STEPHEN WOOD & ADAM WOOD TRAINING SERVICES LTD
HALL MOSS BUSINESS PARK
BOLTON RD BULL HILL
DARWEN BB3 2TT
TEL Steve 07711306605 & Adam 07543129437
EMAIL:
admin@ribblevalleytrainingcentre.com
adam@ribblevalleytrainingcentre.com MD

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 day(s)booked to complete the training: Up to ??? Days

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. Should this not be possible additional charges will apply.

Training from your site above only: **YES**

Start time subject to traffic & weather conditions: 8am
Our normal weekday hours are between 8am & 3pm additional times will 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 £125 per certs if it's possible to take extra certs on the day

Site induction required NO if yes, the cost is from £100.00.

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.

Should the study note not have been handed out prior / in plenty of time for your employees to study them, additional training days might be required to complete the training.

Certificates will be issued in the name of the employee and the name of the company. We will only issue copies to the firm and not to employees who leave your employment. A charge applies for copy documents.

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.
It will not be possible to undertake pre shift engine – oil -water checks if the truck is / was in use prior to use taking over the truck with the engine being warm this applies to gas and diesel trucks.
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 will be sent out within 7 days of the final day of your booking provided all our invoices have been paid. We will send all Certificates out by email.

We retain copies of all certs issued, provided you keep using our services to train and refresh your employee(s) copies will be free, other wise copies will cost £75.00 per cert per person per machine that you require copy certs for.

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.
For example, if you have booked 4 employees on a course, but it's taking longer than expected due to events out of our control, and should we only get the 3rd employee certificated we will not start the 4th employee should we not have sufficient time to complete the training and certification.

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 have to 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 your 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.
Should our employees not get back-to back employees they will leave site and no refunds will be issued, additional charges will be incurred to get our employees back on site at a later date.

Training booked is in line with the information given to us about the ability and experience of your employee's. And employee's availability at the time of the quote.

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 not offer training for the time that's been booked, and 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 and should be used within 6 months from the time not required.

Should you have booked for example 3 days with, for example 4 employees per day, and your truck not be legal-is faulty those booked on that day can't be taken on the others days-a new date will need to be booked and charged for.

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.

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 / in your employment but not taken the HSE approved test- have lost the original certificate- there certificate is expired. We class these as semi-experienced experienced without a valid certificate of competence. This way it might reduce 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, who can undertake a comprehensive thorough pre-shift inspection, and not someone with only a few hours of experience, this person is a novice.

Refresher Training is for experienced operators who have taken a test prior in line with the HSE publication L117 We provide a wide range of refresher training.
Refresher training is undertaken in different ways, subject to your company policy. From 1 to 3 days

Certification course for employees who use truck now BUT have never taken any formal training who have not taken a test prior in line with the HSE publicationL117
We provide a wide range of certification training.
Certification training is undertaken in different ways, subject to your company policy. From 1 to 3 days

Conversion training courses, operators who have taken a test prior in line with the HSE publication L117 for the truck they are converting to.
From a similar style of truck from a counterbalance to a reach truck.
From a reach truck to a counterbalance truck, etc.
Conversion training is undertaken in different ways, subject to your company policy. From 1 to 3 days
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.

Novice No Experience Training Course for those who can drive a car they don't need to have a car- not taken a car driving test BUT must have the ability to drive a car to a set standard. (We are finding more and more younger adults due to the cost, do not drive and have not driven at all)
Course duration from 1 to 5 days subject to experience and the style of work to be undertaken.

Novice employees that can't drive a car can require a longer course than those novice employees who can drive a car

Semi novice for employees with limited experience of the equipment
We provide a wide range of refresher training.
From 1 to 3 days.

The above course styles and durations are for an example only, your employee(s) might require more / less time,

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 / employees not on the course intimidating our employee by constantly glaring / pointing making snide comments in any way – form / should our employee need to ask for information from an employee not on the course and your employee(s) respond in an arrogant – ignorant – obnoxious - bombastic – flippant - aggressive manor this company will not tolerate this and 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.

Employees turning up late will not be allowed to join the course.

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 / were equipment is being used in an unsafe manor / order picking-goods being booked into stock in the isles to the right and left of the training isles /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, addition 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-inside 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.

Training inside the area will need to be coned off and access restricted to those on the course only.

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 leveler's, 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 squired 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.

We will not swop training from a defective-nonlegal truck to a different style of truck-we will not swop dates from a truck supplied to another style of course training because the original truck was not legal to use.

We will swop employees around from legal-to-legal trucks to help the flow of work and from a legal truck to a different date that you have booked and paid for

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 professional trainers do observe your employee's 100% of the time whilst using the equipment, but should your employee move away from the training location with the equipment / should in the event of goods / material being in the way / it could lead to our employee not being able to see / watch your employee.

Should your employee's do things-for example use their phone / take videos-photos of themselves using the equipment / smoke / whilst out of site, this is out of our employee's control-should you be spying on your employee's / should other employee's bring this to your attention and see them doing things out of our employee's control, do not approach our employee and accuse our employee of not being professional.
Should at anytime if management / your work force accuses our employee of not being professional we will leave site at once.

Our staff and this firm will not accept responsibility for any stock are 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 with in 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.

We require 29 working days to cancel – move the dates without loss of the fees 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 bases can't then be cancelled and moved for a second time, without loss of the full fee paid. should on a good will bases 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 29 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 £100.00 per person -per 30 minutes -part of a 30 minute period.

If the booking is for a 1 day course you will need to make a fast bank to bank payment prior to the course starting- to the bank details on the course invoice, we can't start until this is paid-we will send a paid invoice to match up with your payment-if the booking is for more than one day we will send an invoice on day one which will need to be cleared prior to starting day two's training-should it not be cleared we will not be able to start- we will leave site and extra days will need to be booked and paid for.

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.

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.

Our employees do not smoke- so they will not require smoke breaks, they bring their own food and drinks with them.

Unless we have been notified in-advance and subject to our employee(s) attending your site(s) agreeing. They will not take any form of health test(s) for example for drugs-alcohol-should you refuse them access to site no refunds will be made and any additional dates will be chargeable.

Our employees will require access to their mobile phones to answer calls from our office and from other customers our employee's will still be supervising watching your employee's, and will interrupt the call end the call if your employee's start to undertake something that they should not be doing-lap tops mobile phones -to provide training we use them to link to our web site for dvd's etc etc.

CCTV / filming and taking photos, our employees do not give permission for filming and taking of photos of them whilst undertaking training / testing / any CCTV footage cannot be copied and use on any social media site. CCTV can't be used to watch / check on our employee(s) whilst they are undertaking the training. To spy on the arrival and leaving times of our employee's.

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 A Wood Managing Director
adam@ribblevalleytrainingcentre.com

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

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