



Training, Induction & Driver Competence Policy

Purpose

This policy sets out how Peters Travel ensures that all drivers engaged in Public Service Vehicle (PSV) operations are properly inducted, trained, competent, and supported to carry out their duties safely and professionally.

The purpose of this policy is to ensure that driver competence is established before duties commence, maintained throughout employment or engagement, and reviewed following incidents, changes, or identified risks, in accordance with:

- The Public Passenger Vehicles Act 1981
- The Road Traffic Act 1988
- The Health and Safety at Work etc. Act 1974
- Traffic Commissioner Statutory Guidance and Directions
- DVSA expectations regarding driver competence and professional standards

Driver competence is recognised as a critical control in protecting passenger safety, vehicle safety, and the operator licence.

Scope

This policy applies to:

- All drivers employed or engaged by Peters Travel
- Any relief, agency, or occasional drivers (where applicable)
- All PSV duties, including service, private hire, and positioning journeys

It covers induction, ongoing training, competence assessment, and remedial training.

Roles and Responsibilities

Operator Licence Holder

The Operator Licence Holder is responsible for:

- Ensuring adequate resources are provided for training
- Supporting a culture of competence and continuous improvement
- Reviewing competence-related risks and outcomes
- Monitoring driver performance and competence
- Taking action where competence concerns arise



Transport Manager

The Transport Manager is responsible for:

- Designing and implementing the training and induction programme
- Verifying driver qualifications and entitlement
- Ensuring drivers are competent to operate the Company's coach
- Identifying training needs and arranging appropriate training

The Transport Manager must ensure that only competent drivers are used.

Drivers

Drivers are responsible for:

- Participating fully in induction and training activities
- Maintaining professional competence
- Following procedures and instructions
- Reporting gaps in knowledge or skill
- Cooperating with assessments and reviews

Drivers must not undertake duties they are not competent to perform safely.

Driver Induction

All drivers must complete an induction before undertaking PSV duties.

The induction includes, but is not limited to:

- Overview of company policies and procedures
- Passenger safety and duty of care
- Emergency and evacuation procedures
- Defect reporting and VOR requirements
- Driver hours and fatigue management
- Drugs and alcohol policy
- Familiarisation with the 53-seater Beulas Cygnus coach, including:
 - Vehicle dimensions
 - Passenger access and exits
 - Safety equipment and controls

Completion of induction is recorded and retained.



Ongoing Training

Ongoing training is provided to ensure competence is maintained and enhanced.

This may include:

- Refresher training on core safety topics, Updates following changes in legislation or guidance
- Training following incidents, near-misses, or complaints
- Vehicle-specific or route-specific training

Training is proportionate to the nature and risk of the operation.

Competence Monitoring

Driver competence is monitored through:

- Observations and supervision
- Review of incidents, near-misses, and complaints
- Feedback from passengers or clients
- Periodic reviews by the Transport Manager

Concerns regarding competence are addressed promptly.

Remedial Training and Support

Where competence concerns are identified:

- Drivers may receive additional training or coaching
- Duties may be adjusted or restricted
- Drivers may be temporarily removed from PSV duties where safety is at risk

Remedial actions are recorded and reviewed.

Agency and Relief Drivers

Where agency or relief drivers are used:

- Drivers must meet the same competence standards
- Evidence of qualifications and experience must be obtained
- Drivers must receive appropriate induction before duties commence

Use of agency drivers does not reduce the operator's responsibility for competence.

Records and Documentation

The following records are maintained:

- Induction records
- Training attendance records
- Competence assessments
- Remedial training actions



Records are retained in accordance with legal and operational requirements.

Review and Continuous Improvement

This policy is reviewed:

- Annually
- Following serious incidents or competence failures
- Following regulatory or operational changes

Training arrangements will evolve as the business develops and risks change.

Position: Company Director - Peter's Travel Ltd

Name: Ilyasali Ahmed Patel
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PETER'S TRAVEL LTD.
Professional Coach & Passenger Transport Services