



## AN INTRODUCTION TO REAYS DRIVING ACADEMY



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## WELCOME

# Thank you for your interest in joining the Reays Driving Academy.

Since we started operating mini coaches in the 1980's, we have grown to become Cumbria's largest independent bus and coach operator.

Reays are an award winning family business that combines 21st century technology with a good old-fashioned personal touch. Renowned for providing the very best in luxury coach travel, while offering the latest in safety and comfort, we have a reputation for quality and reliability always at competitive prices.

Enthusiastic, professional and reliable PCV Drivers are essential to champion our high standards and deliver an exceptional customer service experience.

## REAYS DRIVING ACADEMY

The introduction of Reays Driving Academy was implemented to put a greater emphasis on attracting new people with a passion for delivering an exceptional customer service experience.

We recognise that our drivers play a vital role in attracting and retaining our customers. They are our ambassadors and therefore we must ensure they receive the right training and the very best training. Delivering a tailored, centralised programme in-house, ensures we educate our people to deliver and embed our standards, while in turn investing in our local communities and creating new employment opportunities.

Our driver training programmes provide standardised ,centralised training. As well as underlining our commitment to recruiting the right people, our training programme extends to the retention of existing drivers, offering them ongoing training and development to progress their careers in different sectors of the coaching industry, for example into corporate driving.

Ultimately, we hope to achieve the right balance between the importance of being a good, safe and reliable driver and an outstanding customer service provider both now and long into the future.

## QUALIFYING CRITERIA

To apply to Reays Driving Academy applicants will need to be at least 18 years of age and hold a clean driving licence. (Certain penalty points are permitted however all driving licences will be vetted by our insurance underwriters).

Enhanced DBS checks will be required to meet our commitment to safeguarding young children and vulnerable adults who may use our services. Any offer of employment will be subject to the applicant's suitability to work with children and vulnerable adults.

In addition to the DBS check a P4 security pass will need to be applied for and successfully obtained.

Both the DBS and P4 pass require an enhanced disclosure and therefore any criminal convictions **MUST** be declared upon application. The majority of criminal convictions will result in the DBS and P4 pass being refused, in which case you will be unsuitable for the role of Trainee Driver.

Any criminal convictions appearing on a disclosure that have not been declared to Reays will result in the immediate termination of your training agreement and you will be liable for any monies spent to date.

To meet the requirements of the Asylum and Immigration regulations, all applicants must produce evidence of their entitlement to work in the UK.

To submit your application for our Driving Academy, please complete our application form which can be found on our website at [www.reays.co.uk/Careers](http://www.reays.co.uk/Careers)



## A DAY IN THE LIFE OF...

If you are offered a Trainee Driver position within Reays Driving Academy and successfully qualify as a PCV Driver, what should you expect?

As a qualified PCV driver for Reays you will initially undertake school and contract work, progressing to private hires and day excursions. There are further opportunities to progress your career and experience private touring within the UK and European destinations as well as complete VIP corporate work.

The hours of work can vary and due to the nature of the business every hire and every day can be different. It is important to recognise that you will be required to work unsociable hours including weekends and evenings.

Successfully appointed employees can expect to work on average 40 hours per week, however, during the peak season this can rise significantly and in the off peak season, reduced hours should be expected.

Over the period of a calendar year, the number of hours worked usually averages to the equivalent of full time employment.

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I joined Reays Driving Academy, successfully completing the in-house training programme in January 2018. Since then I have fully committed myself to my new role, recognising the opportunities available and as a result my career has progressed rapidly.

During the Summer of 2018 I completed a number of tours across the UK which seen me visit the Houses of Parliament and watch many London theatre shows including Wicked and Aladdin to name but a few.

I took my first tour over the water, into Europe on my own, mastering the ferry which was a real milestone. I then completed my second European tour into France taking the Eurotunnel, another tick in the box! This tour included Disneyland, Park Asterix and a day in Paris, all great fun especially when it's deemed as work!

Lastly but by no means least I toured to Lou Valagran, a watersports and adventure activity centre in the heart of the Ceze valley, in the South of France which has to be my favourite tour to date, a simply amazing experience.

Being a driver is hard work and extremely demanding especially in peak season but the rewards can also be great. Just look what I've experienced in 2018 alone.

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## TRAINING AGREEMENT

Before you commence any training, you will be required to enter into a training agreement.

In consideration of Reays agreeing to meet the costs of the training, the employee undertakes to reimburse to the employer the training costs in the following circumstances:

- the employee voluntarily withdraws from or terminates the training early without the employer's prior written consent;
- the employee is dismissed or otherwise compulsorily discharged from the training;
- the employee's employment is terminated by the employer for any reason prior to completion of the training; or
- the employee resigns from the employment of the employer either prior to completion of the training or within two years after the end of the training, except that, in the latter case, the amount which would otherwise be due to the employer shall be reduced by 50% following twelve months continuous service.

## TERMINATING YOUR AGREEMENT

Although we endeavour to recruit the right people and carry out in depth assessments before an offer of employment is made, on occasion Trainee Drivers do not reach the required standard and in these circumstances we sadly have to terminate the training agreement.

In the unlikely event of this happening to you, as per the binding terms of the training agreement, you will be billed for all monies spent on training up to the point of termination.

## DIGITAL DRIVERS CARD

All professional drivers must be in possession of a digital driver card. This cost is met by the employee as it belongs to the employee and is valid for five years.

The current cost of this is £32.00

## PROVISIONAL ENTITLEMENT

Before you can commence training you must apply for a Category D provisional entitlement to be added to your licence. In order to do this you must attend and pass a medical examination, which Reays will arrange for you.

## THEORY TEST

Your theory test study can commence immediately after signing your training agreement.

On commencing your studying for your theory test we expect to see a level of commitment and dedication from you. We will provide you with the necessary materials to assist your studies, the rest is down to you.

We usually use a web based training system which enables us to monitor your ongoing progress.

We will only book and secure your theory test date when we are sure that you have gained the knowledge required.

Reays will pay for your initial test and one resit. If you fail your test beyond this then you will be liable for any further resit fees.



# Theory Test

## PRACTICAL TRAINING

Upon successful completion of your theory tests, your paid employment with Reays will commence and we will provide you with the training required to pass the practical tests.

Training usually takes place over a period of two weeks and will include the following:

- induction to the company;
- learning to drive a vehicle to test standard;
- preparing you for the Module 4 practical test;
- other training including drivers hours, using the tachograph and the importance of Walk Around Checks.

At Reays we don't just train you to successfully pass the necessary tests, we train and develop you to be successful in your job.

## PRACTICAL TESTS

Part of the driver CPC initial qualification requires candidates to pass the 'practical associated knowledge exam', otherwise known as 'Driver CPC Module 4'.

The Module 4 practical test will usually be taken while out on the road training. This is a short test and the examiner will assess your ability and knowledge of how to keep your vehicle safe and roadworthy.

The driving test will be pre-booked and we will escort you to this. Our Reays Driver Trainer is able to sit in and observe you on the test if you wish.

The Module 4 test includes show me, tell me questions, a reverse manoeuvre and an on the road driving test.

We will only pre-book your driving test when our Driver Trainer is confident that you can demonstrate and complete the required standard of driving. Our aim is for you to successfully pass your Module 4 test on the first attempt. Sadly this doesn't always happen.

Reays will pay for your initial test and up to two further resits. If you fail your test on the third attempt we will complete a review and assessment to determine whether or not you should continue on the training programme. If, following this review, we believe you should then you will be given the option to pay, book and resit a forth attempt at the Module 4 practical test.

## AFTERCARE

On successful completion of your Module 4 practical test you will commence working for us.

We will complete progress reviews and further observations and assessments with you on a one to one basis after one week, four weeks and a final review at twelve weeks. This will give us the opportunity to keep in touch with you, monitor your progress and identify any issues that may arise during the early stages of your employment.



## PROFESSIONAL QUALIFICATION

Once you have successfully qualified as a PCV driver, the Category D entitlement on your licence is an add on. You will be classed as a professional driver and your behaviour on the road, including times spent driving your own vehicle, must reflect this.

The add on to your licence can be suspended or revoked by the Traffic Commissioner if they have reasonable cause to believe that you don't meet the specific requirements of a professional driver.

### *Remember*

If you lose your entitlement to drive a car, you will also lose your professional entitlement to drive a commercial vehicle.

## OFFENCES

All of the below offences could lead to a suspension or revocation by the Traffic Commissioner:

- driving offences in a bus/coach/lorry;
- driving offences in a car;
- drivers hours breaches;
- convictions for sexual offences;
- other convictions including drug related, violence and dishonesty.

### *Did you know?*

If you are caught using a mobile phone while driving a car you will receive a written warning from the Traffic Commissioner.

If you are caught using your mobile phone while driving a bus or coach, you will be called to a hearing which may result in a four-eight week suspension being served for a first offence.

As a professional driver, you are duty bound to inform us of any convictions that you get.

As transport operators, we, the company are duty bound to report your offences to the Traffic Commissioner.

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