



# ITS National Training Centre

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Irish Towing Services Centre

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## Our range of courses

- Health & Safety
- Manual Handling
- Abrasive Wheels Training
- Roadside Safety Training
  
- Vehicle Recovery
- Light Vehicle Recovery
- Motorcycle Vehicle Recovery
- Heavy Vehicle Recovery
- Forensic Awareness
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- Control of the Vehicle & ECO Driving techniques
- Health & Safety of the Professional Driver
- The Role of the Professional Driver in the Transport Industry
- The Professional Truck Driver
- The Professional Bus Driver

## Background—who we are

Irish Towing Services, a leader in the field of vehicle recovery in Ireland, was established by Alan Sherwood in 1986. Over the last number of decades the company has assisted hundreds of thousands of motorists. A family business Alan is now joined in the company by his two eldest sons and daughter-in-law who will help him ensure the continued success of this business for future generations.

Since 1998 we have been at the forefront of bringing training to the Industry in Ireland. We first started by becoming members of the Institute of Vehicle Recovery (IVR) and then inviting them over to provide training to both our own staff and other operators from around Ireland.

When in 2003 the International Federation of Recovery Specialists was brought to Ireland we joined and in 2010 both Alan and Rob completed the necessary training and courses to become trainers in their own right.

Training for everything from a lock out to a vehicle rollover is provided covering all aspects needed to complete the job both safely and efficiently.

As the vehicle recovery industry moves to a more regulated approach for recovery technicians and operators working at the roadside, our aim is improve the safety of everyone working on the roadside through skill and knowledge. With this in mind Irish Towing Services has opened ITS National Training Centre to provide training to the highest standards to all persons and companies.

We are approved by the RSA to provide all Driver CPC Modules to Professional Drivers. The variety of courses that we were offering will continue to expand and we can tailor individual courses to suit the specific requirements of your particular company.

All courses are certified and each participant/company will receive their own certificate.

By using the ITS National Training Centre you can be sure that the level of training your staff receives will be of the highest possible standard and be of use in their everyday work tasks as well as their home life.



## Trainer Profile—Rob Sherwood



Prior to joining Irish Towing Services, Rob worked with Joe Duffy BMW and qualified as a Motor Technician in 2008. He continued his studies to achieve the Advanced Level Motor Car Engineering qualification in order to complement his skills and knowledge. A keen interest in training and further education brought him to complete his first Train the Trainer course in 2010 and he joined the team of trainers in the International Federation of Recovery Specialists providing courses to the Recovery Industry. Following on from there he furthered his own qualifications and trained with the Institute of Vehicle Recovery in the UK to become a ITSAAR Category 1 trainer. Since developing the ITS National Training Centre he has completed QQI Level 7 and achieved his Certificate in Training & Continuing Education from NUI Maynooth.

Make the right choice.....



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## Health & Safety—Manual Handling

We are unique in the way we have tailored our manual handling training course to suit the needs of those who undertake it. Rather than passively feeding information to your staff, we focus on helping them to identify the risks involved with manual handling and more importantly, how to avoid them, thereby reducing the risk involved.

For example for the Motor Trade we offer a Workshop Based Manual Handling Course based on the equipment and items that a motor technician can be realistically be expected to lift, carry and push & pull on a daily basis. For this course a cardboard box would be unrealistic and therefore be difficult for participants to transfer to their day to day roles. We therefore use actual transmissions, wheels, and trolleys, this allows participants to see, use and practice the safe use of the techniques learned on the course.

We have many different Manual Handling Courses ranging from the basic office based manual handling to courses like the one described above.

In order to put the participants at ease and maximise knowledge transfer from the manual handling training provided, the course can either be carried out at our own purpose built training facility or in familiar surroundings, on site, utilising the equipment that the participants use as part of their day-to-day roles. This employs a learn-by-doing approach removing any ambiguity and ensuring that the training is as relevant as possible to the participants.

The employer can also gain some significant benefits from providing manual handling training for their staff. This training can help to reduce the number of accidents on site, thus reducing the likelihood of any legal action being taken against the employer. This may also help when sourcing insurance as it can help to demonstrate the level of care taken by the company to educate and protect its staff.



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## Health & Safety — Abrasive Wheels

This abrasive wheels training course is legally required for all those who are involved in the purchase & selection, storage & handling, mounting, dressing and use of abrasive wheels. This includes either fixed (e.g. Bench grinders or polishers) or portable (e.g. angle grinders) abrasive wheels.

This course is designed to instruct employees in the theory and practice of safe use of Abrasive Wheels to comply with the “Abrasive Wheels Regulations 1982” (SI 30 / 1982).

On completion of this training participants will be able to:-

- Safely store and identify abrasive wheels
- Be able to select the appropriate wheel use
- Be able to inspect and recognise damaged wheels
- Be able to mount an abrasive wheel
- Understand the hazards and risks when using abrasive wheels
- Abrasive wheels regulations
- Identify the hazards working with abrasive wheels
- Select the correct wheel for the job
- Inspection & testing of abrasive wheels
- Guarding of grinding and cutting operations
- Dressing and truing of abrasive wheels
- Functions of components, flanges, blotters etc.
- Differences between grinding and cutting operations
- Safe mounting of the abrasive wheel



## Roadside Safety & Customer Service

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These modules deal with working at the roadside for any type of roadside worker not just recovery technicians and operators. It covers the correct procedures for approaching casualty vehicles or roadside locations. Carrying out dynamic risk assessments before any work has taken place.

It also covers customer service which deals with the delivery of customer service in a professional manner. The need to develop a positive working relationship with both the customer and colleagues and the need for early recognition of the customer's needs is also covered.

We recommend that these modules are covered at the very least for all roadside workers regardless of their industry.

The above modules take approximately 3 hours each and are carried out on the same day.

If roadside safety is not required for your workers then we can split the module to suit your particular needs. Please feel free to get in contact to discuss any needs you may need.



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### **Vehicle Recovery Training**

The following modules all take at least one day to complete and we recommend completing the roadside safety & customer service module at the same time in order to keep with the PAS 43 standard.

#### **Motorcycle Recovery Training**

This module covers motorcycle controls, handling motorcycles, recovering motorcycles with/without motorcycle dollies, the use of motorcycle trailers, and motorcycle recovery vans.

There are many different types of motorcycles ranging from 50cc mopeds to 1300cc Harley Davidsons. This module will cover all the different loading and tying down techniques to be used. While also ensuring that technicians complete the tasks in the safest possible way for both themselves and the riders.

#### **Light Vehicle Recovery Training**

This module vehicles up to 3.5 tonne. Students will be shown the correct way of tying down vehicles, winching vehicles, winching calculations & roll over calculations.

The course covers either a flat bed(tilt & slide/Beaver tail) vehicle or a spec lift vehicle.

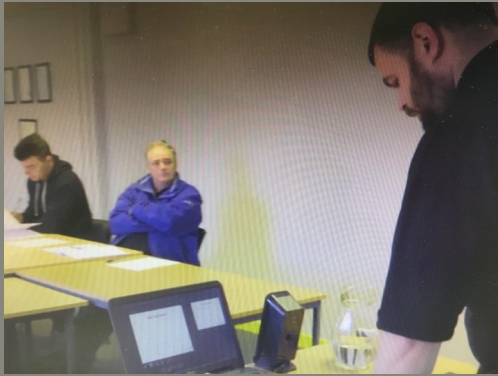
A demonstration of both will be given however.

#### **Heavy Recovery Vehicle Training**

This module covers all vehicles from 3.5 tonne and upwards. Students will be shown the correct way of recovering all types of heavy vehicles( buses, rigid trucks, artic trucks). They will also be taught the correct methods and techniques to recover heavy vehicles in all situations.

#### **Forensic Awareness**

This module is designed to give you an insight into the realm of Forensic Evidence and how you as a recovery operator can preserve the evidence at the scene and at your premises. This is a basic overview and is structured to give you the basic knowledge required in evidence handling.



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## CPC MODULE 1—Control of the Vehicle & Eco Driving Techniques

### Module Objectives

To know the characteristics of the transmission systems, understand the technical characteristics and operation of the controls in the vehicle and minimise wear and tear, and the ability to optimise fuel consumption. This module is broken into three sections. Section 1 covers the characteristics of the Transmission System. Section 2 covers the effective use of Safety Controls in buses and trucks and Section 3 covers optimising fuel consumption.

### Content:

#### Section 1:

Curves relating to torque, Power

Consumption of an engine, Optimum use of revolution counter, Gearbox-ratios.

#### Section 2:

Hydraulic Vacuum Servo Brake, Use of Brakes and retarder

Use of speed and gear ratio, Making use of vehicle inertia, slowing and braking

Action in the event of brake failure

#### Section 3:

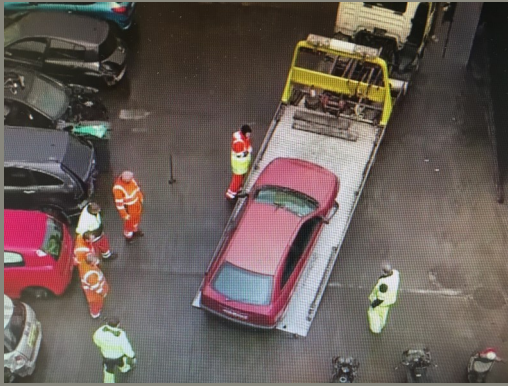
Optimisation of fuel consumption.

### Key Learnings from this module

At the end of this training the trainee driver will understand:

- Curves relating to torque.
- Performance curves (RPM and Power Output).
- Vehicle revolution counter, optimal speed engine range when shifting gears.
- Gearbox-ratio (according to the data of vehicle manufacturers).
- Hydraulic Vacuum and Air Brake Servo Circuits.
- Uses of Brakes and Brake Retarder and their limits and combined use of both.
- Better use of speed, gear ratio and vehicle inertia when slowing or braking.
- Action to be taken in the event of engine/brake failure.
- Adjust driving behaviour to different driving conditions (route planning, weather etc.).
- Basic Vehicle checks.





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## CPC MODULE 2—Minimising Risks & Managing Emergencies

### Module Objectives:

To make drivers aware of the risks of the road and of accidents at work and the ability to assess emergency situations. Driver behaviour in an emergency situation and how react in the event of aggression by another road user. This module is broken two sections.

### Content:

- Types of accidents.
- Road accident statistics.
- Human material and financial consequences.
- How to behave in an emergency.
- Assisting Casualties and delivering basic first at the scene of an accident.
- Passenger safety, Incident Reports.

### Key Learnings:

On completion of this module you will be able to:

- Describe the different risks at work and give examples of how to prevent them
- Interpret statistics related to traffic accidents
- Describe and discuss the accident rate of trucks and coaches
- Name the measures to prevent collisions with bicycles
- Name the financial consequences for people, companies, environment and society.
- Scene Assessment and apply First Aid.
- Vehicle Fire Assessment and Management.
- Complete an accident report form.



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## CPC MODULE 3—Health & Safety for the Professional Driver

### Module Objectives:

Awareness of the importance of physical and mental ability whilst driving, risk prevention and an understanding of Manual Handling and Personal Protective Equipment at work.

### Content:

- Healthy and balanced eating.
- The impact of alcohol, drugs and their effect on driver behaviour and performance.
- The causes and effects of fatigue and stress on the driver.
- The work/rest cycle.
- Ergonomics – Seating, Posture, Physical Fitness and Manual Handling.
- Personal Protection (PPE).

### Key Learnings:

On completion of this module you will be able to:

- Describe the effects of a balanced diet in relation to road safety and long-term diseases.
- Describe the impact of fatigue on the human body.
- Explain the importance of the work/rest cycle.
- Name the costs related to absence due to illness.
- Describe the influence of alcohol and other substances on road safety, the family and society.
- Name the advantages of zero-tolerance and the degree of alcohol in different beverages.
- Define the effects of job-related stress.
- Application of Personal Protective Equipment.
- Manual Handling, Correct procedures in lifting and carrying loads.



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## CPC MODULE 4—Role of the Professional Driver

### Module Objectives:

Ability to adopt behaviour to help enhance the image of the profession and understand the social environment of road transport and the rules governing it.

### Content:

- Behaviour of the driver and company image.
- Importance for the company of the standard of service provided by the driver.
- Role of the driver and people with whom the driver will be dealing with.
- Vehicle maintenance and work organisation.
- Working periods and breaks whilst driving.
- Tachograph use, management and penalties associated with misuse.
- Periodic Training.

### Key Learnings:

On completion of this module you will be able to:

- Describe how quality of work and vehicle maintenance reflects the image of the company.
- Identify work situations or other situations that may cause stress
- Describe which costs are directly influenced by the way the work is planned
- Describe how to deal with different people, such as enforcement officers, staff of (un) loading sites.
- Understand the Regulations governing working periods, rests and break periods.
- Know and understand the function of the Analogue and Digital Tachograph.
- Driver responsibilities in the checking procedures for vehicles.



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## CPC MODULE 5—The Professional Truck Driver

Module Objectives:

Ability to load the vehicle with due regard for safety rules and proper vehicle use and the prevention of crime with respect to trafficking of illegal immigrants. The carriage of goods and the Economic Environment. This module is broken into four sections.

Content:

- Forces affecting vehicles in motion and use of gearbox ratios according to vehicle load.
- Calculation of payload of vehicle or assembly.
- Calculation of total volume, load distribution and consequences of overloading the axle.
- Vehicle stability, centre of gravity and types of packaging and pallets.
- Main categories of goods needing securing, clamping and securing techniques.
- International and Cross border criminality and trafficking.
- Transport operating licences.
- Carriage of Foodstuffs and other goods.
- Customs inspections and customs documentation.

Economical Transport Cost analysis and calculation.

Key Learnings:

As a result of this training the trainee driver will understand:

- Forces affecting vehicles in motion.
- Use of gearbox ratios according to vehicle load and road profile.
- Calculation of payload of vehicle or assembly and load distribution.
- Consequences of overloading the axle, vehicle stability and centre of gravity
- Types of packing and pallets
- Sign-posting of vehicle with special loads.
- Information on security and the responsibilities of the driver and operator liability.
- Conditions for acquiring road haulage operator licence and multilateral agreements.
- The economic environment of road haulage and market organisation.



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## CPC MODULE 6—The Professional Bus Driver

### Module Objectives:

Ability to ensure passenger safety and comfort. Regulations governing the carriage of passengers. Prevention of criminality and trafficking with illegal immigrants and the regulations governing the carriage of passengers.

### Content:

- Passenger Comfort and Safety, include smooth braking and stopping and considered behaviour.
- How to load the vehicle.
- Dealing with illegal immigrants and prevention of criminality and trafficking.
- Responsibility of the driver and the Company.
- Regulations which govern the carriage of passengers on a bus. (R.P.T.O Licence).
- Safety equipment on a bus, seat belts and vehicle loads.

### Key Learnings:

As a result of this training the trainee driver will understand:

- Anticipatory driving and smooth braking for passenger safety and comfort.
- Considered behaviour on the road and passenger interaction.
- Dealing with disabled passengers, children and vulnerable adults.
- Managing difficult customers and bad passenger behaviour.
- Vehicle stability and handling.
- The distribution of passenger and baggage/cargo loads.
- Forces affecting vehicles in motion.
- International criminality and cross border trafficking.
- General information regarding driver implications and preventative measures.
- Transport Operator liability legislation.
- Anti-theft and security measures on a bus.
- Legislation for safe carriage of passengers within the European Union.
- Use of gearbox ratios according to vehicle load and road profile.
- Consequences of overloading the axle, vehicle stability and centre of gravity

## Booking

All of our courses can be tailored to suit the particular needs of your business so please feel free to get in contact with us at any time to discuss your requirements



## OUR CORE VALUES

### PROFESSIONALISM & EXPERTISE

through Knowledge, Experience & Respect

### SETTING STANDARDS

by influence and accomplishment

### MOVING FORWARD

by meeting challenges & embracing change

*Call us now*



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