



BACKLINE

LOGISTICS | RECRUITMENT | TRAINING

Joining Instructions

Thank you for choosing Backline Logistics for your training requirements. Please read the below information carefully as it contains important information regarding your course.

Start Time

Unless otherwise agreed in advance between Backline and the delegate(s) or customer who has made the booking on the delegate(s) behalf, **training will commence at 08:30 daily.**

We request that delegates arrive 15 minutes prior to the start of training in order to register with the instructor and avoid any delays.

Delegates who arrive after the agreed start time may be unable to sit the course. This will be at the discretion of the trainer, who's decision will be final and, under these circumstances, a refund may not be issued.

Refreshments & Meals

Backline will, where the training is taking place at a site other than that owned, hired or arranged by the customer, provide refreshments (tea, coffee, biscuits etc.) throughout the day free of charge. Course fees do not include a meal.

Dress Code

There is no dress code for any of our courses. However, for Materials Handling Equipment training, or where the site requires it, all necessary PPE should be worn. Where possible, delegates will be given advance notice if the site requires PPE to be worn.

Special Requirements

Delegates should advise of any special requirements (e.g. dyslexia) at the time of booking or at the earliest possible opportunity. Any appropriate provisions can then be made.



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Proof of Identity

For most courses, proof of identity and/or driving licence number is required. As such, delegates should bring a driving licence photocard, driver qualification card or digital tachograph with them for each day they are attending a course.

Suitability of Training

Whilst we will take steps to ensure the suitability of training for the delegates, it is the responsibility of the delegate/customer to ensure that the type of training booked is appropriate and applicable to the delegate(s) in attendance. Where training is not suitable, the delegate(s) may be turned away. In this instance a refund may not be issued.

Terms & Conditions

Terms & Conditions apply to all bookings, a copy of which is available on our website (<https://backlinelogistics.co.uk/training/>) or can be provided upon request.

Payment

If you do not hold a credit account with us (business customers only), payment in full should be made no later than the first day of training. Bookings will not be treated as confirmed until the request has been either made or confirmed by either party in writing (business customers) or a deposit or full payment has been made (individuals or business customers without a credit account).

Course Specific Requirements

Driver CPC

Delegates must produce their photo card driving licence **or** driver qualification card **or** digital tachograph card on each day of the course. Only original documents can be accepted and failure to provide these may result in you being turned away.

Please note: in order to be eligible to complete periodic training (35hrs) in the UK, the driver **must** have a UK driving licence. An EU driving licence with UK counterpart number is not acceptable. You can check that you are eligible to attend periodic training by visiting <https://backlinelogistics.co.uk/cpc-checker/>.



Backline Logistic Support Services Ltd.
Unit 1 Topaz, Topaz Way, Bromsgrove, B61 0GD
Registered in England & Wales 06588090 VAT No. GB 927 5918 83
www.backlinelogistics.co.uk





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ADR

If CPC hours are being allocated, the above requirements for Driver CPC also apply. Delegates will have a passport-style photograph taken for use on the ADR card. **Delegates that wear glasses should bring these glasses with them to the course.**

Note: ADR courses vary in length depending on the content being covered. Novice courses will be a minimum of two days, up to five. If you are not sure of the duration of the course that you have booked, please contact us on:

03333 201 221 or training@backlinelogistics.co.uk

Materials Handling Equipment (FLT etc.)

Delegates will need safety footwear, hi-vis vest and suitable clothing for outdoor training. Hard hats, where required, can be provided but delegates are welcome to use their own if they have them.

Training at the Buyer's Premises

Where training is to take place at the Buyer's premises, or at a site arranged by the Buyer, the Buyer shall ensure that suitable equipment is made available for the training to take place, except where it has been agreed in writing prior to the course taking place that Backline will provide this equipment.

The Buyer will also need to ensure that an appropriate area is made available for duration of the training. Equipment used for training must be in a serviceable condition with all appropriate certification(s) and check(s) in place as required by any applicable regulation(s) or legislation in force at the time. The trainer will also require written authorisation from a company representative in order to use the equipment to deliver the training.



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Training Venues

For details of where your training is to be held, refer to the tickets that you received when making your booking. If you have not received these, please check your email spam folder. If you are still unable to locate the details, please contact us on 03333 201 221 and we will resend details to you.

Training Venues

Avonmouth (Backline): 0117 982 7235

Unit 16, West Town Rd, Avonbank Industrial Estate, Avonmouth, BS11 9DE

Bodmin (Backline): 01208 811200

17 Callywith Gate Ind. Est., Launceston Road, Bodmin, PL31 2RQ

Bridgwater (Backline): 01278 433833

Unit 7 Crossways Road, Thistle Park, Bridgwater, TA6 6LS

Exeter Sowton (N&B Foods): 03333 201 221

Denmark House, Kestrel Way, Sowton Industrial Estate, Exeter, EX2 7LS

Exeter Outbase (Backline): 01395 239305

Mushroom Road, Hill Barton Business Park, Clyst St Mary, Exeter, EX5 1DR

Plymouth (Backline): 01752 337800

Backline Logistics, Unit 1 Alder Court, Bell Close, Plympton, PL7 4JH

Winchester (Backline): 01962 890525

Unit 2 Scylla Industrial Estate, Winnall Valley Road, Winchester, SO23 0LD

Yeovil (Backline): 01935 478866

Unit 2 Plot 13, Brympton Way, Lynx West Trading Estate, Yeovil, BA20 2HP



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