

Our Seven Steps to Driver Training *Designed for you*

Step 1 - Initial Contact

After you have reached out to us, whether that be following a phone call or online quote request this forms the first stage of us potentially helping you achieve your driver training objectives.

This first step starts with an understanding of what you want from the training. Do you initially want to run a trial or perhaps only need to train a hand full of drivers? Or perhaps you don't know who in your fleet need training. Maybe you have hundreds of drivers who need training but you don't know where to start! We are here to help you.

During this stage we help by:

1. **Confirming** costs and any savings if you're looking at a large number of drivers
2. **Discussing** how we can help you based on the numbers you wish to train and locations
3. **Advising** on the type of training available and realistic time frames to which we can deliver the training for you

Usually after step one but before step two is when most clients discuss internally our proposals and if we are the right fit for their business.

Step 2 - Confirming Details

Assuming you wish to progress with the driver training with us, we will progress to step two with you.

During this step we will look at:

1. Confirming the ballpark number of drivers you wish to train
2. The locations you want the training. Some clients want training from one site, others a few more
3. The ideal date frames you would like this training to be completed by

Once step two is complete we are in a position to gather dates by tutor and location, which is what we will feedback to you a few days after.

Step 3 - Creation of Training Plan

Step three involves us deciding on the most suitable tutors for the training based on your desired time frames, location and type of training required. We will complete a comprehensive Excel file which will have:

1. A postcode or postcodes for the training
2. A (sometimes very long) list of free dates we are able to offer the training by postcode
3. A prepopulated Excel file ready for you to add names by free dates.

We will then send this file to you

Step 4 - Selecting The Dates and Drivers

The fourth step is when everything really starts to take shape. You will take the prepopulated Excel training file, and by location you will add names of the drivers you wish to train, picking the dates we have available.

You then hand back to us – it's as simple as that!

Step 5 - Booking in Driver Trainers

Once we have the completed Excel training file back from you, we will start to book tutors in on the desired dates you want. We have a proprietary booking system which books and alerts the relevant tutor of the booking, which we also discuss with them in detail before the training commences.

Depending on number of tutors and locations we can get a tutor or tutors to call you to introduce themselves. This is more suited if just one or two tutors are doing the entire training.

Everything is set and ready!

Step 6 - The Driver Training Happens

The sixth step is when the training occurs. The tutor or tutors will attend at the agreed time, where there is a quick visual check of the drivers licences, an eyesight check is performed and a safety check of their vehicle (lights, tyres etc) takes place before the on-road training starts.

Sessions are either 3.5hr or 7hr. Around 90% of clients opt for the 3.5hr sessions, where we train two drivers a day, one 9am to 12:30 then the second one 13:00 to 16:30. We can be flexible on start times, too.

Step 7 - Feedback and Review

The final step involves us completing and emailing you a steady stream of reports, driver-by-driver, which usually are sent a few days after a course. Proof that each driver has received driver training with a DVSA registered professional driver trainer.

Regular feedback throughout helps us ensure we are reaching your desired training quality and that you are also receiving timely and effective support from your course manager, who will be there for you five days a week between 9am and 5pm.

We strive to make sure this seventh step represents the last stage of introducing you to Drivers Domain UK and the first step of a continued relationship moving forwards.

We look forward to working alongside you!