



## **Feedback on the Driver CPC Syllabus**

The Road Safety Authority (RSA) is customer focussed and will take on board all feedback to assist in improving and maintaining the Driver CPC training syllabus. The RSA will endeavour to deliver the highest quality of training, training material and information to all professional bus and truck drivers, through the RSA approved Driver CPC training providers.

The RSA welcomes feedback on the syllabus in relation to its effectiveness, relevancy, where improvements can be made and any other issues in relation to the syllabus you would like to bring to our attention. Feedback can be made by contacting the RSA directly where your comments will be noted and any issues can be rectified or clarified. Please be assured that any feedback received will be dealt with promptly. We will acknowledge your feedback within 3 days; keep you informed of progress and report back to you as soon as the review is completed.

If you feel that the feedback you wish to give requires a written submission to the RSA please see the process below which will inform you of how the RSA will deal with your submission;

### **Feedback Procedure**

1. If the feedback is of a general nature i.e. not specific to an individual Driver CPC Training module or the syllabus itself etc. a letter will be sent to you outlining the action the RSA will take in relation to your submission after it is reviewed.
2. If the feedback refers to a particular section in the Driver CPC training syllabus or individual training module, it will be noted and submitted to the RSA syllabus review working group.\* If the feedback highlights the requirement to update a particular section this will be given priority when the group meets to review the training syllabus.

3. If it is decided that the feedback identifies a discrepancy which warrants immediate attention it will reviewed immediately within the RSA. If the issue is outside the scope of the RSA, it will be referred to an external expert for their attention, i.e. If a health and safety issue is highlighted, the services of a suitably qualified Health & Safety official will be obtained to review this issue etc.
4. On conclusion of the necessary review, the particular section will be amended/corrected/or removed from the training syllabus depending on the issue highlighted in the feedback. All training organisations will be advised of this and the RSA will provide this material.

*\*RSA Syllabus Review Working Group has been established to review all training material with the intention of updating and amending the syllabus to be published as Driver CPC Training Syllabus 2<sup>nd</sup> edition.*