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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 day(s) booked to complete the training: Up to 1 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

Changing the location will incur additional charges.

Start time subject to traffic: 8am

Our normal weekday hours are between 8am & 3pm 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:

With standard forks.

Number of certs up to a maximum of.

Additional certs will cost £100 per certs if it's possible to take extra certs on the day

Site induction required NO if yes, the cost is from £75.00.

Any site-specific security measures required to gain access to site NONE MENTIONED at the time of the quote and booking the course.

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 were all the study notes etc, can be found.

<https://ribblevalleytrainingcentre.com/>

SAVE INK AND PAPER GIVE YOUR EMPLOYEES THE LINK TO STUDY ONLINE

DVD's can be viewed from these links.

<https://ribblevalleytrainingcentre.com/fork-lift/>

<https://ribblevalleytrainingcentre.com/construction-etc/>

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.

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 INLINE WITH THE INFORMATION SUPPLIED TO US AND AS PER THE QUOTE SENT.

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

Our training day-certification day is for a period up to and 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. Should we encounter road closers accidents on route to you and should we have to turn back we will re-book the day that we couldn't attend – no refund will be offered and we don't accept any charges fees that you might have sustained due to events out of our control. Subject to how your employee(s) have not been progressing during the period our employee(s) might leave site sooner than the times above. Should our employee complete the training booked (with without the numbers booked for training) and end in less than the time mentioned above / booked no refund credit additional training-certs will be undertaken. We do offer additional times at additional rates. We offer training 24/7 -365

Training booked is subject to your employee's making average progression thought out 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.

Our employees will require you to explain and point out your fire doors and evacuation procedure and muster points for the location of the training.

We understand the need for security in today's society for our employees to gain access to your site, for them to undertake the training you have requested.

What we do not and will not allow is our employees mobiles being viewed for call data-text-WhatsApp-emails-photos etc etc being shown to any person other than our employee. Should you not allow them on site/ off site without viewing call data-text-WhatsApp-emails-photos etc etc. our employees will refuse to show the information. They will leave site and no refunds of any fees paid will be made.

The removal of PPE safety boots by security, our employees will not remove any PPE at all-x-ray – body scans, should our employee not wish to have their body x-rayed body scan they will refuse to do so, should you not allow them on site/off site without an x-ray – body scans. They will leave site and no refunds of any fees paid will be made. Should our employees feel your security staff are being overzealous and offhand towards them in any way. They will leave site and no refunds of any fees paid will be made. Should you not have informed use of your security measures at the time of the quote we sent and should our employees attending feel you or breaching their rights they will leave site and no refund will be issued for the booking/additional bookings made. Should you require documents to be completed to enable our employee(s) to gain access to your site these must be made clear prior to booking and paying our invoice otherwise. Once our invoice is cleared we will charge to complete any documents £300.00. Should your documents not be 100% relevant to the training that we will be undertaking and the request to complete them documents arrive after you have cleared our invoice no refund will be made for not completing your documents.

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 you have booked a course which turns out to be longer than required possibly because you didn't know / wasn't told your employee(s) have had experience in prior employment, our employee will stay till they feel that your employee(s) have reached the required standard, any full days not used will be held in credit no cash refund will be made.

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 cant 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. This person we class as a novice.

When firms say they have employees who are novices, we often find that the employees have used the equipment in the past at a different employer, but not taken the HSE approved test- have lost the original certificate- there certificate is expired. We class these as experienced without a valid certificate of competence. This way it reduces the amount of time they require and the cost. We class a competent person as a person who is using the equipment now-with hours and hours-weeks-months-years of experience, and not someone with only a few hours of experience, this person is a novice.

Required conduct from your staff / management 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. Should you not be happy with our employee, please contact our MD at the point that you're not happy, please don't wait hours-days-weeks months to raise any issues.

We will try and adhere to your employee's brake and lunch times, we may need to have staggered lunch brake's, to enable us to complete all the training/certification within the time we have been booked to attend your site. A lunch time of 30 minutes should your employees have a longer lunch time this will be reduced by our employee to 30 minutes. 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 – loud noise-adequate clear space – without interference from other employees / including management / where equipment is being used in an unsafe manner / order picking-goods being booked into stock in the aisles to the right and left of the training aisles /does not meet the legal required standards for example LOLER should we have to leave site no refund of fees paid will be made and additional charges will be incurred to reattend.

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, rain hail snow 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.

Our quote was for the use of standard forks only on your truck.

Should you use different forks-attachments-rotators-mobile yard ramps-lifting cages, dock levellers, slinging of loads from the forks-attachments, over sizes loads & abnormal sized loads driving on public roads these will not be covered in the training. Please let us know if you do use any of the above and we can supply you with a quote & booking terms that include what your employees will be using from the above.

Under the 1974 health and safety at work act PUWER 1998-LOLER 1998 to mention only a few acts it is your duty to provide all 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.

Should we find your equipment faulty whilst undertaking the pre-shift inspection. Should the equipment develop a faulty whilst being used, we will wait for one hour to allow time to repair the issue(s). Should the issue(s) not be able to be repaired in this time, you will need to book and pay for additional dates.

Suitable loads in a safe condition will be required, we will not lift / move any pallets / loads that appear to be not safe / are poorly stacked / pallets broken / loads that have fallen over in the racking, steel loads without a weight ticket on them.

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. And additional charges having to be paid for the extra days required due to no fuel etc.

Should our employee(s) find that the batteries on your truck keep losing charge and keep requiring charging they will leave site and additional times and charges will apply.

To cancel your training a full refund will only be given if the training is cancelled in less than 7 consecutive days of making the booking. All bookings made within 28 working days of the course starting will be classed as a short notice booking and can't be changed /cancelled without losing the fee paid- to be paid. Your booking confirmation email text phone call, payment of our invoice will be classed as your signature and acceptance of our booking terms & conditions. Dates moved on a good will basis can't then be cancelled and moved for a second time, without loss of the full fee paid. should on a good will basis we move the booked course due to a fault on your equipment and on rebooking we find the equipment is still faulty we shall charge for the date moved on a good will basis. We reserve the right to amend our terms of booking without giving any notice, updated booking terms can be viewed on our web site.

All training is booked from the address above, should at the time of enquiring, should you express additional training from additional addresses this will be mentioned in the details above on page one. Should you at a later date request that the training takes place from a different location from the original quote, then additional charges will apply. Changes to the booking location will need to be made within 14 days of the start date, should we not be able to accommodate your request to move the location, and should you now not require the booked training to take place from the booked address, it will not be possible to cancel without loss of the full fee paid for that period of time you require moving to a new location, this is in line with our cancellation policy above.

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 hour-part of an hour.

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. Should you require our employees to wear a site approved safety boot please let us know in advance so we can obtain them / after charging you for them.

Our employees will not wear shared footwear.

We will not be able to undertake any training should the PPE supplied is not clean and the correct size. And specific footwear requirements not being notified in advance. No refund of fees paid will be refunded.

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

Our customer charter and dignity at work policy can be viewed at.

<https://ribblevalleytrainingcentre.com/customer-charter/>

31-10-2024 up-dated.

Regards

Mr A Wood Managing Director

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