



# BACKLINE

LOGISTICS | RECRUITMENT | TRAINING

## Joining Instructions

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

Please ensure that all delegates receive a copy of these joining instructions.

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### Start Time, Date(s) & Location of Training

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 more than 15 minutes **after** the published start time of the training will be refused entry other than in exceptional circumstances and at the trainer's discretion.

For details of where your training is to be held, and the dates that you have booked, please refer to the tickets that you received when making your booking. If you have not received these, please check your email spam folder.

Unless otherwise specified, all training will be held at a venue operated by Backline Logistics. A list of Backline venues can be found below.



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## Refreshments & Meals

Other than for training booked at a site not operated by Backline, refreshments (tea, coffee, water and biscuits) will be provided throughout the day free of charge. Course fees do not include a meal unless otherwise specified.

## 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 & Allergies

Delegates should advise of any special requirements (e.g. dyslexia) or allergies at the time of booking or at the earliest possible opportunity. Any appropriate provisions can then be made. Information provided by or on behalf of the delegate will be treated in the strictest of confidence.

## 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.



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](http://www.backlinelogistics.co.uk)





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## 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/>.

### ADR

Delegates should bring official photographic ID to the first day of the course (e.g. passport, driving licence photocard etc.). If CPC hours are required, 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](mailto:training@backlinelogistics.co.uk)



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## 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.

### First Aid

Where CPC hours are required, the above requirements for Driver CPC apply. First Aid training will involve some practical exercises/assessments including administering CPR on a manikin which can be physically demanding.

## 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

A map of the training venue is available via the course details on our website. Course details will remain on our website until the course has passed. For details of courses see <https://backlinelogistics.co.uk/training/>

### Avonmouth: 0117 982 7235

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

### Bodmin: 01208 811200

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

### Bridgwater: 01278 433833

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

### Exeter Outbase: 01395 239305

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

### Plymouth: 01752 337800

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

### Winchester: 01962 890525

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

### Yeovil: 01935 478866

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

## Queries

Please direct any queries to Backline Logistics, Unit 1 Alder Court, Bell Close, Plympton, PL7 4JH or [training@backlinelogistics.co.uk](mailto:training@backlinelogistics.co.uk) or 01752 348835.



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## Data Protection

The company is registered under the data protection act with the Information Commissioner. By attending the course, **the delegate consents, where applicable, to the company passing the delegate's details to the competent authority** for the purposes of registering the training provided.

Data provided by the candidate will be kept on record for the period required by the competent authority.

## Drivers' Hours & Working Time

Delegates should be aware that where they have been given instruction from their employer to attend training, this should be recorded as working time and, where applicable, a manual entry should be made to reflect this.

Where delegates are attending of their own volition, there is not a requirement to record it as working time.

The manner in which the course is funded does not affect whether or not the training should be recorded as working time. I.e. an employer funding training does not automatically mean that it should be recorded as working time.