

## TRAINING NEWS

**BAR Training Services is the leading provider of training and learning solutions for the removals industry and removals-related businesses, offering a raft of high-quality and affordable courses online, at its offices at BAR headquarters and a network of Approved Training Centres (ATCs) across the UK.**



## Industry welcomes launch of Urban Driver Apprenticeship Standard

Education Secretary Nadhim Zahawi's recent approval of increased funding for the long-awaited Urban Driver Apprenticeship Standard means logistics employers can now choose between two apprenticeship options, depending on whether they want their drivers to have Cat C/C1 or C+E licences.

The new Apprenticeship standard provides a tailored training programme for the urban driver who needs their Cat C/C1 licence. Its launch marks yet another triumph for the Logistics Industry Trailblazer Group, following government approval of increased funding for the original LGV Apprenticeship Standard to embrace Cat C+E licence acquisition. Industry trailblazer groups are the driving force behind developing apprenticeship standards in all business sections. In the logistics sector, the Trailblazer group comprises leading employers alongside key industry bodies, including The BAR.

### The urban driver

Urban drivers tend to deliver in a tightly defined geographical area which is often busy and congested. They drive fixed axle vehicles weighing over 3500 kg and usually have several delivery drops in a day. In addition, they may work as part of a small team. This is unlike LGV (large goods vehicle) drivers who normally work on their own, driving much longer distances, usually delivering goods or freight from one place to another, and using large, heavier articulated vehicles.

### Industry need

After the approval of the new LGV Apprenticeship Standard, the Logistics Industry Trailblazer Group developed the Urban Driver Apprenticeship Standard in response to the need for a separate standard offering Cat C or C1 licence acquisition. While many employers welcomed the enhancement of the LGV Apprenticeship to include C+E licence acquisition, the new standard isn't suitable for all businesses. This is because many employers in the logistics sector do not need their drivers to have a Cat C+E licence. Removals companies and express delivery companies are just two examples. They often require just up to 32-tonne vehicles, which are covered by the Cat C licence. A Cat C+E licence is therefore surplus to requirements for the scope of their drivers' jobs.

Indeed, at TRS Training, we have a significant number of employer clients who were very reluctant to adopt the

revised standard. Why? Quite simply, because these employers see putting their drivers on a training programme that features compulsory C+E licence acquisition as an obvious risk. There is a real chance that these overqualified staff will leave for higher paid jobs as Cat C+E vehicle drivers.

So whilst many businesses were celebrating the fact that the new LGV standard meant they no longer had to fund their drivers' Cat C+E licence acquisition themselves, others found themselves with a training product that no longer served their needs. Worse than that, the new standard could actually jeopardise staff retention at a time when drivers are very hard to come by. It became immediately apparent that there was a gap in the market for an apprenticeship for Cat C/C1. This was the catalyst for the Logistics Industry Trailblazer Group to develop the Urban Driver Standard.

### Funding delay

Whilst the Urban Driver Apprenticeship Standard programme was designed by the Trailblazer Group some time ago, it has been unavailable to employers or apprentice drivers until now. Its delay was due to disputes over the funding level suggested by IfATE (Institute of Apprenticeships and Technical Education) to deliver the standard. In other words, the funding allocation was not sufficient to make the Urban Driver Standard a commercially viable option for TRS Training and other apprenticeship providers to deliver. The Urban Standard was released from suspended animation before Christmas when Nadhim Zahawi's agreed to the £5000 funding requested by the Logistics Industry Trailblazer Group.

### A choice of standards

Employers who need to train drivers to acquire their Cat C licence can now fund this through the Urban Driver Apprenticeship Standard. These drivers will not

undertake C+E licence acquisition. Meanwhile, employers who need drivers with Cat C+E licences can use the LGV Driver C+E Apprenticeship Standard. As ever, both the Urban Driver and the LGV C+E Apprenticeship Standard can be funded via employers' Apprenticeship Levy, or if they are a smaller company, using government funding.

### Dynamic period

The launch of the Urban Driver Standards comes at what is a dynamic period for the logistics industry. Brexit and the Covid pandemic are two of several factors that have fuelled an alarming shortage of drivers. Employers and industry bodies have been calling for the Government to take action as they witness their operations struggle due to a lack of qualified staff. Now, finally, thanks to the work of organisations like The BAR and other members of the Trailblazer Group, we are armed with several measures to address this critical issue. Apart from the introduction of the Urban Driver Apprenticeship Standard and the enhancement of the LGV Standard, the Government has also launched its HGV Driver Skills Bootcamp programme. We are optimistic that these training initiatives will go a significant way towards addressing our country's driver shortage.

TRS Training offers the Urban Driver Apprenticeship Standard as well as the enhanced LGV Apprenticeship standard, the HGV Driver Skills Bootcamp and commercial driver training.



**TRS Training is the BAR's apprenticeship training provider. For more information go to [www.trstrainingltd.com](http://www.trstrainingltd.com) or call Kevin Birch on 01744 809010**

# Introduction to Selling Skills

## Free online course

Whether you are looking to learn the fundamentals of sales in removals or want to update your negotiation skills, our FREE online Introduction to Selling Skills course will help you develop your sales skills to make a real impact on the performance of your business.

### Who should attend?

1. The typical domestic removals sales process
2. Purchase influencers
3. Rapport and building trust
4. Asking questions to establish needs
5. Offering solutions
6. Handling objections
7. Closing the sale
8. Review of learnings
9. Course feedback (you will be emailed a handout after the course)

**Training Date:** 18 February 2022  
**Duration:** 3 hours (10am - 1pm)  
**Venue:** Online via Microsoft Teams  
**Price:** FREE OF CHARGE to BAR Members

# Cost Modelling Training

### Course overview

The focus of cost modelling training is to provide attendees with the opportunity to populate a cost modelling Excel Workbook that will help them to learn how to produce accurate and reliable selling rates based upon the variable data entered. The course also explores purchase influencers, the required outputs from a survey and the construction of a removals plan.

### Course pre-requisites

Attendees will ideally have a comprehensive appreciation of the complete removals processes. This includes an understanding of the survey/estimate; the development of a removals plan; vehicle costs; business overheads and labour costs.

### Course content

At the end of the course delegates will be able to:

- List the 3 leading purchase influencers that UK customers consider when purchasing a product or service.
- Describe why it is important to understand and know your own business costs and pricing strategy
- List the information that needs to be gained from a survey to enable a removals company to provide a customer with a fixed price quotation.
- Generate a simple removals plan based upon given information from a simulated survey using standard times provided.
- Complete a blank cost modelling template with agreed example of fixed and variable costs.
- Use the cost-modelling template to generate a final selling price from agreed fixed and variable costs based on information from a simulated survey.

**Training Date:** 2 March 2022  
**Duration:** 1 Day  
**Venue:** BAR, Watford  
**Price:** Special rates:  
 £30.00 + VAT per person (BAR Member)  
 £40.00 + VAT per person (BAR Non Member)