



NATIONAL RESCUE / RECOVERY SCHEME INSTRUCTOR CODE OF PRACTICE

Instructor Name: _____ **IVR (UK) Ltd Pin No.** _____
Training Provider: _____
Address: _____

 _____ **Post Code:** _____

Scope of Code.

Training and Instruction provided within the requirements of the National Highways Sector Scheme and/or the National Rescue / Recovery training Scheme for the recovery industry, administered by IVR (UK) Ltd.

The following tables should be completed by the Instructor to provide the administrator with information and evidence that they are qualified and able to provide the standard of instruction demanded by the NHSS17 / NRRS

Criteria	Evidence	
Qualifications and Training (Please list) 2 years practical experience in the recovery industry ITSSAR Registration No 1: Modules applied for; Please enclose your CV	Modules achieved;	Date

Introduction

This Code of Practice sets out the requirements from all instructors wishing to deliver training to the NHSS17/ NRRS standards, administered by IVR (UK) Ltd.

In any instances of dispute the final arbiter would be the NHSS 17 main committee or a panel selected by them.

Services to be provided

When agreeing to provide training within the scope of the NHSS17 or NRRS you will agree to follow the requirements of those schemes produced by the administrator.

Obligations

When working within the scheme you must deliver your services faithfully, diligently and to the best of your ability.

It is your responsibility to ensure that all paperwork relating to scheme training is completed fully and legibly. (Failure to comply with this will result in the paperwork being returned to you. An additional admin charge may be applied).

You must be honest, diplomatic, show good communication skills and at all times act with integrity.

You must have two years experience working within the Rescue and Recovery Industry.

You must give IVR (UK) Ltd advanced notice of any courses, under our jurisdiction, that you are planning.

You must not do anything that will bring NHSS 17, IVR (UK) Ltd or its parent and subsidiaries into disrepute, nor must you endanger the trust placed upon you by IVR (UK) Ltd to deliver the highest quality training for the scheme.

You must keep IVR (UK) Ltd informed of any factors that may affect your ability to carry out the services required by the scheme. This may include, but not limited to, Health, Crimes or Court judgments.

You must inform IVR (UK) Ltd of any changes to your personal details, e.g. Address, Telephone number(s) or employer.

You will be required to undertake any reasonable training required by the scheme and at your own expense, unless otherwise agreed in writing with IVR (UK) Ltd.

You will report any concerns you may have and document any complaints received from clients or third parties about you, us or our clients.

You will be responsible for your own safety and that of the students under your control. Where you are working at clients premises you must ensure you acquaint yourself with their Health and Safety policy and follow their guidelines at all times. You are responsible for the completion of any risk assessments required for the training area to be used. IVR (UK) Ltd will not be held liable for any exposure, accident or injury you may suffer. You must notify IVR (UK) Ltd of any personal injury you suffer.

You must provide, for your own use, any PPE that may be required during the training you carry out.

You will indemnify IVR (UK) Ltd against all loss, damage, costs and expenses that may arise from your negligence or failure to carry out your services in accordance with this agreement.

You are responsible for your own insurance including professional indemnity.

You will be required to undergo regular assessment, at your expense, as is required by the NHSS 17/NRRS training schemes. On scheduled assessments a three month window will be provided by IVR (UK) Ltd for you to provide a suitable date for the assessment to be carried out.

In the unlikely event of an un-scheduled assessment or audit being required the administrator may request that this is carried out on the next relevant VR module. This will be at the administrator's expense.

IVR (UK) Ltd reserves the right to attend partially or wholly any VR Modular course/assessment that you deliver under the scheme.

Failure to comply with the above assessment requirements may result in your suspension and/or termination from the scheme.

Confidentiality

IVR (UK) Ltd is registered under the Data Protection Act-registration No. Z1155343 and therefore you must treat all information, documentation and material about IVR (UK) Ltd, our clients, students and their employers as confidential. You will not disclose to any person or organisation anything that may endanger this confidentiality unless you have written authority from IVR (UK) Ltd to do so, or are required to do so by law.

This requirement will remain in force even if the instructor leaves the scheme.

Termination

Upon termination of your participation to the training scheme you will be required to return to IVR (UK) Ltd all documentation, material, information or records relating to the NHSS17 / NRRS and our clients immediately.

This participation on the scheme may, at any time, be terminated by either party in writing. Reasons for us terminating your participation may include, but is not limited to;

- You, failing to comply with this document, or any part of it.
- You becoming guilty of misconduct, incompetence or negligence.
- You failing to provide your services in a manner that is acceptable to NHSS 17 and/or the Administrator.
- You giving us false or misleading information.
- You being involved in any action or conduct that, in our opinion, endangers the trust placed upon you or that impairs our good will.
- You becoming insolvent or cease trading.

You will be liable for any losses we incur as a result of your termination for a period of thirty days.

After termination you will not represent yourself as being or having been associated with us.

You will have the right of appeal against your termination from the scheme. In the first instance this appeal must be brought before the management board of IVR (UK) Ltd. (Form 65 is available on the IVR (UK) Ltd website).

Copyright

When permission is given for materials supplied by IVR (UK) Ltd to be used, the IVR copyright must be clearly shown and acknowledged.

Where an Instructor allows IVR to distribute their materials for general use the IVR will ensure that the Instructors copyright is clearly shown and acknowledged.

General

This Code of Practice shall commence on the date is signed by both parties and shall continue until superseded by an updated version or terminated by either party.

This Code of Practice does not require IVR (UK) Ltd to provide you with work and acceptance by both parties should not be taken to indicate this.

We reserve the right to alter the terms of this Code of Practice at any time and we will notify you in writing at least thirty days in advance of any such changes.

Undertaking

I have read, understood and agree to the requirements of this Code of Practice.

<p>Trainer / Instructor IVR PIN :</p> <p>Name: _____</p> <p>Company: _____</p> <p>Signed: _____</p> <p>Date: _____</p>	<p>IVR (UK) Ltd</p> <p>We accept this person to provide services to the NHSS17 / NRRS. National Highways Sector Scheme / National Rescue Recovery Scheme</p> <p>Name: _____</p> <p>Company: _____</p> <p>Signed: _____</p> <p>Date: _____</p> <p style="text-align: center;">IVR UK LTD Company Number 5840295</p>
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