



**GUIDELINES TO BECOME AN APPROVED TRAINING PROVIDER FOR  
DRIVERS OF LIGHT PASSANGER TRANSPORT VEHICLES  
AND OF  
KAROZZINI (HORSE-DRAWN CABS)**

**February 2013**

## **GUIDELINES TO BECOME AN APPROVED DRIVER TRAINING PROVIDER FOR DRIVERS OF VEHICLES THAT ARE RENTED OUT WITH A DRIVER AND KAROZZINI**

These Guidelines provide details for those who are interested in delivering training leading to the acquisition of the Transport Malta - Customer Care Certificate which is obligatory for those interested in obtaining the required permit to drive vehicles that are rented out with a driver (chauffer driven M1 category vehicles) and Karozzini (Horse drawn cabs). These Guidelines are provided for prospective training providers, and individual trainers who wish to become approved Training Providers. The guidance provided is as comprehensive as possible but should not be taken as a complete or authoritative statement of the law.

## **SECTION A: THE CUSTOMER CARE COURSE**

The Customer Care Course is primarily aimed at instilling a customer service oriented culture amongst new drivers engaged in driving chauffer driven cars and riders of horse drawn cabs. The course also promotes the importance of instilling a professional image through abidance with legislative requirements and adherence with health and safety requirements.

The Customer Care course shall have a duration of 11 hours, including one hour allocated for the assessment, and shall cover the following subjects:

1. Who is the customer?
2. What is a service?
3. Quality of Service;
4. The importance of an efficient public transport service within the transport/tourism industry;
5. The Motor Vehicle Regulations (S.L. 65.11) ;
6. Communication with different types of customers;
7. Health and Safety requirements;
8. The effects of alcohol and drugs on driving (Training Provider shall organise this unit in cooperation with Sedqa).

## **SECTION B: OBTAINING THE CUSTOMER CARE CERTIFICATE**

To obtain the Customer Care Certificate participants are required to attend the full (10 hours) duration of the programme and sit for a multiple-choice test of one hour duration.

The training programme will include the subjects listed above whilst the test will be made up of 35 multiple choice questions based on the course contents. To pass the multiple choice test, candidates need to answer a minimum of 21 questions correctly (60%). Each test question will include between three to five possible answers from which candidates need to choose the correct answer/s. Candidates who fail their test will be given the opportunity to re-sit the test.

The Approved Training Provider will be required to present a question bank with at least 100 questions and their relative answers (in soft and hard copy version) to Transport Malta for approval. On its part Transport Malta will be responsible to select the 35 questions that will form the test paper and to correct the test papers. The tests will be organised by the Training Provider and held at the Training Provider's premises.

## **SECTION C: REQUIREMENTS TO BECOME AN APPROVED TRAINING PROVIDER**

Transport Malta is issuing these guidelines to training providers interested in obtaining the necessary approval from Transport Malta to provide this training.

The aim of these guidelines is to ensure that training providers deliver the training in line with the requirements. Any organisation can apply to become an approved training provider, providing it meets certain criteria listed below. Once they are approved, training providers can offer training on a commercial basis.

Approvals will last for a period of one year from the date of approval, extendable by further periods of one year at the Authority's discretion. During that period, approved training centres will be required to comply continuously with the conditions set out in Section D of these guidelines.

Interested parties may apply to become approved Training Providers by submitting a written request detailing, as a minimum, the following information, together with the applicable fee set out in Section D; provided that this fee is not applicable to Training Providers who are already approved by the Authority to carry out training on its behalf. Transport Malta may require further details, and may also carry out an inspection visit at the Training Provider's premises before granting the approval.

### **Part 1: The Organisation**

- a) The name of the organisation and name of person making the application;
- b) Description of training organisation including organisation structure and profile;
- c) Details of experience in training, and any current training provided, including reference to any prior approvals or accreditations from other awarding bodies;
- d) Details of premises where training will take place. The premises must offer a classroom environment and be equipped with the necessary amenities.

### **Part 2: The Training Programme – Training Methodology**

The training programme should be of 10 hours duration and need to cover the following subjects:

1. Who is the customer?
2. What is a service?
3. Quality of Service;
4. The importance of an efficient public transport service within the transport/tourism industry;
5. The Motor Vehicle Regulations (S.L. 65.11) ;
6. Communication with different types of customers;
7. Health and safety requirements
8. The effects of alcohol and drugs on driving (Training Provider shall organise this unit in cooperation with Sedqa).

The Training Organisation is to specify the time that will be allocated for each subject and the training methodology that will be applied. This must include an explanation on the use of training aids, providing samples of these training aids and also samples of the handouts or notes to be given to the candidates.

In addition the training provider is to submit the following details:

- a) A lesson plan indicating the proposed amount of hours for each subject included in the training programme;
- b) Details on types of assessment and evaluation of courses that will be used to ensure teaching objectives and aims are achieved;
- c) The proposed structure of the training programme indicating the duration of the lessons, the frequency of the lessons (per day/week) and the overall duration of the training programme.

### **Part 3: The Trainers**

- a) The name and CV of each of the trainers;
- b) A detailed profile of each of the trainers indicating their experience, field of activity and qualifications;
- c) Any personal references received by a trainer from educational establishments;
- d) A table indicating which trainers will provide training on which subjects;

### **Part 4: The Training Centre and Equipment**

- a) Detailed information (including address) about the premises where the training will be provided, including class rooms, waiting areas and sanitary facilities.
- b) Details on the administrative functions and procedures that will be adopted.

### **Part 5: General**

- a) Any conditions regarding students' participation in the courses;
- b) The minimum and maximum number of participants for each course;
- c) An explanation of what guarantees will be offered to candidates to ensure courses will take place as agreed once they have been booked;
- d) System to be used to monitor and report attendance;
- e) The training fees to be charged for the training programme – *Transport Malta notifies that previous similar courses were charged at under €50 per candidate, and Transport Malta is keen on retaining a similar fee for candidates*

### **Part 6: Security**

Training Providers must ensure that there are adequate security measures in place to ensure that the attendance records are accurate as such interested parties are to submit the following information as a minimum:

- a) The procedure for identity checking of trainees;
- b) The type of computer system that will be used to record driver attendance, and the ability to transfer this information securely and within 24hrs to a controlled database of Transport Malta;
- c) Security arrangements to prevent fraudulent submissions of training records to Transport Malta.

## **SECTION D: MINIMUM CONDITIONS FOR APPROVED TRAINING PROVIDERS**

The following minimum conditions must be complied with by all Training Providers:

### ***Approval***

1. Approvals will be issued by the Land Transport Directorate, and will last for a period of one year from the date of approval, extendable for further periods of one year at the Authority's discretion. The criteria for the renewal of approval for a further year will be based on the track record of the training provider, and on the demand for this training program. It will be a straightforward procedure for organisations who have maintained the required standards.
2. The approval may be withdrawn or suspended if the conditions of approval are no longer complied with.

### ***Training Provision***

3. Training must be given in accordance with the documents accompanying the application. Any changes must be approved by Transport Malta before being implemented. Such requests for approval are to be submitted at least eight weeks in advance.
4. The majority of training provided will be in Maltese; however there may be instances when such training will need to be delivered in English.
5. Training must be in accordance with the approval and must cover the subjects in the list in Section C – Part 2 of these guidelines.

### ***Testing***

6. Training Providers will also be required to administer the Multiple Choice test which will be prepared and corrected by Transport Malta. Administration of tests will include, printing of test papers, overseeing the test process and submission of test papers to Transport Malta.

### ***Administration***

7. Training Providers must submit on an annual basis, copies of their insurance documents of the premises, and the employer's and public liability insurance.

### ***Training Providers/Trainers***

8. The approved Training Provider must guarantee that the trainers and instructors have a sound knowledge of the most recent regulations and training requirements. As part of a specific selection procedure, the trainers or instructors must provide certification showing knowledge of

both the subject material and teaching methods. Any changes in trainers must be notified to Transport Malta

9. Each trainer must be suitably qualified in the subject area(s) they are proposing to deliver. Transport Malta will therefore expect that in any subject where specific knowledge is required the proposed trainer will have an appropriate qualification at least to a level higher than that being taught. Where an Instructor is not formally qualified it will be possible for them to be approved by Transport Malta on submission of evidence and references of their experience to carry out the training. Training providers are required to keep evidence that demonstrates that the trainers meet these requirements.

### ***Monitoring, Attendance and Quality Assurance***

10. Transport Malta is entitled to monitor the training being provided, either directly or indirectly.
11. Training Providers must retain attendance records and feedback forms for at least three years. Each participant should complete a feedback form at the end of each course. The centre must retain this feedback for inspection.
12. It is important that the quality and relevance of training is continually monitored. As a result, all approved Training Providers will be required to have in place an evaluation system that will demonstrate the effectiveness of the course. These records will need to be kept for three years, for checking by Transport Malta.

### ***Reporting***

13. Training providers are required to retain full records of each course held in the previous two years so that the Transport Malta can inspect:
  - The total number of candidates;
  - The names of those attending and ID card number;
  - The date, title and number of the course delivered together with the name(s) of the trainer(s);
  - The evaluation papers of the courses delivered, including assessment of progress of candidates;
  - The driver feedback forms.
14. Training providers must issue a receipt to each participant confirming attendance. This must confirm the date of attendance and the number and title of the course
15. Training providers are to submit an annual report to Transport Malta within the first 15 days of each calendar year. This annual report should include the following:
  - Number of participants attending the programme classified by age and gender
  - Number and types of courses held including the number of candidates in each course
  - Number and types of courses planned for the following year
  - Summary of candidate feedback
  - Summary of assessments carried out to ensure quality of training





### ***Charging of course fees***

16. The following fees will be payable to apply for granting of approvals: these fees do not apply to training providers approved by Transport Malta to deliver training on its behalf.

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| - Approval to become Training Provider               | €75 |
| - Renewal of Training Provider approval (every year) | €75 |

### ***Communication***

17. Any communications should be addressed to the

Chief Officer - Land Transport Directorate.  
Transport Malta  
Sa Maison  
Pieta.