types of fire extinguisher and their selection and use for different types of vehicle fire.

All audio visual materials must be in good condition and produce pictures and sound which are clear and sharp. Please refer to the syllabus for further guidance on videos to be shown.

It is also desirable to have audio/visual material covering:

- ◆ first aid
- ◆ boiling liquid expanding vapour explosion (BLEVE)
- ◆ the dangers of static electricity
- ◆ tunnel safety

The following audio/visual presentations are recommended, but are not mandatory, for use during the Class 7 module:

- ◆ Transport of Radioactive Materials — IAEA in Vienna
- ◆ 'Operation Smash Hit' by BNFL

7.4 Visual material

All training must be supported by visual material. This may be in the form of images generated electronically using generally available software, such as PowerPoint presentations. All such material must be clear, must not attempt to convey too much information at once, and must be accurate and up-to-date.

7.5 Vehicle markings

Each instructor must have, for each module being taught, an example set of the vehicle markings required for domestic, ADR and IMDG journeys in tanks and other than in tanks. Example markings are permitted electronically and/or hard copy.

7.6 Examples

Examples of the following must be available on the relevant courses:

- ◆ For the Packages Module there must be at least two examples or pictorial illustrations of UN approved packages. For Class 1 and Class 7 relevant UN approved packages or pictorial illustrations must be demonstrated.
- ◆ For the Tanks Module there must be at least two examples or suitable pictorial illustrations of tanker safety equipment.

7.7 Candidates' course notes

Candidates attending courses must be provided with course notes, summarising the key points of the instruction, which they can use during the course and then take away and keep. The notes must be in written form, durable (able to last for five years) and suitable for the candidate to use to revise for the examinations and for reference purposes after the course is completed.

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

Whenever there are changes to regulations, approved documents, Codes of Practice or any other matters affecting the content of courses run under this scheme, you are responsible for ensuring that all copies of the instructor notes in use are amended and updated, and that instructors are informed of the amendments and changes to the material.

You must ensure that you receive information affecting the content of courses as soon as it is available, and that you act on that information by updating and amending course material straight away. Using instructor notes obtained from a third party does not absolve you from this responsibility, and you must ensure that appropriate updating action is taken, even if the providers of the material are in default. The material to be updated will include instructor's notes, course hand-outs, handbooks and visual aids.

You may use outside assistance to update course material, but final responsibility for standards lies with you.

All changes/amendments/updates to training material must be submitted to SQA for approval before being used.

7.7.1 Sharing of course material and other resources

Outside of recognised consortium arrangements ([see Section 5](#)) and separate from them, it is permissible for a number of independent training providers to come to an arrangement to use the same course material or other resources. They may also provide mutual support in marketing and administration. In all respects they are regarded by the Department as individual and independent providers.

7.7.2 Copyright

Training providers 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, you must show that it is your own work, or that you have the authority to use it. Any apparent plagiarism will be investigated during the external verification process. Neither the Department, nor its appointed agents, will be held responsible for any breach of copyright by a third party.

8 Course syllabus and programmes

8.1 Introduction

The aim of this section is to provide information to ensure that all training providers comply with the requirements regarding the content and duration of courses as laid out in Appendix E or any approved variation programme. There is also a requirement to ensure that candidates attending courses do not spend more time than is desirable receiving instruction without a break.

8.2 Course syllabus

You can find the syllabus on the DGDT website.
(https://www.dgdrivertraining.org.uk/DGDT/Training_Provider).

8.3 The availability of approved written programmes

8.3.1 Pre-approved programmes

You may only offer courses that follow a training programme that has been approved in advance by SQA as agents of the Department. You can find details of pre-approved programmes in Appendix A and Appendix E of this manual.

8.3.2 Variation to the pre-approved programmes

If you wish to use a variation to the pre-approved programmes you should follow the procedure in [Section 8.11](#).

8.4 Content of a day's training

The content of any day of training is limited to eight teaching units of 45 minutes each, ie six hours of instruction from the syllabus.

The total duration of attendance per day, including course administration, progress tests, examinations and breaks, must not **exceed nine hours**, and within that time the period devoted to instruction on the syllabus must be limited to **six hours**.

Where a course programme results in a very short extra day of instruction or assessment, a day of nine teaching units may be permitted, only **once** during a course. This will be permitted as long as the combination of instruction, course administration, assessment or breaks does not exceed nine hours. Any request for this exception must be submitted in writing to adr@sqa.org.uk, and a decision will be communicated to you within seven days.

8.5 Breaks

During periods of instruction there must be a break for refreshments of **at least 10 minutes**, at least once every one and a half hours, and a break for a meal of **at least 45 minutes** should be taken after the fourth teaching unit of the day. However, if the start time of the course would require lunch to be taken too early, you may use your discretion as how best to split breaks.

When paper based or online examinations are being taken there must be a break of five minutes between each examination, and a break of at least 45 minutes after three hours of examinations (including the five-minute breaks).

8.6 Order of the programme

Programmes should normally follow the order in which the subjects are set out in the syllabus.

However, the syllabus has been designed to permit a certain amount of flexibility, and variations are permitted. The time allocated to each subject in the syllabus, and the order in which the subjects are covered within each module, is for you to decide. Nonetheless, there must be sufficient time to ensure complete coverage of the syllabus, and there must be a logical development of ideas.

8.7 Duration of the practical exercises

The syllabus requires **five** teaching units to be devoted to the three mandatory core practical exercises for initial courses, and **two** and a **half** for refresher courses.

- ◆ If the class on an initial course consists of two or fewer candidates, the practicals may be completed in **three** teaching units. Similarly, if the class consists of **six** or fewer candidates, they may be completed in **four** teaching units.
- ◆ On a refresher course, if the class consists of six or fewer candidates, the practicals may be completed in **two** teaching units.

NB: Please note an additional variation programme is not required in the above circumstances.

As the syllabus permits a certain amount of flexibility, the time allocated to each topic within the practical exercises, and the order in which the topics are covered, is for you to decide. However, there must be sufficient time to ensure complete coverage, and there must be a logical development of ideas. It is recommended that the teaching units are run as follows: one teaching unit for the written emergency exercise, one teaching unit for emergency aid, and two teaching units for fire in initial training or one for refresher training. The additional teaching unit must be used to supplement these exercises as required.

8.8 Actual course programmes

You must produce actual programmes for every course you run. Whenever possible, a pre-approved programme should be used as the basis for the actual programme to be followed. Training Providers are permitted to use their own programme template or Appendix E as a template, providing all information detailed below is included.

The programme must list the modules to be covered, in the order in which they will be covered. It must show the date and start time for each day of training and for each element of the course, the times and durations of all breaks, and the time when each day of training will finish. It must also show the times allocated to subjects not included in the syllabus. Examples of non-syllabus material include pre-course briefings, documentation, the teaching of non-syllabus topics and written confirmation tests. Oral confirmation questioning must be included in the time allocated to a subject.

The programme must include the examinations to be taken, clearly showing the order in which they are to take place, their duration, and the duration of the breaks in between them.

It must also show, either on the programme, or on a separate notice, the names of all instructors, and the parts of the course for which they will be responsible.

The programme must be adhered to. An exception to this requirement is that the order in which examinations are taken may be altered if this is more convenient for the mix of candidates or modules.

The instructor conducting the course must be in possession of or have access to the actual programme being followed. This must be made available to an SQA External Verifier or Invigilator where requested.

Candidates must either be given individual copies of the actual programme or a briefing of the actual programme or it should be displayed in the classroom.

8.9 Specialisation courses

The Regulations identify three specialisation courses for carriage in Tanks, Carriage of Substances and Articles in Class 1, and Carriage of Radioactive Material in Class 7. It is permissible for each of these specialisms to be run as a free-standing course, with its own examination at the end. A free-standing course must be notified as a separate course.

These specialisation courses are included in the list of pre-approved courses. See Appendix A and Appendix E for details.

8.10 Tankers

The minimum number of teaching units for each part of the syllabus is generally aligned with the recommendations in Section 8.2 of the current edition of ADR. However, the ADR recommendation of a **minimum of twelve teaching units** to cover the initial tanker training syllabus has been reduced to **10 classroom-based teaching units**. The shortfall of two teaching units is expected to be completed by the employer of the candidate providing training relating to the specific aspects of the tanker technical equipment and operation.

8.11 Adding a new course programme

Any course programme that is not one of the pre-approved course programmes listed in this manual requires prior approval from SQA. The details of the new proposed course programme must be saved on the 'programmes' tab of your database record. The proposed programmes must be uploaded using the **Variation Template** document, downloadable from the DGDT website (https://www.dgdrivertraining.org.uk/DGDT/Training_Provider). Variation programmes must be applied for at least **14 days before** its intended use.

The variation programme template should detail duration (eg 45 mins, 15 mins, etc) rather than specific times (eg 0915 hrs, 1030 hrs, etc). Specific times will be notified when training courses are uploaded.

New variation programmes added to the database are automatically notified to SQA in order to gain approval. The default status for the programme will be 'awaiting approval', and you will be unable to use this programme until it has been approved. An approval decision will be made, and you will be notified within five working days. If approval is granted, SQA will change the status of the programme to 'approved', you will be notified of the approval and it can then be used for notifying courses.

When uploading a programme to the database, it is best practice to name the description the same as the programme.

9 Instructors (Appointees)

9.1 Introduction

Approved courses may only be run by instructors (appointees) who are qualified to teach the modules that they are conducting, and who are approved to train for the training provider delivering the course. This section sets out the process of approving instructors and the minimum qualifications required by instructors.

9.2 Approval of instructors (appointees)

Training providers nominate instructors to run courses for them when they apply for initial approval. The approval letter lists the modules that they are permitted to conduct. You may add an instructor by creating a record on the 'appointees' tab of your record on the database. ([See Section 9.3.](#))

Only those instructors approved on your 'appointee' tab on your database record are permitted to teach courses for you. Instructors are not permitted to run courses while an application is pending. Instructor approval is not transferable. The fact that an instructor is approved for one training provider does not mean that he/she is able to conduct courses for another without a separate application for approval.

9.3 Adding an instructor

Input the instructor's details on the 'appointee' tab of your database record. The instructor record will have a default status of draft while you complete the record for approval consideration. Upload the documentation in support of the application and a completed DGDT Appointee Approval Request Form to the 'Documents' tab of the instructor's record. The instructor's candidate number must also be supplied which will populate their ADR certificate expiry.

When the record is complete you must change the status from draft to applied. An automatic notification is e-mailed to SQA to begin the approval process.

You will not be able to use this record when notifying courses until approval is granted.

A visit may be conducted by an External Verifier to assess an instructor's performance in the classroom environment before approval is granted. If the External Verifier is satisfied with the instructor's performance, approval will be granted. If the External Verifier is not satisfied, approval will not be granted and you will be required to make arrangements to improve the instructor's skills or knowledge through training, coaching or shadowing. Once you feel the instructor is ready for a further approval assessment, you must contact SQA who will arrange for another External Verifier visit.

A decision will be made, and you will be notified within 10 working days following an External Verifier visit (if applicable). If the instructor is approved, their status will be changed by SQA to 'approved.'

9.4 Removing instructor approval

If an instructor is no longer required to run courses for you for any reason, you must notify SQA of this fact without delay to adr@sqa.org.uk.

If the performance of an instructor is found by SQA or the Department to be unsatisfactory, the instructor may be suspended from the list, and will not be permitted to conduct courses for you. 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.

An instructor may be suspended if, during a course, they impart incorrect or misleading information to candidates which may affect their performance during the examinations.

9.5 Minimum instructor qualifications — general

Instructors conducting courses covering Core, Practicals, Packages, Classes 2, 3, 4, 5, 6, 8 and 9 and the Tanker specialism, must meet the following standards to be approved:

- 9.5.1** Hold a current ADR Driver Training Certificate covering the modules on which they are required to instruct.
- 9.5.2** Hold a recognised qualification as a trainer or instructor of adults, or provide evidence of substantial experience of preparing and running courses for adults on job related topics, in a formal classroom environment, and
- 9.5.3** Demonstrate that they have substantial operational experience of the transport of the dangerous substances for which training is to be conducted either:
 - ◆ in a managerial/supervisory capacity, or
 - ◆ as drivers/operatives, or
 - ◆ provide evidence in the form of a qualification, eg a current Dangerous Goods Safety Advisor Vocational Training Certificate, or
 - ◆ demonstrate substantial experience relevant to the training to be covered that, in the opinion of the Department or SQA, is of an equivalent or superior standard.

Equivalence may also be achieved through the successful completion of a formal training course covering operational and instructional matters. This involves a number of assessments of knowledge and ability that have been recognised in advance by the Department or SQA.

9.6 Instructor refresher training

An instructor may refresh an existing ADR Driver Training Certificate 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 you nominate an independent invigilator (not the instructor) for the examinations. The independent invigilator must complete an Invigilation Report Form and sign and return a copy of it to SQA along with all the completed Examination Answer Sheets.

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

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

9.7 Instructor qualifications — Class 1

Instructors required to conduct Class 1 (Explosives) courses must, in addition to the requirements in Section 9.5, demonstrate that they have substantial operational experience in the transport of explosives either:

- ◆ in a managerial/supervisory capacity, or
- ◆ as a driver/operator, or provide evidence that they have attended a recognised Class 1 instructors course.

Potential instructors will have to deliver a minimum of two teaching units to an SQA external verifier covering selected learning objectives from the course syllabus.

Class 1 instructors are expected to keep themselves up-to-date with any technical or regulatory changes to ADR.

9.8 Instructor qualifications — Class 7

Instructors required to conduct Class 7 (Radioactive) courses must in addition to the requirements in Section 9.5 provide written evidence of their qualifications and experience, specific to radioactive material, which can be shown to be of an adequate standard.

Additionally, each potential instructor should already have actual experience in the transport of radioactive materials, and must be able to conduct the assessments during the practical exercises that are part of this module.

Potential instructors will have to deliver a minimum of two teaching units to an SQA external verifier covering selected learning objectives from the course syllabus.

Class 7 instructors are expected to keep themselves up-to-date with any technical or regulatory changes to ADR.

9.9 Instructor qualifications — first aid

In order to conduct the First Aid element of the Core Practical Exercises, an instructor must meet the following minimum requirements:

- ◆ meet the general standards for instructors as laid out in [Section 9.5](#) and
- ◆ be in possession of a current valid First Aid at Work certificate.

As an alternative to holding a First Aid at Work qualification, instructors who meet one of the following criteria will be acceptable, providing that the general instructional qualification as laid out in [Section 9.5](#) is also met and that all qualifications are current and up-to-date:

- ◆ Registered General Nurses
- ◆ paramedics
- ◆ first aid Instructors from the armed services

NB: Please be aware when instructors refresh their First Aid at work certificate the refresher should be the 2-day requalification First Aid at Work course. All other First Aid certificates, including Emergency First Aid at Work certificates will not be considered acceptable.

9.10 Instructor qualifications — fire fighting

To conduct the use of fire extinguishers element of the Practical Exercise, a training provider must show that the instructor has either received formal training as a fire officer or instructor from the fire service or the armed forces, or been given formal training from another competent source (which may include training by a fire extinguisher manufacturer), or has substantial experience of having trained adults in the theoretical and practical aspects of firefighting.

Please note online training is not acceptable.

9.11 Instructor upgrading

The fact that an instructor may have 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 (not applicable to upgrading to Class 1 and/or Class 7 instruction). You must keep documentary evidence of this training.

The training of instructors engaged by consortium members may be vetted under consortium arrangements, and the recommendations of the consortium will be taken into account when instructor approval is being considered. ([See Section 5.](#))

10 Running a course

10.1 Notification of the intention to run a course

You must create a new course record on the Training Courses tab of your training provider's record on the database for each course you intend to run. You must do this **not less than seven days** before the intended commencement of the course. Any request for notification of a course made within seven days **without an exceptional reason** may be declined.

You should submit requests in writing to adr@sqa.org.uk, providing full details of the course. A Course Notification Form (less than seven days) which can be completed and e-mailed to SQA is available on the DGDT website (https://www.dgdrivertraining.org.uk/DGDT/Training_Provider). On receipt of your request SQA will evaluate the stated reason for the notification and confirm if the request has been accepted or declined.

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

- ◆ The course programme to be followed. This must be selected from your approved course programmes, which are uploaded in the 'Programmes' tab of your training provider record.
- ◆ The site at which the training course takes place. The sites must be selected from your registered sites, which are uploaded in the 'sites' tab of your training provider's record.
- ◆ The start date, start time and end date of the training course.
- ◆ The examination date and the examinations' start times.
- ◆ The instructor(s) who will be teaching on the course.
- ◆ The invigilator(s) who will be invigilating the examinations.
- ◆ The documents tab must be used to notify any additional information about the training course (eg if the training course will run on consecutive weekends, training will be conducted Monday, Tuesday and Friday, etc.)

A separate course record must be created for each course, including free-standing courses. If an External Verifier or Invigilator is unable to locate the course, or arrives at the wrong time, because the information on the course record is inaccurate or incomplete, 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.

10.2 Course amendments and cancellations

You can cancel or amend course records via the database up to 24 hours before the commencement of the course. If amendments have to be made to the details of a course less than 24 hours before, or after a course has started, you can telephone SQA during weekday working hours on 0345 270 0123. Outside of weekday working hours, you can e-mail adr@sqa.org.uk.

NB: If a course is not run, the course record on the SQA 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 amendments to course details need to be changed over the weekend, these can be notified to SQA by e-mail at adr@sqa.org.uk. The changes will then be picked up during office hours.

If an External Verifier visits a training course which has been cancelled without notifying SQA, **you will be charged for the costs of the failed visit.**

10.3 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 notified to SQA without comment from them must not be assumed as signifying acceptance of the content. It is the responsibility of the training provider to review the course information and ensure it is accurate and complete, which includes following the input of less than seven day notification courses and any amendments made by SQA. If courses are run on terms that are outside your approval, all consequences, including the non-processing of examination material, will be your responsibility alone.

Training Providers will be charged a £10 fee for a replacement ADR Driver Training Certificate in the event of incorrect candidate information being uploaded to the database.

10.4 Access and insurance

The authorised representatives of SQA, and the Secretary of State or his or her appointed advisers, must be allowed unrestricted access to attend and visit each course or examination for the purpose of verification, invigilation, assessment and monitoring of the training and examinations. You are responsible for undertaking to provide comprehensive insurance cover against any liability, claim or proceedings, including personal injury or death of persons undertaking the training or the authorised personnel engaged in verification, etc.

11 Course delivery

11.1 Course marketing and booking systems

The marketing of courses must never include or imply misleading information about the training provider, or the course or its duration.

The procedure for taking course bookings must ensure that all candidates are eligible for the course on which they are booked. If there are resit candidates, you must check which modules the candidates have previously sat. You must check that all relevant documentation and licences are correct and in order.

You 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 be in place to ensure that bookings do not exceed the maximum permitted class size, ie the number of candidates in the classroom at any one time does not exceed the maximum permitted at a particular site.

11.2 Candidate enrolment

Whenever possible, candidates must be enrolled on the database prior to the commencement of the course. The latest acceptable date for enrolling candidates is the notified **start date of the training course**.

It is the responsibility of the training provider to ensure the candidate information on the SQA Candidate Registration Form (ADR2) matches the candidate information registered on the database.

11.2.1 Photographs and signatures

As part of the enrolment process, you are required to capture photographs and signatures for each candidate attending the training course. It is recommended that these be uploaded prior to the sitting of examinations. You must ensure that all photographs and signatures meet SQA guidelines and are a true likeness of the candidate, taken within the last five years — **SQA cannot be held responsible for any delays in the issue of ADR Driver Training Certificates due to problems with, or lack of, photographs and signatures.** See Appendix D — Photograph and Signature Guidance.

11.3 Refresher training

The Regulations permit candidates who have held an ADR Driver Training Certificate for a **minimum of four years** to attend refresher training. To ensure that a candidate's training and examinations can be processed in good time to issue a refreshed ADR Driver Training Certificate, the candidate must have a minimum of **six weeks** left from the date of their last examination to the expiry of their current certificate. Candidates for refresher training may only receive training on the modules covered by their existing ADR Driver Training Certificate.

As an alternative, a candidate may attend refresher training more than twelve months before the date of expiry of their ADR Driver Training Certificate and attempt the approved examination. If successful, a new ADR Driver Training Certificate will be issued. However the expiry date will be five years from the date when the examination was published, as opposed to five years from current date of expiry.

Only candidates who are entitled to attend refresher training may attend. Candidates for refresher training may, however, attend initial courses. The attendance of a mixture of initial and refresher candidates on an **initial** course is permitted, and there is **no** requirement to notify this as two separate courses. However, if there is a mix of candidates on an initial course, when the candidates are registered on the SQA database the relevant status of 'initial' or 'refresher' must be selected in the 'Candidate Exam Type' on each candidate record.

Drivers who have ADR Driver Training Certificates that include Tanks or Class 1 or Class 7 entitlements can attend the relevant specialisation refresher course.

Candidates are permitted to refresh their ADR Driver Training Certificate and train and sit the examinations for an additional module. Such candidates would have to attend an initial training course to ensure full instruction for their additional module. When such candidates are registered on the database their 'Candidate Exam Type' on their Candidate Record will be 'Refresher plus Additional'.

For non-UK ADR Driver Training Certificate holders sitting refresher training, a copy of their current ADR Driver Training Certificate must be submitted to SQA prior to the training course and as early as possible.

This is to ensure the correct expiry date and entitlement are transferred to their refreshed ADR Driver Training Certificate.

If successful, a refresher candidate will be issued with an ADR Driver Training Certificate valid for five years from the expiry date of their current certificate. **Candidates that are not notified as refresher will be issued with an ADR Driver Training Certificate valid for five years from the date the card is published.**

11.4 Checks on candidate identity

At the start of the course, the following must be checked by the training provider to confirm the identity of each candidate:

- ◆ Each candidate must complete and sign a Candidate Registration Form (ADR2) or an alternative candidate registration form approved by SQA. Forms can be downloaded from the DGDT website (https://www.dgdrivertraining.org.uk/DGDT/Training_Provider). The candidate's signature on the registration form should be checked against his/her driving licence (also see [Section 12.4.3](#)). Note: it is not a requirement of the qualification that every candidate has to hold a driving licence. Where a candidate does not hold a driving licence he/she must be allowed to attend the course provided his/her identity has been verified. If necessary, you can contact SQA for advice.
- ◆ The photographic identity of each candidate. The preferred types of photographic identification are:
 - ADR Driver Training Certificate photo card
 - driver licence photo card
 - passport
 - professional body photo identity card
 - HM Services identity card
 - Driver Qualification card
 - Petroleum Driver Passport
- ◆ The expiry date of ADR Driver Training Certificates held by candidates attending refresher training. Ensure that candidates have at **least six weeks until expiry**, from the date of their last examination on the course. If an ADR Driver Training Certificate has expired, or the expiry date is within the five-week window, the candidate must attend an initial training course.

If you are suspicious of an applicant or application, you should seek advice from your local Counter Terrorism Security Advisor, who can be contacted through the local police force.

11.5 Course induction

At the beginning of the course, candidates 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.

Candidates 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 meals, and the location policy on smoking must also be covered. They must be instructed that mobile phones and other hand held devices must be switched off at all times during instruction, assessment and examinations.

11.6 Drivers' Hours and Road Transport (Working Time) Regulations

As part of the course induction, you must explain that attendance on the course is a legal requirement, and that time spent attending the course is likely to affect the amount of driving or other work candidates can undertake under the Drivers' Hours Regulations.

11.7 Course delivery

Training must follow the approved programme as detailed on your database 'Programmes' tab and as notified on the training course record. Training must be directed at covering all aspects of the syllabus, in such a way that the essential elements are not only understood, but also retained in the memory.

This requires a 'proactive' style of teaching that engages as many of the senses as possible for the maximum possible time. This must 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 candidates 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.

11.8 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.

Reproducing 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. Multi-choice questions and answers may not be used.

Coaching to the examination

Training must be aimed at covering the whole of the syllabus, and must follow the notes on which your approval has been based. Training is never to be aimed at the examination alone. Coaching directed at any examination is totally prohibited.

Short teaching of courses

Courses must run as per the timings detailed in the programme selected. No reduction of teaching units (other than is detailed within [Section 8.7](#)) or the removal of breaks is permitted.

11.9 Practical exercises

As part of the course, all candidates must participate in Practical Exercises whenever possible covering emergency first aid, fire extinguishers, and the action to be taken in the event of an incident or emergency, unless they have a proven medical condition that prevents them from performing CPR.

Candidates covering the Class 1 and Class 7 modules must also complete additional exercises covering emergency action and vehicle loading. The instructors conducting these exercises have the responsibility to train to the standards set out in the syllabus.

11.10 Candidate Registration Form — declaration

You must arrange for an authorised person to sign the declaration on the Candidate Registration Form for each candidate to confirm:

- ◆ the candidate's identity
- ◆ that the candidate has successfully completed the Core written emergency incident/accident exercise, emergency first aid assessment and fire-fighting assessment. Additionally the Class 1/Class 7 loading and emergency exercise

Please note that an authorised person must only sign and date the declaration on the Candidate Registration Form on completion of bullet point two listed above.

12 Examinations

12.1 Introduction

Training providers have a particular responsibility with regard to the administration and conduct of examinations for the following reasons:

- ◆ You are acting as the agents of SQA and are responsible for ensuring that SQA rules regarding the conduct of examinations are complied with consistently and fairly.
- ◆ Each training provider may be approved as an examination centre, and normally conducts examinations for its own course members.
- ◆ Examinations may be conducted by the instructors who also run the courses.
- ◆ Examinations must only be conducted as notified in the approved programme.

The aim of this section is to ensure that you do everything necessary to adhere to the SQA rules and that the conduct of examinations is fair and efficient.

12.2 Computer-based examinations

12.2.1 Preparing candidates for computer-based examinations

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

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

<https://dgdtdpdp.sqainfo.net>

E-mail address: 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, and that the purpose is to provide an experience of the format, process, pace and pressure of the test and to confirm their preparedness 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.

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).

12.2.2 Contingency planning

SQA has put in place contingency plans for the computer-based examinations should certain situations arise during a session. The aim of this section is to outline the issues that may arise and what your actions should be.

12.2.3 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 his/her assessment when the connection is recovered. An authentication code cannot be reused because 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 of the candidate's chosen answers prior to the loss of connection will be retained, and the candidate will be allocated the remaining time for the examination.

12.2.4 Total loss of internet connection

If the centre 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 examinations for those modules that are partly or fully incomplete, and notify SQA. The completed paper-based Examination Answer Sheets are to be passed to the examination secretary and returned to SQA following the instructions for a paper-based examination.

Those modules that are fully completed by the computer-based delivery method for each affected candidate will be retained by SQA and treated as the candidate's attempt for that module. Any paper-based responses returned during this contingency for modules completed by the computer-based model will be disregarded.

If in any doubt, contact SQA for confirmation that the questions have been completely answered.

12.3 Examination secretary

You are to appoint an examination secretary, whose name and contact details are to be notified on the database. You are responsible for ensuring that these details are kept up to-date. The main duties of the examination secretary are the security of examination papers, the administration of examinations, and the supervision of invigilators. See [Section 12.4](#) for further details.

12.4 Duties of the examination secretary

12.4.1 Examination paper rotation

The number of different examination papers for each module is limited, 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 failures must not take the same paper series from the immediately previous sitting.

12.4.2 Security

When you are first approved, one set of examination papers is issued. Your examination secretary must check that the number of papers received tallies with the covering documentation, and then sign and return the enclosed form to SQA confirming receipt of the papers. SQA will upload the signed document to your document tab on the database. You can request further sets of examination papers by applying in writing to SQA, explaining why the additional papers are required.

On first receiving the papers, you must open an inventory, recording the date of receipt and the numbers of papers held. The receipt of further sets of papers, the withdrawal of papers, and the destruction 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 must be signed out/in from the safe or secure cabinet.
- ◆ 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.
- ◆ 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.
- ◆ Papers are never to be reproduced for any reason whatsoever.

If further copies of examination papers are required due to papers being soiled or damaged, a request must be put in writing to the ADR team at adr@sqa.org.uk and the soiled or damaged papers returned to SQA by secure means.

Requests for a full replacement set of examination papers will be considered on a case by case basis and a charge may be payable for this request. Please contact SQA in writing advising of the reason for the request at adr@sqa.org.uk

12.4.3 Before the examinations

The examination secretary must:

- ◆ ensure the invigilators are properly briefed.
- ◆ check that a Candidate Registration Form has been completed by every candidate, that all details are correct, and that the declaration regarding practical assessments has been completed and signed by an authorised person.
- ◆ ensure that the details for all candidates attending the training and sitting the examination have been entered onto the relevant course record on the database. This should have been done at the enrolment stage of the course, or if this is not possible, no later than the start date of the course.
- ◆ ensure that the candidates' e-mail address information is up-to-date and accurate
 - Candidate e-mail notifications will be sent to remind candidates that their ADR Driver Training Certificate is eligible for refresher.
- ◆ ensure that the candidates' address information is up-to-date and accurate
 - ADR Driver Training Certificates are sent directly to the address held on the database.
- ◆ ensure that photographs and signatures for all candidates attending the training and sitting the examinations have been uploaded onto the relevant course record in the database. All candidate photographs and signatures must meet SQA Guidelines. (see DGDT website).
- ◆ complete the exam tab on the database to ensure all information is 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 examination invigilator at the start of the examinations. This is to ensure that the person taking the examination is the same as the person who attended the training, in the event of the invigilator being different from the instructor.

In addition to these steps, for online examinations the Examination Secretary must:

- ◆ ensure that once all candidate data has been input and verified, the computer-based examination session is created on the training course record. Provide the candidate authentication codes from the online database to the invigilator.
- ◆ ensure that the invigilator has access to the relevant paper-based examinations as a contingency should there be an issue with the computer-based examinations.

12.4.4 Following the paper-based examinations

The examination secretary is to receive completed examination material from the invigilator, and is responsible for ensuring that everything has been completed correctly, and that SQA rules for completion and dispatch are complied with.

- ◆ Ensure that an Examination Answer Sheet has been completed for every examination taken, that each one has been correctly and clearly completed, that the correct paper and series numbers have been entered, and that the candidate number and course number is correct.
- ◆ **Ensure that the Examination Answer Sheets are properly checked off against the SQA examination matrix and batched by module THEN alphabetically by candidate surname. Under no circumstances should you retain a copy/record of the candidate's answers.**
- ◆ Ensure that each candidate has a photograph and signature uploaded onto the database.
- ◆ Ensure that the Examination Answer Sheets and examination matrix for that course are securely sealed in an envelope, then despatched to SQA **by secure 'signed for' delivery. SQA cannot be held responsible for the loss of examination material sent by normal mail services.**

SQA reserves the right to return any Examination Answer Sheets to the training provider that are incomplete and do not meet the guidance. If this occurs twice within a six-month period, you will automatically be given a Grade 3 quality assurance rating. ([See Section 14.](#))

It is a condition of your approval that completed answer sheets and relevant material are dispatched to SQA within **five working days** of the end of the course. 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. You are advised to record the dispatch of papers and ensure that they are sent only by 'signed for' delivery.

SQA invigilators may choose to return the completed examination materials direct to SQA, or to sign and seal the package for the training provider to return unopened to SQA. (See [Section 12.5](#).)

12.4.5 Following the online examinations

Once all examinations have been completed, the results show (in some instances to display the results tab the screen may need to be refreshed).

12.4.6 Publication of examination results

The results for online examinations will be available **immediately after the completion** of all examinations for 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.

The examination secretary is responsible for ensuring that the candidates are informed of their examination results. It is SQA policy not to disclose examination results to candidates.

12.5 Duties of the invigilator

Training providers must appoint an invigilator for every course. Invigilators undertake invigilation duties on behalf of SQA, and are responsible for ensuring that candidates correctly complete the documentation and that examinations are properly conducted. Invigilators must adhere to the following:

12.5.1 Invigilator duties for all examinations

- ◆ Ensure that the training provider has carried out the necessary identity/security checks at the commencement of the course and prior to the examinations, when the invigilator differs from the course instructor ([See Section 11.4](#)).
- ◆ Ensure that each candidate knows which examinations are to be taken, and that this accords with the training provider's own records.
- ◆ Ensure that the examinations take place as detailed on the approved programme to which they refer and that they occur at the time and place previously notified to SQA.
- ◆ Ensure that all required breaks within the Programme are observed.
- ◆ Check to see if any candidates are to be permitted to take examinations under the adjustments for candidates with additional support needs. ([See Section 12.8](#).)
- ◆ 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 adequately separated to ensure no possibility of collusion. The invigilator must be able to see all the candidates at all times during the examinations.
- ◆ During the examination session there may be situations where candidates are sitting papers of different lengths. In such instances, if possible, it is recommended the candidates should be accommodated in separate rooms to avoid disruption caused by some candidates leaving the hall before others.

- ◆ If candidates are sitting papers of different lengths, ensure that candidates are aware of their finish times by writing this on the board before the exams begin. Stress to those candidates who are due to finish earlier the importance of leaving the examination room quietly.
- ◆ Ensure that all displays of material that may be of assistance to candidates in answering questions are not visible to the candidates.
- ◆ 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 understand that all queries regarding the examinations must be channelled through the training provider, and must not be addressed directly to the Department or SQA.**
- ◆ Ensure that candidates understand the appeals procedure (see [Section 15](#)). Candidates should also be informed that the marking and result calculation processes fall within the scope of Data Protection legislation.
- ◆ **Before the first examination** (and again for any candidate joining subsequently) 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.
 - 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.
 - Explain that the examination is being taken under SQA rules. Anyone found to be colluding with anyone else, or guilty of any other irregular conduct likely to give an advantage will be asked to leave, and the Examination Answer Sheet will not be processed. They will not be permitted to take any remaining examinations. Their previously-sat examinations will be returned, with a statement on the incident by the invigilator. The candidate will be allowed the opportunity to make a statement which must be returned to SQA.
 - 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 finished, but that they must do so quietly, without disturbing other candidates.
 - Explain that once they have left the room they may not return until the next examination is due.
- ◆ At the end of the examinations, the invigilator must:
 - not discuss the papers 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.

12.5.2 Additional invigilator 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.
- ◆ Issue each candidate with an Examination Answer Sheet and a pen with black ink.
- ◆ Explain how to complete the Examination Answer 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 first sheet correctly.
- ◆ Ensure that the candidates sign each Examination Answer Sheet.
- ◆ Tell them that the question papers must not be marked or written on.
- ◆ Explain how to record and amend answers on the Examination Answer Sheet.
- ◆ Describe how question papers and Examination Answer Sheets are to be handed in at the end of each examination.
- ◆ When the examination has finished, check the Examination Answer Sheets for completeness and legibility, and ensure 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.
- ◆ Ensure that question papers and Examination Answer Sheets are returned to the Examination Secretary by the fastest possible secure means.

12.5.3 Additional invigilator 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 online examinations. ([See Section 12.2.](#))
- ◆ Ensure that the training provider has only generated authentication codes for the examinations of completed training.
- ◆ Ensure that before the start of the exams 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 centre's communication links are working and meet the requirements of the examination.
 - The website is displayed on all screens at the login page.
 - The online examination works correctly on all the equipment to be used
 - this can be done by using the demonstration mock exam facility.

- ◆ Before the first examination (and again for any candidate joining subsequently) give a briefing, covering the following points:
 - Ensure that all candidates are aware that they will be taking the examinations by computer and that they have all had the opportunity to use the demonstration mock examination and understand how to use the system.
 - Ensure that all candidates are in receipt of their authentication codes for the particular examinations, and that they understand which order the papers will be sat in and when they will be required to enter the authentication code.
 - Ensure that all candidates during the examination only use the SQA online examination portal.
 - Ensure that once all the online examinations have been completed successfully, the examination secretary is informed at the earliest opportunity.

12.5.4 Appointment of independent invigilators as a sanction

Failure to conduct examinations in accordance with SQA requirements will result in your being forbidden to conduct examinations until 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 you for the independent invigilator on a cost-recovery basis.

12.6 Department for Transport copyright

The multiple-choice questions in all the examinations are copyright to the Secretary of State. 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 candidate hand-out, candidate pack, handbook or similar document, whether for sale or otherwise, unless prior written approval is granted by SQA.

12.7 Queries about examinations

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

12.8 Candidate 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 must:

- ◆ Submit a written application, through the training provider, to SQA at least seven days before 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 against the evidence provided, on a case-by-case basis. SQA may request further evidence. 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.

12.8.1 Prohibition of the use of translators

SQA examinations are normally set in English, and it is expected that someone seeking a British qualification should have an adequate grasp of the English language. The use of translators is therefore not permitted during examinations.

12.9 Resits of examinations following failure

12.9.1 Initial courses

All examination candidates who fail to attain an ADR Driver Training Certificate have the right to resit examinations in their failed modules, without further training. These modules must be sat within a period of **sixteen weeks**, from the candidate's previous examination date. All module passes will be valid for one year. Additional examination fees are payable for each resit.

If an existing initial or refresher examination is being conducted, the resit candidates may be examined at the same time.

A new course record must be created on the system indicating examinations only, allowing seven days' notice. A less than seven days notification application can be used if required.

Resit candidates: if a resit candidate sits a different exam series from that notified for the course you must ensure that the correct exam paper series is entered within the papers tab on the database. Candidates re-sitting examinations following failures must not take the same paper series from the immediately previous sitting.

12.9.2 Refresher candidates

If a candidate does not pass enough modules to entitle them to an ADR Driver Training Certificate, they may resit and pass the examinations for any failed modules, within **sixteen weeks** of the previous exam date, and before the expiry date of their current ADR Driver Training Certificate.

All passed modules will be valid for one year. Once their ADR Driver Training Certificate expires, all previous passes become invalid. Refresher candidates must then take the full initial course and examinations, including any previously held passes.

If a candidate passes the Core, either of the Tankers or Packages and at least one class module, they will be entitled to a renewal of their ADR Driver Training Certificate in these passed modules. If the candidate fails any additional modules to these, they can resit the relevant modules within **sixteen weeks** of notification of results, provided it is six weeks before the expiry date of their current ADR driver training certificate. Once their ADR Driver Training Certificate expires, the candidate must undertake the initial training course and corresponding examinations for these failed modules. It should be noted that once the initial course has been taken and the examinations passed, the modules will be added to the existing certificate entitlement and will expire on the existing certificate expiry date.

13 Training providers — internal quality assurance

13.1 Introduction

The aim of this section is to ensure that you understand that you have a responsibility for all aspects of quality management and control, and that you are able to take all of the action necessary to maintain the required standards, including the conditions on which your approval was initially based.

13.2 Standards

You 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 documented in-house quality systems and procedures covering the standards of instruction, administration and the conduct of examinations.
- ◆ internal quality assurance 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 either 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 they occur, and that they incorporate all such changes into their teaching immediately.
- ◆ course material is kept up-to-date. ([See Section 7](#)).
- ◆ premises and resources continue to comply. ([See Section 13.3](#).)

If you have only one nominated instructor, and/or do not have the infrastructure to meet the requirements above, you can be adjudged to meet them through use of, and acting on information from:

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

13.3 Quality of premises and resources

All the facilities provided for training must continue to comply with the standards upon which initial approval was based. This includes classrooms, classroom equipment, domestic arrangements and all health and safety provisions.

Particular emphasis must be placed on premises that are being used as part of your mobile approval. It is never acceptable for a training provider to pass responsibility for standards to a third party. The procedures and check lists upon which initial approval of a mobile facility was based must be adhered to.

13.3.1 Additional notes on the conduct of mobile sites

If you run mobile courses, you must ensure that the same quality criteria are applied to mobile venues as at your head office location. Follow this advice:

- ◆ Re-examine your mobile sites procedures and check lists. Ensure that they are still valid, and if not, update them, and submit for re-approval.
- ◆ Where practical, inspect a mobile site when booking it. Often the provider of the location has a vested interest in giving you assurances that may not be totally valid.
- ◆ In particular, ensure that you know what the conditions will be at the time the course will be taking place. A room that is quiet and spacious when it is seen at a weekend can 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 candidates booked.
- ◆ Always confirm any agreement reached with the mobile site provider in writing.
- ◆ Always take personal responsibility for ensuring that the instructors have all of the necessary notes, publications, signs, examples, class room aids, etc with them every time.
- ◆ Remember that, even when you have a written agreement with the site provider, any contraventions of the standards in the Manual of Practice are your responsibility. It is your approval that is at stake.
- ◆ Above all, ensure that courses run at mobile sites are at least to the same standard as the ones on your own premises.

13.4 Record keeping

You are required to keep the following records for every training course you run:

- ◆ A Candidate Registration Form for each candidate taking part in a training course and/or sitting examinations ([see Section 11.4](#)). The details on each Candidate Registration Form must be transferred to the SQA database for the relevant notified course which the candidate is attending. This transfer of details must be done at the enrolment stage of a course, or if this is not possible, no later than the start date of the training course.
- ◆ Answer sheets for the written practical exercises.
- ◆ An Invigilator Report Form. In addition, a copy of the form must be sent to SQA if an Instructor is refreshing their ADR Driver Training Certificate on the course.

You must retain these forms for a minimum of **five years** as either a hard or electronic copy. Electronic copies may be stored within the documents tab of the course record within the database. They must be accessible at any time during a visit by an external verifier or other SQA nominated staff.

14 SQA external quality assurance

14.1 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 external verifiers (EVs). This section sets out the ways in which these quality control activities operate, and the sanctions that may be applied.

14.2 Initial approval and changes/additions

When you submit an initial application for approval or, having been approved, apply for any changes to the conditions of approval, such as additional modules, changes to approved course material, variations of pre-approved programmes or additional or different instructors, all such applications must be communicated to SQA for consideration by SQA.

Before making a recommendation on the application, the External Verifier may approach you for additional or amended information, either verbally or in writing. You may not act upon any discussions or recommendations until confirmed in writing by SQA or the Department.

14.3 Course verification visits

A team of External Verifiers are appointed by SQA to visit courses and to report their findings. They have the right of access at any time to any course being run by an approved training provider. These officers have been provided by SQA with photograph identification cards. These will be produced as proof of identity on request. If they are not permitted access, **examination material will not be processed**.

It is your responsibility as a training provider 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.

Special arrangements have been entered into regarding the external verification of courses run by the Ministry of Defence

Verification visits are made by the EV in discussion with SQA, based on the information held on your record on the database. Visits are made without prior notice, and SQA reserves the right to deploy their EVs in any way that might help to uncover malpractice.

Training providers will be visited on a regular basis, with those providers conducting more training or operating from a number of different locations receiving more visits than those with only one site. These visits are in addition to internal verification visits made for quality control purposes by consortiums.

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. During their visits EVs 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 syllabus, including the time allocations and sequence of training, are being adhered to.

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 that is relevant to the course and your approval. They may also speak with candidates attending courses during their visit.

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 you 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 EV 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 EVs 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, SQA will grade the report which will be uploaded to the relevant verification visit record on the 'visits' tab of your record. You will be notified of the availability of the report.

14.3.1 Verification at secure access sites

For training providers that have sites in secure access locations, it is your responsibility to notify personnel at the secure site an SQA External Verifier may require access at any time during the training course.

You must also notify SQA that the training course will be taking place in a restricted access site seven days prior to the start date of the course. At this time you must also provide SQA with contact details of the secure access site, for access arrangements to be made, prior to any external verification visit taking place.

Training providers must upload the contact details of the secure access site to the documents tab on the course record within the SQA database.

14.4 Grading of monitoring reports

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 the provider gives 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 Manual of Practice set out in the report have been resolved.	Provide written confirmation and documentary evidence where possible of remedial actions taken.

14.5 Examination invigilation visits

A team of External Verifiers have also been appointed by SQA whose task is to visit training providers to quality assure invigilation duties during the examination and to report on their findings. They 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 in discussion between the EVs and SQA, based on the information held on the training provider's record on the database. Visits are normally made without prior notice and on a random basis.

You may be visited on one or more occasions per year — training providers who operate from a number of different locations will receive more visits than those with only one site. The invigilators may provide their own set of papers for the examination, and observe your 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 Examination Answer Sheets with you, 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, SQA will grade the report which will be uploaded to the relevant invigilation visit record on the 'visits' tab of your record. You will be notified of the availability of the report.

The invigilation report is graded as set out in [Section 14.4](#).

14.6 Administration visits

The team of EVs will also conduct visits to training providers to inspect their arrangements for other administrative requirements. These will include the requirements for course booking, candidate enrolments, documentation, examination paper security, result analysis, internal quality assurance processes and general administration. The EVs will check whether all documentation and information pertaining to your approval is up-to-date on the database record before conducting the administration visit.

The visits will be arranged with your staff for a time that is convenient, and correspondence will be issued prior to the visit with guidance on documents to be inspected. A report will be graded as set out in [Section 14.4](#).

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

14.7 Internal quality assessment

In addition to the reports and recommendations of the EVs, the outcome of database audits, and the content of candidate questionnaires, SQA continuously monitors a number of factors relating to the performance of training providers. These include:

- ◆ volume of candidate throughput
- ◆ outcome on monitoring visits
- ◆ 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
- ◆ examination 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(s) have been actioned and are being maintained

Failure 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 contraventions and action(s) required to address any issues. **SQA will seek to recover the costs of an administration visit if one is required.** Continuing failure to abide by the standards of this document will lead to sanctions being implemented. The range of possible sanctions is outlined in [Section 14.8](#).

14.8 Possible sanctions

Based on the findings of the External Verifier and the SQA internal quality assurance processes, SQA and the Department will apply one or more of a number of sanctions:

- ◆ If a report reveals that ‘serious faults’ or omissions have been identified (the Department is the final arbiter of what constitutes a serious fault or omission), you 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, you may be required to provide evidence that satisfactory action has been taken within a given timescale.
- ◆ You may be required to appoint an examination invigilator other than the instructor who has conducted the course.
- ◆ You may be required to appoint an examination invigilator who is independent from your organisation.
- ◆ You may be required to arrange for all examinations to be conducted by an appointed external invigilator, and to meet the costs of external invigilation.
- ◆ In the event of an SQA External Verifier or Invigilator being unable to gain access to a training course to conduct a visit, or the training/examinations having been delivered before the times listed on the database, this will be deemed 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 you are awarded consecutive Grade 3 reports for the same contravention of the Manual of Practice, the costs for the second visit will be recovered from you, and the grading will be increased from a Grade 3 to a Grade 4.

15 Rights of Appeal

15.1 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 the Driver and Vehicle Standards Agency (DVSA) or their Appointed Agent, SQA. Circumstances under which an appeal may be submitted will include:

- ◆ SQA is not prepared to approve a training provider as an examination centre.
- ◆ SQA is not prepared to make a recommendation for approval or re-approval to the DVSA relating to initial training, refresher training or additional course modules.
- ◆ The DVSA is not prepared to approve a training provider, or is not willing to accept a recommendation for approval from SQA.
- ◆ The DVSA has decided to revoke, set conditions on, suspend or withdraw approval relating to courses or instructors under this scheme.
- ◆ A decision has been taken by SQA to suspend a training provider or to require a training provider to take action to rectify faults arising from a report made either by an external verifier or by an examination invigilator.
- ◆ A decision has been taken by the DVSA that matters reported by an external verifier or examination invigilator constitute 'serious faults' ([see Section 14.8](#)) and the Department has acted accordingly.
- ◆ A dispute has arisen between a training provider or an applicant for approval and either the DVSA or SQA with regard to approval or re-approval.

Appeals should be made in writing and addressed to:

ADR Team	Driver and Vehicle Standards Agency
SQA	(DVSA)
The Optima Building	Accreditation and Compliance
58 Robertson Street	Axis Building
Glasgow	112 Upper Parliament Street
G2 8DQ	Nottingham
	NG1 6LT

If a training provider or an applicant for approval is not satisfied with a decision taken either by the DVSA or by SQA, they should take the matter up in writing in the first instance with the Dangerous Goods Division of the Department for Transport or the HSENI. Such an appeal must be made by the training provider within 28 days of their receipt of written notification that he/she does not meet any requirement of the scheme.

Great Britain

Head of Dangerous Goods Division
Department for Transport
Zone 3/26 Great Minster House
33 Horseferry Road
London
SW1P 4DR

Northern Ireland

Chief Executive
HSENI
83 Ladas Drive
Belfast
Northern Ireland
BT6 9FR

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.

The Head of Dangerous Goods Division/Chief Executive will consider the evidence submitted, and may either make a decision in favour of the appellant, or refer the case to the Independent Appeals Board. The Board will consist of an independent chairman, assisted by two lay advisers nominated by SQA. The board will conduct its proceedings at the discretion of the chairman and advisers. The board will report its findings to the Head of Dangerous Goods Division/Chief Executive. A copy of the board's findings will be made available to the interested parties. The Department will consider the report of the Independent Appeals Board and will communicate its final decision to the appellant.

The appellant's rights to seek a Judicial Review of the Department's decision, or to seek, through their Member of Parliament, to refer the matter to the Parliamentary Commissioner for Administration are unaffected by the existence or use of the Independent Appeals Board. Appellants will be responsible for meeting all of their own costs in relation to any appeal.

Training providers and applicants for approval in Northern Ireland will be subject to substantially the same procedure, with the HSENI having access to the same Independent Appeals Board.

15.2 Candidate appeals procedure

Training providers are to inform all candidates of the Appeals Procedure that is provided within the scheme:

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

Driver and Vehicle Standards Agency (DVSA)
Accreditation and Compliance
The Axis Building
112 Upper Parliament Street
Nottingham
NG1 6LT

Chief Executive
HSENI
83 Ladas Drive
Belfast
Northern Ireland
BT6 9FR

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

- ◆ the candidate's name, address and candidate number
- ◆ the name of the training provider, the address of the training location, and the name of the instructor
- ◆ the date of the training course
- ◆ a report on the nature of the complaint

The DVSA will consider the report and decide what action, if any, should be taken.

15.3 Appeals to SQA

SQA will not enter into direct correspondence with individual candidates about their examinations or the award of an ADR Driver Training Certificate. However, SQA has an appeals policy for candidates where their results are seriously at variance with the reasonable expectations of the training provider. SQA will, on confirmation from the training provider, re-check the candidate's examination performance.

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

ADR Team
SQA
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ **E-mail:** adr@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 answer sheets, and will inform the training provider of the outcome of these checks within 28 days of receipt of an appeal.

Should the candidate or training provider be dissatisfied with the outcome, they can refer their complaint to the DVSA or HSENI within 28 days of the outcome, who will consider their report and decide whether the appeal should be upheld or dismissed. The decision of the DVSA or HSENI is final.

15.4 SQA complaints policy

Candidates or training providers can make a formal complaint or feedback in writing 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.

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 makes to the formal complaint, the complainant may write, within 28 days to:

Customer Support Manager
SQA
The Optima Building
58 Robertson Street
GLASGOW
G2 8DQ

The Customer Support Manager will review the complaint and the SQA response on behalf of the SQA 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 can 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

Appendix A: List of pre-approved training programmes

Initial Training	
53	Core, Practicals, Packages, Tanks, Classes 2, 3, 4, 5, 6, 8 and 9
118	Core, Practicals, Packages and Classes 2, 3, 4, 5, 6, 8 and 9 and Tanks
1	Core, Practicals, Packages and Classes 2, 3, 4, 5, 6, 8 and 9
17	Core, Practicals, Packages and Classes 2, 3, 4, 5, 6, 8 and 9 (training for the Common Characteristics, Group A and Group B papers only)
30	Core, Practicals and Class 1
31	Core, Practicals and Class 7
2	Core, Practicals, Packages and either Class 2 or Class 3
3	Core, Practicals, Packages and Classes 2 and 3
8	Core, Practicals, Packages and Class 2 or 3 with Classes 4, 5, 6, 8 and 9
4	Core, Practicals, Packages and Class 2 or 3 and any one from Classes 4, 5, 6, 8 or 9
5	Core, Practicals, Packages and Class 2 or 3 and any two from Classes 4, 5, 6, 8 or 9
6	Core, Practicals, Packages and Class 2 or 3 and any three from Classes 4, 5, 6, 8 or 9
7	Core, Practicals, Packages and Class 2 or 3 and any four from Classes 4, 5, 6, 8 or 9
9	Core, Practicals, Packages and Classes 2 and 3 and any one from Classes 4,5,6,8 or 9
10	Core, Practicals, Packages and Classes 2 and 3 and any two from Classes 4,5,6,8 or 9
11	Core, Practicals, Packages and Classes 2 and 3 and any three from Classes 4, 5, 6, 8 or 9
12	Core, Practicals, Packages and Classes 2 and 3 and any four from Classes 4, 5, 6, 8 or 9
13	Core, Practicals, Packages and any one from Classes 4, 5, 6, 8 or 9
14	Core, Practicals, Packages and any two from Classes 4, 5, 6, 8 or 9
15	Core, Practicals, Packages and any three from Classes 4, 5, 6, 8 or 9
16	Core, Practicals, Packages and any four from Classes 4, 5, 6, 8 or 9
19	Core, Practicals, Tanks and either Class 2 or Class 3
24	Core, Practicals, Tanks and Class 2 or 3 and Classes 4, 5, 6, 8 and 9
25	Core, Practicals, Tanks and Class 2 and 3
20	Core, Practicals, Tanks and Class 2 or 3 and any one from Classes 4,5,6,8 or 9
21	Core, Practicals, Tanks and Class 2 or 3 and any two from Classes 4, 5, 6, 8 or 9
22	Core, Practicals, Tanks and Class 2 or 3 and any three from Classes 4, 5, 6, 8 or 9

Initial Training	
23	Core, Practicals, Tanks and Class 2 or 3 and any four from Classes 4, 5, 6, 8 or 9
26	Core, Practicals, Tanks and Class 2 and 3 and any one from Classes 4, 5, 6, 8 or 9
27	Core, Practicals, Tanks and Class 2 and 3 and any two from Classes 4, 5, 6, 8 or 9
28	Core, Practicals, Tanks and Class 2 and 3 and any three from Classes 4, 5, 6, 8 or 9
29	Core, Practicals, Tanks and Class 2 and 3 and any four from Classes 4, 5, 6, 8 or 9
60	Core, Practicals, Tanks, Packages and either Class 2 or 3
61	Core, Practicals, Tanks, Packages and Class 2 and 3
132	Core, Practicals, Packages and Classes 2, 3, 4, 5, 6, 8 and 9 and Class 1
133	Core, Practicals, Packages and Classes 2, 3, 4, 5, 6, 8 and 9 and Class 7
134	Core, Practicals, Tanks and Classes 2, 3, 4, 5, 6, 8, and 9

Refresher Training	
54	Core, Practicals, Packages, Tanks, Classes 2, 3, 4, 5, 6, 8 and 9
34	Core, Practicals, Packages and Classes 2, 3, 4, 5, 6, 8 and 9
35	Core, Practicals, Tanks and Classes 2, 3, 4, 5, 6, 8 and 9
36	Free standing Tanks module
37	Core, Practicals and Class 1
38	Core, Practicals and Class 7
39	Free standing Class 1 module
40	Free standing Class 7 module
42	Core, Practicals, Tanks and Class 3
43	Core, Practicals, Packages and either Class 2 or Class 3
44	Core, Practicals, Packages and Classes 2 and 3
45	Core, Practicals, Packages and any one from Classes 4,5,6,8 or 9
46	Core, Practicals, Tanks and either Class 2 or Class 3
47	Core, Practicals, Tanks, Packages and either Class 2 or Class 3
48	Core, Practicals, Tanks, Packages and Class 2 and Class 3

Additional or Re-sit Courses	
18	Free standing Tanks module
32	Free standing Class 1 module
33	Free standing Class 7 module
41	Free standing Packages module
71	One Class from Classes 4, 5, 6, 8 or 9
72	Two classes from Classes 4, 5, 6, 8 or 9
73	Class 2 or 3
74	Class 2 or 3 and any 1 from Classes 4, 5, 6, 8 or 9
75	Class 2 or 3 and any 2 from Classes 4, 5, 6, 8 or 9
76	Class 2 and 3
77	Class 2 and 3 and any 1 from Classes 4, 5, 6, 8 or 9
78	Class 2 and 3 and any 2 from Classes 4, 5, 6, 8 or 9

Appendix E provides detailed examples of the approved training programmes.

Appendix B: SQA Debt Management

Fees

The centre will pay SQA the following fees, where SQA deems that it is appropriate to charge them, within **30 days** of the date of SQA's invoice:

- (i) the centre approval/renewal fee.
- (ii) the examination fee.
- (iii) such other fees as SQA may deem to be appropriate, as may be amended or replaced at various times by SQA.

Late payment

Payments that are not received when payable will be considered overdue and remain payable by the centre.

Sanctions for late payment

In the event that the centre fails to pay any sums to SQA on the date due, SQA may, at its discretion place the centre on hold and SQA will take legal action to recover the outstanding debt plus any costs and interest.

Query resolution

Where a query is raised by a customer that prevents them from authorising payment, Finance will make a system note of the query and refer it to the supplying department requesting a resolution within five working days. The collection process will be suspended until such times as the query is resolved.

Once the query has been resolved, the Department will raise a request for credit where appropriate. If there is no credit due, the supplying department will contact the customer and inform the Sales Ledger team of the outcome. The Sales Ledger team will restart the collection process if an outstanding balance remains after the resolution of the query.

Appendix C: Information for candidates

The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (Great Britain) 2009 (as amended); and
The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (Northern Ireland) 2010 (as amended)

Introduction

The regulations cover the training of drivers of vehicles carrying dangerous goods in tanks or tank containers and in packages. To be legally qualified to drive a vehicle carrying dangerous goods, a driver must be in possession of an ADR Driver Training Certificate issued under appropriate GB or NI regulations.

An ADR Driver Training Certificate is valid for five years from the date of issue. This can be extended during the final twelve months of validity for a further period of five years, from the date of expiry, by the holder undertaking and passing the appropriate refresher training and examinations. To ensure that the examinations can be marked and certificate issued prior to current expiry date, you must have a minimum of six weeks until expiry left on your licence on the date of your last examination.

The regulations require drivers engaged in the carriage of dangerous goods to be given adequate instruction and training. This is to enable them to understand the nature of the dangers to which particular dangerous goods being carried may give rise, the action to be taken in an emergency concerning them and their duties under the Health & Safety at Work, etc Act 1974.

SQA is the appointed Agent of the Department for Transport. It is responsible for matters relating to approved centres, examinations, the issue of results and arrangements for the issue of ADR driver training certificates to successful candidates.

Training courses

To qualify for an ADR Driver Training Certificate, drivers must undertake a course of training at a centre approved by the Department for Transport and pass the examinations relevant to the classes of dangerous goods to be carried. A centre should be approached in order to find out the cost of training and the availability of courses.

Candidates must either be given individual copies of the actual programme or a briefing of the actual programme or it should be displayed in the classroom.

There are three routes to an ADR driver training certificate. The minimum number of components required in order to qualify for an ADR driver training certificate are as follows:

Route 1

**Core
plus
Tanks
And/or
Packages
plus
At least one 'class specific'**

Route 2

Suitable for those attending a course leading to all of Classes 2 to 6, 8 and 9.

**Core
plus
Tanks
and/or
Packages
plus
Classes Common
Characteristics
plus
Classes Group A (Classes 2, 3, 6, and 8)
and/or
Classes Group B (Classes 4, 5, and 9)**

Route 3

**Suitable for those requiring only Class 1 and/or Class 7.
Core
plus
Class 1
and/or
Class 7**

Those drivers who complete certification via Route 3 and who subsequently require further classes must also take and gain a pass in the Packages and/or Tanks examination module to update their certificate.

It is only possible to refresh classes already listed on the ADR Driver Training Certificate. Additional classes can only be added by undertaking an Initial training course.

If a driver undertakes refresher training for components which were not listed on the original ADR driver training certificate, these additional components will be marked as failed. Any new ADR driver training certificate will not include these components.

Classes of dangerous goods

There are nine UN Classes of Dangerous Goods as follows:

Class 1	Explosives
Class 2	Gases
Class 3	Flammable Liquids
Class 4	Flammable Solids
Class 5	Oxidising Substances & Organic Peroxides
Class 6	Toxic and Infectious Substances
Class 7	Radioactive Substances
Class 8	Corrosive Substances
Class 9	Miscellaneous Substances

Examinations

Examinations are offered on a dual delivery system which allows the driver to be examined by a paper-based or online system.

Paper-based examinations are to be completed using black ink on a multiple-choice Candidate Examination Response Sheet. Drivers should enter their full name and candidate number and the course and paper number in the spaces provided. The invigilator should explain how to do this at the start of the examination. You should ensure that you are aware of which paper you are taking — details will be on the front of the examination paper. After completing the examination, each Candidate Examination Response Sheet used should be signed and dated.

Online examinations are to be completed via the online database. The invigilator will provide you with username, password and authentication codes prior to the start of the exam. You should ensure that you are aware of which module you are sitting before commencing the exam.

Drivers must also complete a course registration sheet containing, Name, Address, Nationality, e-mail address and Date of Birth. (ADR2 Candidate Registration Form).

The examination papers are:

- 001 — General Core Requirements
- 002 — Tanker Specialism
- 003 — Packages Core Requirement
- 004 — Class 1 Explosives
- 005 — Class 2 Gases
- 006 — Class 3 Flammable Liquids
- 007 — Class 4 Flammable Solids
- 008 — Class 5 Oxidising Substances and Organic Peroxides
- 009 — Class 6 Toxic and Infectious Substances
- 010 — Class 7 Radioactive Substances
- 011 — Class 8 Corrosive Substances
- 012 — Class 9 Miscellaneous Substances
- 013 — Classes Common Characteristics
- 014 — Classes Group A (Classes 2, 3, 6 and 8)
- 015 — Classes Group B (Classes 4, 5 and 9)

There are three exam paper series — A, B or C. The paper being sat should be notified on the Examination Response Sheet.

Examination results

You will receive notification of your results through the approved training provider. SQA will not provide examination results over the telephone.

Results will normally be available on the database to training providers within 20 working days of receipt of accurately completed examination material. The certificate will be issued no later than 28 working days following receipt of the examination material.

Examination queries

All correspondence regarding examination entries and results should be directed to your training provider in the first instance, who will follow up queries on your behalf. You should not contact SQA or any other authority.

Appendix D: Issue of an ADR Driver Training Certificate

Successful candidates holding either a GB or Northern Ireland driving licence will receive an ADR Driver Training Certificate. This is sent directly from SQA to both GB and Northern Ireland licence holders. The ADR Driver Training Certificate will be sent to the address held on the database as checked by the training provider.

Each ADR Driver Training Certificate contains a unique Candidate Registration Number. If a candidate has a problem with his/her Certificate, he/she should seek the assistance from their Training Provider in the first instance.

Successful candidates who hold non-UK licences will receive an ADR Driver Training Certificate. This will be sent directly from SQA to the address notified to SQA as checked by the training provider. The ADR Driver Training Certificate will be valid for five years in line with those issued to GB and Northern Ireland licence holders.

Distribution of ADR Driver Training Certificates

All ADR Driver Training Certificates will be distributed to the candidate address entered on the SQA database. Training providers are not permitted to withhold candidate ADR Driver Training Certificates, candidate photographs, candidate addresses, signatures or any examination materials or other information as a form of debt management for their customers.

Adding classes to an ADR Driver Training Certificate

It is possible to extend an ADR Driver Training Certificate to include other classes. Drivers wishing to add these classes must undertake the relevant training course and successfully pass the appropriate examinations. A new ADR Driver Training Certificate will then be issued with the same date of expiry as the original one. The additions will only be valid until this date, and can be refreshed along with the rest of the ADR Driver Training Certificate.

Replacement of an ADR Driver Training Certificate

Damaged or stolen ADR Driver Training Certificates can be replaced. All ADR Driver Training Certificate holders should contact SQA requesting an application form for a replacement certificate or download a replacement form from www.dgdrivertraining.org.uk . A fee is payable by debit card, credit card, cheque or postal order for the replacement. Candidates must provide photographs and signatures if not already held on the database. SQA will endeavor to turn around replacements within 10 working days from receipt of form.

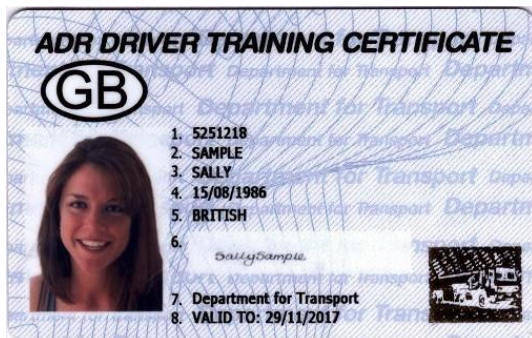
SQA cannot be held responsible for any delays in the issue of ADR Driver Training Certificates due to problems with, or lack of, photographs and signatures.

Change of name or address on an ADR Driver Training Certificate

To change the name on an ADR Driver Training Certificate, you must apply in writing to the ADR team. A photocopy of your Passport or Driving Licence must be provided. **Do not return the original ADR Driver Training Certificate to SQA.**

If you need to update an address, e-mail the ADR team on adr@sqa.org.uk. If a holder of a valid old-style paper certificate has a change of address, there is no obligation for the candidate to amend the certificate with the new address. Candidates who wish to apply for a new-style photo card certificate prior to the existing certificate's expiry date can do so at www.dgdrivertraining.org.uk by completing DGDT Replacement Application Form. There is a £10 fee for a replacement photo card certificate.

Photograph and Signature Guidance



What type of photograph is acceptable?

- ◆ A recent, colour photograph of the head and shoulders, in sharp focus with the entire face visible.
- ◆ Your photograph should be passport-standard and portrait orientation (taller than it is wide).
- ◆ Landscape photos will not be accepted.
- ◆ Please ensure you have a neutral expression with your mouth closed and eyes open.
- ◆ Look directly at the camera.
- ◆ Please do not wear hats or anything that covers your face and be free of glare from glasses, etc.
- ◆ Photographs must be taken against a plain and light background.
- ◆ Please write your candidate number and date of birth on the back of your photograph.
- ◆ All photographs and signatures uploaded must be JPEG file format.

What type of signature is acceptable?

The signature should be in **very black ink** and within the designated box.

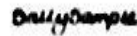
Please note that due to the nature of the guilloche pattern on the ADR certificate the signature can appear faint when printed on the photo card if a very black signature is not provided. SQA has put in place stringent quality checks to make sure signatures are clear and sharp.

Training providers are required to do an on-screen quality check when uploading photographs and signatures. If the photograph and signature do not meet the guidelines, SQA will remove the photograph and contact the training provider to provide an acceptable replacement photograph or signature.

Example of signatures:



re written in normal ink



written in very black ink

If you would like instruction on how to upload photographs and signatures direct to the database please do not hesitate to contact the ADR team on adr@sqa.org.uk .

Contacts

Department for Transport (DfT) and Health and Safety Executive Northern Ireland (HSENI)

The Department for Transport (Dangerous Goods Division) should only be contacted for information relating to the application of the Regulations concerning dangerous goods. The Dangerous Goods Division can be contacted on 020 7944 2755 or at dangerousgoods@dft.gsi.gov.uk for the above information.

The contact in HSENI is the Transport and Public Utilities Group, telephone 0289 024 3249.

DVSA

Driver and Vehicle Standards Agency (DVSA)
Head of Standards, Accreditation & Compliance
Axis Building
112 Upper Parliament Street
Nottingham
NG1 6LT

DFT

Great Britain

Head of Dangerous Goods Division
Department for Transport
Zone 3/26 Great Minster House
33 Horseferry Road
London
SW1P 4DR

Northern Ireland

Chief Executive
HSENI
83 Ladas Drive
Belfast
Northern Ireland
BT6 9FR

SQA

For further information about where you can gain these qualifications, or details of how to replace a lost or damaged ADR driver training photo card certificate, please contact:

ADR Team
SQA
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

Tel: 0345 270 0123 **Fax:** 0345 213 5000 **E-mail:** adr@sqa.org.uk

**Appendix E: Pre-Approved Training Programmes
— separate documents on the
DGDT website**

(https://www.dgdrivertraining.org.uk/DGDT/Training_Provider)

Appendix F: ADR Remote Delivery

The facility to provide remote training is available for approved training providers to deliver online ADR training.

All ADR examinations must still be facilitated at a training provider premises, specifically approved sites in the usual way; ADR examinations are not permitted to be completed remotely. Approved training providers are encouraged to deliver on-line examinations where possible however paper-based examinations will be accepted.

Practical modules within the training programme can be delivered via demonstration by the instructor or by showing a credible video clip that covers the pertinent syllabus points. SQA must be notified of the specific media that is proposed for use prior to delivery. The practical modules must be accompanied by a written question and answer session to test the candidate's knowledge. These documents along with the incident exercise document must be returned to the centre by the day of the exam and then retained by the training provider as part of the course documentation.

Making an Application

Approved Training Providers are eligible to apply for authorisation to deliver ADR training remotely.

Training Providers intending to apply should contact SQA at adr@sqa.org.uk.

SQA will issue Training Providers with the 'Training Provider Application Form for ADR Remote Delivery' to complete. This form is also available on the DGDT 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 ADR training remotely.
- meet the requirements for authorisation to offer ADR training remotely.

As part of the authorisation process training providers will be required to add new site/s to the DGDT database for approval for use with ADR remote training. New sites added must begin 'Remote Training' in the 'Name' field followed with the site name and full address details of where the examinations will take place.

Only approved sites beginning 'Remote Training' must be used for ADR remote delivery courses on the DGDT database and for candidate examinations.

Once a Training Provider has completed the form and declared they meet all the required criteria, SQA will authorise them to offer ADR training remotely. This will be confirmed by email.

ADR remote delivery courses must be delivered using only approved ADR programmes.

Training providers wishing to deliver any variations to the approved ADR programmes via remote delivery must submit variation programmes as per section 8.11.

Required criteria for ADR Remote Delivery

The criteria listed below applies to ADR remote delivery and must be adhered to. All other ADR MoP references, in relation to ADR training, still apply.

- **Notification of the intention to run a course**

ADR Manual of Practice section 10.1 still applies. You must complete a new course record on the Training Course tab of your training providers record on the database for each course you intend to run. You must do this **not less than seven days** before the intended commencement of the course.

All candidates registered on a remote course must attend the same site for examinations, i.e., the remote site that the course is listed under on the database.

For Quality Assurance purposes, all courses notified must be accompanied by an invitation including the course joining instructions and link within the documents tab of the course record. Additionally, all courses must be entered on the DGDT database, using approved sites beginning 'Remote Training' only.

- **Delivery method**

- The maximum class size, to limit attendance and manage candidate identity / attendance will be determined by the maximum class size of the site used for ADR examinations, up to a maximum of 15 candidates on remote sessions. In addition, reduced attendance will allow examinations to be delivered in classroom with heightened Covid-19 safety measures in place.
- All courses must be delivered using software which allows SQA open access for Quality Assurance purposes. Training Providers must ensure that all courses can be accessed by SQA staff and External Verifiers.
- Devices:
 - The devices, which the Training Provider can use, are limited to PC or Laptop.
 - The devices, which the drivers can use, are restricted to PC, Laptop or Tablet. Mobile phones are not permitted.
 - No sharing of personal devices is permitted. Candidates are required to have the use of a PC or laptop for the duration of their course. Conference rooms with appropriate media facilities may be used if current Government guidance is being followed and social distancing measures are in place.

- 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 a significant time period, contact the training provider to re-schedule your training.
 - Training Provider – in the event of candidates experiencing a loss of connection for a significant time period, providers must contact SQA to have the candidate removed from the course record. 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 a significant time period, the training course must be cancelled and a rescheduled course arranged.
- The delivery method must include video and audio for the duration of the course to monitor attendance.
- Only approved ADR programmes must be used to deliver training.
- All training must adhere to the requirements set out in section 7 Training Course Materials and 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 11.4, using the camera on the remote device. Training Providers must ensure that each candidate completes and emails their Candidate Registration Form (ADR2) or an alternative candidate registration form approved by SQA. The Training Provider must retain these Candidate Registration Forms (ADR2) as per section 13.4 Record keeping.

- **Course Attendance**

Training Providers must liaise with candidates to ensure that candidates attending ADR remote delivery 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. Training providers must make appropriate adjustments to ensure candidate participation and understanding.

If a candidate is absent from view or absent during periods of instruction, the instructor can arrange for the candidate to catch up on missed teaching. If the catch up teaching cannot be arranged the instructor must remove them from the ADR remote delivery video call and inform SQA to have the candidate removed from the course.

Course delivery, MoP section 11.7 and section 11.8 Prohibited practices, apply to ADR remote delivery, and this will be monitored by quality assurance.

ADR examinations are not permitted to be completed remotely. All ADR examinations must still be facilitated at a training provider premises, specifically approved sites. The preferred option is on-line examinations where possible.

Quality Assurance

Quality assurance of ADR remote delivery courses will be conducted by either SQA staff or ADR External Verifiers. Quality assurance verification visits will be conducted to ensure that the training courses are being carried out according to requirements. Quality assurance examination invigilation visits will also continue at training provider premises as per section 14.5.

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. This debrief can happen immediately after the visit ends or at a mutually agreeable time after the visit, so not to disrupt training. 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.