

CLOCS Site Access Traffic Marshal Training

TERMS AND CONDITIONS



CLOCS designed and branded SATM trainer pack will ensure consistency in the training delivery across the sector and provides a robust competency assessment to ensure everyone has sufficient skills and knowledge to undertake this important role.

Attendance on a CLOCS one-day Train the Trainer course to learn how to deliver the material is mandatory for anyone wishing to become an approved trainer of CLOCS SATM.

CLOCS SATM Training is only available to CLOCS Champions demonstrating a commitment to working collaboratively with all stakeholders to address the issue of improving road safety standards. Co-investment in the CLOCS community also signifies a commitment to support CLOCS and provides companies with access to a range of benefits.

Costs

- The training requires an initial fee to access and use the various training materials and also provides one free place on a Train the Trainer course (please note attendance on this course is mandatory before the training can be delivered).
- The initial licences expires after 12 months and an annual renewal fee is applicable. No further training will be required at that time with trainers maintaining their competency through regular training delivery.
- All fees must be received in full at least 14 days in advance of the training date.
- Full details of fees are available on the CLOCS website.

Restrictions

- The licence is granted to the company paying the annual licence fee for internal use only. The company cannot train individuals external to the organisation to deliver to training to other delegates including those in the supply chain. Any other company or individual wishing to become approved to deliver CLOCS SATM training must apply for their own licence.
- The licence is non-transferable and cannot be sub-contracted, sub-let or sold by any approved trainer or organisation.

Maintaining quality standards

- Training delivery partners are expected to have a formal Quality Management System (QMS) to ensure that the high standards of training are delivered in a consistent manner in line with the content and standards delivered in the CLOCS Train the Trainer workshop.
- Training partners should have a formal delegate feedback process in place which must incorporate the following questions as a minimum:
 1. Please rate the presenter from 1 to 10
 2. Please rate the presentation from 1 to 10
 3. Please indicate your overall satisfaction with the course from 1 to 10
- CLOCS reserves the right to request access to training events to observe training delivery at no cost to CLOCS.
- CLOCS will conduct a 6-month review and will contact training providers asking for the following information:
 - Total number of delegates trained
 - Pass rate for that period
 - Whether any changes have been made to the training material
 - Whether any new trainers are being used
 - Delegate feedback data
- Any trainer with a break in training for 6 months or more must undertake refresher training before recommencing delivery of CLOCS SATM. This can be conducted internally by the primary approved CLOCS trainer or by attending a CLOCS Train the Trainer course.
- The questions and answers that form the competency assessment should not be shared or published beyond those responsible for the delivery of the training.

Training materials

- Licensed training providers will be provided with the following materials:

- Personalised Trainer reference number
- Train the Trainer PowerPoint presentation
- Trainer Workbook
- Site Access Traffic Marshal PowerPoint presentation
- Delegate Workbook
- Lesson Plan
- Practical record to capture results and scores
- Competency test including question paper and answer sheet
- Practical exercises
- CLOCS digital asset pack including logos, branding and template certificates
- Excel delegate register
- CLOCS accreditation logo
- Any subsequent updates to the training material will be communicated by CLOCS via email or, if the changes are significant, via a virtual presentation, and the new material should be used immediately.
- The PowerPoint presentations can be amended to add further company or sector specific information but no existing content should be removed or amended. If a licenced training provider feels that such changes are necessary for their purposes, they must contact CLOCS to discuss in the first instance.

Delivery

- All costs of delivery are the responsibility of the training provider.
- It is the responsibility of the training provider to ensure suitable training facilities are provided which create a positive learning environment.
- It is the responsibility of the training provider to ensure a suitable vehicle is available for the practical element of the training. This should normally be an HGV but other types of construction vehicle could be acceptable depending on availability.
- As SATM training will often be delivered in a live construction environment, an appropriate risk assessment should always be conducted to highlight any potential risks to the health and safety of those delivering the training and the delegates undertaking the training. Appropriate PPE must always be provided when necessary and as highlighted by any risk assessment.

Delegate data

- Training providers must provide CLOCS with details of all delegates passing the competency assessment using the spreadsheet format provided, within 7 days of completing training
- CLOCS will use this information to update the online SATM register available on the CLOCS website.

Additional trainers

- Should any licenced training provider wish to train others within their company to deliver this training, those individuals must either attend a CLOCS Train the Trainer event themselves or be trained by someone who has previously attended the Train the Trainer event.
- Should training providers wish to train their own teams to deliver this training, this is subject to the following criteria:
 - They must be suitably qualified/experienced to deliver SATM training.
 - They must be trained by someone who has previously been trained by CLOCS at a formal Train the Trainer workshop, using the approved materials.
 - The Train the Trainer session must be fully completed over a full day including any practical elements
 - CLOCS must be notified and provided with the following information:
 - Name of individual trained
 - Date of training
 - Confirmation of the individual's qualifications/competency to train others

Licence renewal process

- After 11 months, CLOCS will contact licenced training providers to start the renewal process. Anyone failing to renew their licence by the time the existing licence expires will be notified that the licence has expired and that the training can no longer be delivered. Companies wishing to renew their licence will be asked to provide the following:
 - Renewal fee
 - Total number of delegates trained in previous year

- Completion rate
- Pass rate
- Whether any changes have been made to the training material
- Whether any new trainers are being used
- Delegate feedback data

Cancellation and Refund Policy

- If a Trainer is unable to attend CLOCS SATM trainer training course, there are three options:
 - Send a substitute – CLOCS must be notified in advance
 - Transfer to another course – this can be done 5 working days or more ahead of the course
 - Receive a refund – more than 10 working days' notice is required for a full refund
- Full charges will be applied where participants fail to attend.
- If CLOCS cancels the training for any reason, we will notify alternative dates as soon as possible. If transfer to a future course proves unsuitable, then a full refund will be arranged.

Intellectual property

- All training material remains the intellectual property of CLOCS and Transport for London (TfL) and should not be changed without explicit consent.