**002273 –Motorcycle Training Course Technical Questions 60%**

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| **MAIN SECTION** | **DESCRIPTION** | **RESPONSE REQUIRED** | **WEIGHTING** |
| 1. Terms & Conditions
 | Please confirm whether you accept TfL’s Terms and Conditions including the required Insurances. | Yes/No statement | Pass/Fail |
| 1. MCIAC Accreditation
 | Please confirm that you are accredited by the MCIAC. | Yes/No statement | Pass/Fail |
| 1. MCIAC Accreditation maintenance
 | Please confirm that you will maintain your accreditation by the MCIAC for the duration of the contract | Yes/No statement | Pass/Fail |
| 1. Geographic Range
 | Please confirm that you can provide the training in the entirety of the geographic area defined by the Lot(s) on which you are bidding. | Yes/No statement | Pass/Fail |
| 1. Site location
 | Please confirm that your MCIAC accredited training site(s) is located within the geographic boundaries of the Lot(s) in question. | Yes/No statement | Pass/Fail |

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| **MAIN SECTION** | **SUB SECTION**  | **DESCRIPTION** | **RESPONSE REQUIRED** | **WEIGHTING** |
| 1. Technical capability, approach, and methodology
 |  | *Demonstrate how you will operate the training scheme and achieve the objectives as outlined in* ***Volume 2 the Specification****.* |  |  |
| A | Provide details to demonstrate your capability to carry out the activities required to deliver the Beyond CBT and 1-2-1 motorcycle training detailed in this specification. | Explain how you will meet each requirement laid out in the specification | 25% |
| B | Provide details of how you will ensure access to sufficient staff numbers to deliver all required training sessions, and how you will facilitate the training of multiple clients per day, if required. Please state your maximum capacity per day, per week and per month. | Provide an explanation of how you will do this, and state your maximum capacities | 15% |
| C | Are you able to accommodate all requests for training, at a time and date to suit the customer, with a minimum of 1 weeks’ notice? | Yes/No statement | Pass/Fail |
| D | Provide details to demonstrate how you will incorporate the digital recording of sessions to assist clients in developing their riding competency. | Explain the technology and how you will use it | 10% |
| E | Provide details of how you will promote the scheme to potential students/learners and those who use a motorcycle for work purposes | What communications channels do you have available to you and how will you use them? | 15% |
| F | Provide examples of the current disclaimers that you issue to your clients. | Please provide electronic versions of each | Information only |
| G | Outline your process before the trainee arrives at the training course.Include:* Booking system processes including the cancellation and “no show” policy
* Issuing of joining instructions
 | How do you take, confirm, and cancel bookings? How will you take payment from the cancellation and “no show” Policy? / How will you report the no show/ cancellations back? What information do you collect? | Information only |
| H | Post course:Outline your process for closing the course. Include:* Gathering student feedback for TfL
* Issuing certificates

Providing feedback to those who were not successful in achieving the required standard. | Provide an explanation of how you will do this | 10% |
| 7. Staffing and experience |  | *Demonstrate that you have the required staff, skills, knowledge, experience, capability, capacity, and resources required to achieve the objectives as outlined in* ***Volume 2, the Specification****.* |  |  |
| A | Provide the names of all individuals assigned to the project and their role in providing the training, as well as an explanation of how they meet the criteria to successfully deliver this training, including any training qualifications and processes. | Provide summaries of experience and qualifications of trainers | 15% |
| B | Provide details of your company’s experience of delivering motorcycle training. | Details should relate to ATB, not individual trainers | 10% |