

STEPHEN WOOD TRAINING SERVICES LTD
HALL MOSS BUSINESS PARK
BOLTON RD BULL HILL
DARWEN BB3 2TT
TEL Steve 07711306605 & Adam 07543129437

EMAIL:
admin@ribblevalleytrainingcentre.com

WWW.RIBBLEVALLEYTRAININGCENTRE.COM

TRAINING BOOKING DETAILS AND OUR BOOKING TERMS & CONDITIONS

Dear:

Date:

Company:

Address:

Telephone Number:

Style of course provisionally booked:

Course booked on:

Start date subject to payment:

Number of days to complete the training: Up to One Day

To confirm the booking, we require a bank-to-bank payment to clear our invoice, we can only hold bookings starting in less than 28 days for 24 Hours.

Bookings made for more than 28 days away we can hold the booking for 48 hours

Our bank details can be found at the bottom of the invoice we have emailed you.

All employees will need to be on site at the same time who are taking that's days training. This is so training can flow back-to-back.

Training from your site above only: YES

Start time subject to traffic: 8am

Our normal weekday hours are between 8am & 4pm additional times might incur additional charges. We offer training 7 days a week 24 hours a day throughout the UK at a different charge out rates.

Type of equipment to be used:

Study notes etc. Can be viewed from this link. Then click on the picture of the equipment being used. And then go to the bottom of that page where all the study notes etc, can be found.

<https://ribblevalleytrainingcentre.com/>

I will also email the study notes and test papers, please print these off and hand them out in advance of the training so your employees have time to study, **most** firms put the study notes in plastic sleeves and ring binders so they can be used for additional training at a later date.

Number of certs up to a maximum of.

Certificates will be issued in the name of the employee and the name of the company.

Successful delegates will gain a better understanding of current relevant legislation, but practice and refresh their skills in the safe use of the equipment, in line with the current approved methods and manufactures instructions.

Our course agenda subject to equipment to be used some items might not be relevant.

Introduction to the equipment to be used – Daily pre shift inspection.

Relevant legislation and requirements

Health & Safety at Work Act 1974

PUWER 1998

LOLER 1998

HSE approved codes of practice L113-L117

Care of the batteries-Lpg-Diesel equipment

Controls and instruments

Weight assessment / stability factors

Starting, moving & stopping the equipment

Handling laden and unladen pallets

Operation of the hydraulic controls

Stacking / de-stacking

Loading and unloading procedures

Safety code testing

Practical test of basic operating skills

Written multi choice operating knowledge

THE PRACTICAL TEST.

A practical test of operating ability will be conducted this is a pass score less than 40 points /

A fail score is more than 40 points-disqualification-operating dangerously.

The Theory questions and study notes etc are in English.

Theory tests contain up to 57 questions subject to the style of equipment being used. We will email the theory test questions at the same time as the Practical test sheet.

The pass rate for the theory test is 80%

The theory test papers, and practical test papers will be left with the employees taking the test, should you wish to have these test papers please let me know, prior to attending your site.

Certificates and practical test papers will be sent out within 7 days of the final day of your booking.

We will send all Certificates out by email.

BOOKING TERMS AND CONDITIONS

All staff attending the course will need to be on site at the start time.

Our training day-certification day is for a period not exceeding 7 hours unless arranged at the time of booking. Starting from the time we arrive on site. Our Training start time is 8am subject to traffic with a maximum end time of no later than 3pm. We do offer additional times at additional rates.

Training booked is subject to your employee's making average progression throughout the training & passing the test(s). Should this not be the case additional training time will be required.

Parking- our employee will require safe on-site parking, you will be liable to any damage and loss to our employee's vehicle, we do not accept any signage on your site saying vehicles left owners risk, should we need to park off site and must pay for the parking, we will invoice for the charges. Clean air charges now being introduced throughout the country should we need to drive into a chargeable zone we will invoice for the charges.

Training booked is subject to your employee's being available back-to-back one after another without large periods of time going by whilst the next person can be found. Should we not get the employee's back-to-back we will not be able to complete training in the period booked which will result in additional days having to be booked. Training booked is in line with the information given to us about the ability and experience of your employee's.

From time to time, we do come across employee's that don't have the ability and experience that's been conveyed to use at the time of booking the course.

We will offer training for the time that's been booked, but additional times and costs will be required to get your employee's up to the HSE required standards, to enable them to take the approved test.

Should you choose not to add additional chargeable training, and should your employee be removed from the course, it will not be possible to add any extra employees, in the place now not being taken.

Should your employee(s) have issues with management, and walk off the course/leave site, refuse to undertake the training-certification, it will not be possible to add any extra employees, in the place now not being taken.

All staff will be taken 1-2-1 on a **certification refresher course** so your other employee's can keep working. A certification course should only be booked for those who use the equipment on a very regular bases, this course is not suitable for novice's, they will require a training course.

Complete novices-semi-novices- will be taken on a ratio of 1-2-1 / 2-2-1 / 3-2-1
In line with our conversation at the time of booking.

Conversion course will be taken on a ratio as above subject to the information given. Should we feel your employee's can't safely complete the conversion course, on this limited course, additional time will be required.

A conversion course is from a like for like truck. Example counterbalance to a reach truck. From a pedestrian pallet truck to any other truck is not a conversion course, we class this as a novice training course. A conversion course is not suitable for an employee, who yes might have a like for like certificate, but have no experience with the like for like equipment.

Required conduct from your staff whilst training, it is a sad fact of today's life that some people get pleasure out of verbally or physically abusing others this company will not tolerate any abuse to its staff we will leave your site at once and no refunds will be made.

We will try and adhere to your employee's break and lunch times, we may need to have staggered lunch breaks, to enable us to complete all the training/certification within the time we have been booked to attend your site. We will require suitable loads to move when training and access to racking if you use racking in the daily tasks.

Should your member of staff not take the training seriously and choose to lark about we shall leave your site and cancel the course and there will be no refund of any fees.

We will not start any training if your employees have been brought in from a night shift the night prior to the course, smell of alcohol-look like they are under the influence of drugs.

Training environment

We will not be able to undertake any training at your location if the training location is subject to asbestos – and other hazardous chemicals, machinery, dangerous buildings, in a location close to other machines-plant being operated- cast iron pillars without the correct protection -

Should your employee fail to turn up for any training no refund will be given for any lost time and any new dates will be chargeable. From time to time, we do come across employees who refuse to take the training-certification that's been booked, should this be the case and time permitting we will ask them one more time if they wish to take the training-certification should they again refuse and then later wish to take the training-certification, additional days will need to be booked. The block price given is not a price per person it's a price for a maximum number of certs during our working hours.

If training and testing is to be undertaken outside, in line with your employee's daily task. Undertake training in a location with a zero close to zero temperature. We will require cover (heated) for our employee to undertake the training & certification. We will not train and test outside-where our employee is subject to inclement weather conditions, temperatures close to zero at zero are lower than zero we will pause the training and testing and return in doors until the weather conditions improve, subject to how long the inclement weather lasts, additional time might be required for the time lost, this time will be chargeable. Our employees do have full

PPE and outdoor warm clothing.

Under the health and safety at work act to mention only one act it is your duty to provide equipment that meets the required standards for the training that you have booked should the equipment not meet the required standards this includes the racking being bolted down and the cross member bars being pinned squared to the upright pillars we shall not be able to undertake the training and the fees for that period will not be refunded.

Our staff and this firm will not accept responsibility for any stock or fixings equipment etc should your employee damage them whilst on the training course and test.

PLEASE ENSURE THE TRUCK IS FULLY CHARGED IF BATTERY-FULL OF DERV-GAS. It is becoming more common that the trucks are not charged up and no spare fuel is available, leading to employees not being able to be trained.

To cancel your training a full refund will only be given if the training is cancelled in 28 days of the booking. All bookings made with in 28 days of the course starting will be classed as a short notice booking and can't be changed without losing the fee paid-to be paid. Your booking confirmation email text phone call will be classed as your signature and acceptance of our booking terms & conditions. Dates moved on a good will bases can't then be cancelled and moved for a second time, without loss of the full fee paid.

Should we require an induction to gain access to the site additional training times might need to be booked and paid for to cover the length of time the induction takes.

Our charge for attending your site induction is from £75.00 per person per induction.

Should we require site specific PPE please ensure the PPE is the correct size for our employee's. We have our own PPE safety equipment, boots high vis warm outdoor clothing etc.

We will not be able to undertake any training should the PPE supplied is not clean and the correct size.

As from the 1st of May 2023 we will no longer offer any training to those who we can't converse with at the standard required, so our employees feel that the trainee has fully understood the instructions, please ensure your employees have a good grasp of the English language. Should you book a course, and we can't converse fully in English we will not start the training, no refund will be offered for that employee's place on the course.

All Training is carried out to approved International standards.

As recommended by H.S.E. Approved code of Practice. (L117) & (L113)

All certification is undertaken in accordance with legislation

Published by the HSE Rider / Pedestrian Operated Approved Code Of Practice

HSE supplementary guidance and regulations for all rider and pedestrian operated

trucks and plant equipment.

And will take a Theory Test & Practical ability test Under the.

Health & Safety at Work Act 1974

The Provision and Use of Work Equipment Regulations Act 1998 (PUWER)

Lifting Operations Lifting Equipment Regulations 1998 (LOLER)

And the HSE L113 L117 Legislation and Supplementary Guidance

Safe use of equipment best practice guide 2010

Regards

Mr S wood Director

