



INSTRUCTOR PROCEDURES

Thank you for working as a specialist instructor for Simply The Best Training Consultancy Ltd. We take our role as Training Providers very seriously, and hope to be one of the first providers achieving a proposed Quality Assurance scheme with Lantra Awards. We aim to please both our clients and our instructors to make any training course a good experience.

What can you expect from us?

Nick is our Environmental Training Manager. He works from 8:30 a.m. to 3:30 p.m. Monday to Friday. Nick will usually contact you for dates. He is the main contact between the client and yourself and will juggle and arrange dates to suit. Nick will always endeavour to confirm dates verbally as early as possible, as we appreciate that you require as much notice as possible.

Once we have confirmed dates with the client, the paperwork goes to Kathy - the Office manager. She works Monday - Wednesday / Thursday 9:30 a.m. to 2:30 p.m. She deals with online bookings direct with Lantra Awards. Once a course is booked the following happens:

- Kathy will write to confirm the date, start time, venue, numbers etc with you.
- A letter of confirmation containing the same details is sent to the client, along with our “famous” blue sheet - which details everything expected of client in terms of timings, and equipment, tools and PPE required; plus a list of what we will provide. We log dates of all confirmations sent.
- If at our venue (Caerlan or Lakeside) the course materials will be here waiting for you.
- If you are at a remote venue, we will send you maps and relevant details, while all training materials will be sent directly to you from Lantra Awards. If you receive a confirmation letter, then expect training materials a day or two later. If nothing arrives, PLEASE contact us at least five days prior, as the couriers Lantra Awards use are very variable in delivery ability throughout the UK.
- Where possible, when at remote venue we will endeavour to have a client supervisor available to meet you and confirm requirements, and give you contact phone numbers of any supervisors. If there are any difficulties we can help out with - ring us!
- At Caerlan we have safety information laminates available with all our mobile numbers on, plus emergency details. There is a first aid kit located in the Training Centre entrance. Tea, coffee (including milk) and biscuits are available, and for lunch there is a microwave available in the kitchen for use by the clients. On most days you are welcome to join us in the house for lunch (and respite) - usually at 12:30pm.

- For ease of access you can park your vehicle on the gravel area directly opposite the training centre so as to unload any equipment.
- In the main training room there are tables and chairs, flipchart, OHP and power point projector. In the desk drawer you will find pens, paper, flip chart pens etc. If you wish to use a laptop, there is WiFi access to the Internet. A TV / Video / DVD Player is available from the main office on request.
- Nick (our Environmental Training Manager) & Geoff can be available as “facilitators”, so if you need a hand with anything please see them. When out on the farm for practical sessions - see Geoff for sites.
- After the course, Kathy processes all paperwork and paper trail back to client and Lantra Awards.
- Please let us know if you have any issues with anything as soon as possible - we are here to support you.
- We try and pay instructors within 30 days. If clients pay early - you will receive your payment sooner.
- Photos for Skills Cards: At Caerlan we will use our digital camera for pictures. If at remote site, and if you have a digital camera available, we would appreciate it if you could email photos of trainees to us at office@simplythebesttc.co.uk labelled with candidates name and HO Reference number (from Certificate Claim Form). Please feel free to add on a £5 charge for this to your invoice.
- If LAN Card Numbers are available, there is no need to take photos - Kathy can sometimes advise of names and photos required at confirmation / picking up of paperwork.

What do we expect from you?

- Excellent training skills - that’s why we booked you!
- To meet and greet trainees, show them the tea and coffee etc, and set out the days’ schedule - including break times, and the usual Health & Safety domestics.
- To fill in Site Specific Risk Assessment and get trainees to sign it (plus Course Register if there is one), and pop it back to office at earliest convenience (when at Caerlan).
- To get the trainees to fill in the Certificate Claim Forms, ensuring that both the trainee and instructor signatures are present! As Basic Skills can often be an issue, feel free to tell trainees that “we” can fill it in for them, as we are “used to the forms”. One of us can then be available to sit with them and write the details, leaving them to add the signature only. We are aware that the fear of writing causes many trainees to be anxious, so we work hard to make sure no one feels embarrassed or disadvantaged in any way.
- We would like ALL paperwork and any UNUSED MANUALS / TRAINING MATERIALS returned to us within five working days.
- When working for us as a provider, you promote only Simply The Best Training Consultancy Ltd as provider, using any literature supplied.
- Honest and constructive feedback on anything you feel we need to change / implement in order to better serve your and our clients needs. If we are not simply the best - please tell us why, your opinions will be welcomed and respected.