
Overview

This standard is about identifying, promoting and monitoring internal compliance with the requirements of the operator's licence for freight transport operations. It includes being responsible for identifying where current compliance is working in the organisation, identifying non-compliance and maintaining documentation systems in relation to compliance. The role involves working and agreeing actions with the relevant stakeholders and providing regular reports.

This standard is for the Operator, who is the licence holder, and the internal or external Transport Manager, who is held responsible for the operator's licence compliance.

Performance criteria

You must be able to:

1. identify and detail the areas and activities where internal compliance with the requirements of the freight operator's licence are being met for your freight transport organisation
2. identify and detail occurrences of non-compliance with the requirements of the operator's licence for freight transport operations
3. confirm that the relevant supporting documentation for non-compliance is completed, in line with the relevant regulatory requirements
4. discuss and agree with the relevant stakeholders, the necessary corrective action and a timescale to meet compliance with the requirements of the operator's licence for freight transport operations
5. discuss and agree with the relevant stakeholders, the necessary preventative action to minimise instances of non-compliance with the requirements of the operator's licence for freight transport operations
6. confirm that preventative and corrective action is part of the compliance auditing system
7. develop and disseminate to stakeholders' regular reports to promote compliance within your freight transport organisation
8. advise **colleagues** how to identify and monitor occurrences of non-compliance with the requirements of the operator's licence for freight transport operations
9. advise and promote to stakeholders the areas, activities and boundaries required for compliance with the requirements of the operator's licence for freight transport operations
10. sample your freight transport organisation's **operational practices** and monitor the information to promote internal compliance
11. identify risks and the implications of non-compliance for your freight transport organisation

Knowledge and understanding

You need to know and understand:

1. the areas and activities covered by the organisation's internal compliance systems for the operator's licence for freight transport operations
2. the methods and amount of information required to identify and monitor internal compliance with the requirements of the operator's licence for freight transport operations
3. how to identify and record compliance and non-compliance with the requirements of the operator's licence for freight transport operations
4. how to identify the relevant stakeholders with whom to discuss and agree corrective action
5. the types of corrective action that can be taken, and the recommended organisational timescales
6. the types of preventative action that can be taken, and the recommended organisational timescales
7. how to construct reports to promote and monitor internal compliance with the requirements of the operator's licence for freight transport operations
8. the importance of advising the relevant colleagues and stakeholders to identify, promote and monitor internal compliance with the requirements of the operator's licence for freight transport operations
9. the relevant methods of sampling **operational practices** that will promote internal compliance
10. what constitutes non-compliance with the requirements of the operator's licence for freight transport operations, and the implications for your freight transport organisation

Glossary

1. **Colleagues:** permanent, temporary, agency staff, external
2. **Operational practices:** driver's hours, driver licence checks, working-time regulations, tachograph procedures, operator compliance (audit system), road worthiness, vehicle defects and rectification, maintenance of training records, financial records, legal documents, Driver Certificate of Professional Competence (DCPC) and OCRS scoring, suitability of operating centre, cleaning facilities and safe systems of work

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