



Course Delivery Internal Auditing Procedure

When instructors join SJP Driver Training they will be given a copy of this procedure for their reference.

The Training Manager will conduct drop in checks on courses at random (at no less than quarterly intervals) These checks may be announced or unannounced to conduct observations. SJP Driver Training may elect to use a mystery shopper to conduct observations on our behalf. These checks will be done at regular intervals, to ensure the instructors are adhering to this procedure.

The purpose of this procedure is to ensure that all SJP Driver Training instructors are:

- Delivering the DVSA approved RTITB Driver CPC courses to the timings described in the course instructor guides.
- Delivering the DVSA approved RTITB Driver CPC courses as prescribed by the course instructor guides (i.e. including discussion, workshops, and activities etc.)

Any instructors found to not be following the above guidance will not be used to deliver RTITB Driver CPC Periodic Training until full re-training has been provided and the Training Manager is satisfied that there will be no reoccurrence of the problem RTITB will be notified of any problems internally identified in this regard.

SJP Driver Training will maintain records of any issues or shortfalls in training and delivery and the trainer's knowledge and skills.

For audit purposes we will keep records using quality assurance sheets and record any action taken, and outcome achieved.