



Training for Roadside Professionals

Why choose A1 Marsden as your training provider?

A1 Marsden is a provider of emergency assistance services to many clients, including the majority of premium motor manufacturers, whose customers demand only the best standard of service. Our Technicians and Recovery Drivers have an enviable reputation for delivering excellence which is reflected in customer satisfaction surveys that consistently show a rating of 98% +.

This success rate is due in large part to the in-house training provided by our own qualified and experienced Technical Trainers. These Trainers are approved to carry out assessments and certificated training on all the recognised industry training programmes which also comply with the industry quality standard PAS 43.

All our Technicians and Recovery Drivers are assessed and trained on the appropriate Vehicle Recovery modules and the Roadside Automotive Technician Accreditation scheme together with manufacturer model training, first aid, warranty submission, customer service, safe towing and health and safety awareness training.

Our Head Office at Annesborough is registered as an approved centre with both the IVR UK Ltd and the Institute of Motor Industry (IMI) to deliver VR modular training and ATA assessment and training. Our Technical Trainers are also qualified to deliver training to external companies and currently also provide training at clients' own premises.

A1 Marsden's Technical Training department has a long association with the IVR .

A1 Marsden has built its reputation on its responsiveness to clients' needs and our Technical Training Department has a track record for reacting quickly and effectively to training requests from external organisations. We are currently offering a bespoke safe roadside repair course for tyre fitting companies and have the expertise to specifically design or tailor existing courses to individual company requirements.

A1 Marsden is accredited with both ISO 9001 :2001 and Investors in People.



Training for Roadside Professionals

The Core Modules

VR1 Health & Safety

The VR1 Module deals with all aspects of Health and Safety as it applies to Vehicle Recovery.

Operators must now be aware of the latest Health and Safety legislation and accident prevention.

Theory

- Statutory requirements and need for training
- Health & Safety legislation applied to Recovery
- Personal Protective Equipment
- Fire Prevention
- Hazards and risks relating to the work place
- Tools, Storage and Cleaning
- Company resources
- Hazards and Risks relating to:

- (i) The workplace (ii) The recovery equipment

Practical Skill Instruction

- The use of Personal Protective Equipment
- Conduct a risk assessment
- Handling of loads (Manual Handling Practical)

VR2 Customer Service Skills

The VR2 Module deals with the delivery of customer service in an effective and 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.

Theory

- The importance of effective communication
- Different forms of communication used within the Recovery Industry
- Creating a positive impression of yourself and your company
- Identification of potentially dissatisfied customers
- Identification of the different types of customers and their needs
- Practical Skill Instruction
- Demonstrate through role playing the skills learned



VR3 Roadside Assessment

The VR3 Module deals with the Safety at the Roadside, the correct procedure to approach the scene and carrying out a risk assessment prior to recovering or repairing the vehicle.

Theory

- Roles and responsibilities with regard to Safety at the Roadside
- How to approach the scene
- Risk assessment prior to Recovery at the Roadside
- Vehicle driver and passenger management and welfare
- Procedures and checks prior to leaving the scene
- Practical Skill Instruction
- Demonstrate through role playing the skills learned

Please note the Core Modules, VR1, VR2 and VR3 can be taken separately on 1 day courses or combined on a 2 day course



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Additional Modules

VR4 Ancillary Equipment (Light Vehicle Recovery)

The VR4 Module deals with the use of Ancillary Recovery Equipment to Recover Light Vehicles.

Recovery Operators must be aware of the Health and Safety requirements applicable to the use of

Ancillary Equipment, the terminology and techniques used in conducting a Light Vehicle Recovery

Theory

- Health and Safety as it applies to Light Vehicle Recovery
- Terminology used - Flat tow, Suspend tow, A frame
- Operating procedures and customer service
- Correct use of equipment and methods of towing
- Legislation requirements for towing

Practical Skill Instruction

Demonstrate the correct use and deployment of all related equipment

The VR4 Module deals with the use of Ancillary Recovery Equipment to Recover Light Vehicles.

Recovery Operators must be aware of the Health and Safety requirements applicable to the use of Ancillary Equipment, the terminology and techniques used in conducting a Light Vehicle Recovery

Theory

- Health and Safety as it applies to Light Vehicle Recovery
- Terminology used - Flat tow, Suspend tow, A frame
- Operating procedures and customer service
- Correct use of equipment and methods of towing
- Legislation requirements for towing

Practical Skill Instruction

- Demonstrate the correct use and deployment of all related equipment

VR5 Spectacle Frames (Light Vehicle Recovery)

The VR5 Module deals with the use of Spectacle Frame Units as part of a routine recovery procedure. The Spectacle Frames variations and the Health and Safety requirements for their use is also covered in this module. Operators will gain the necessary skills and become familiar with the component parts of Spectacle Frames to effectively describe and deploy them professionally and in Safety.



Theory

- Health and Safety as it applies to Spectacle Frames
- Variations in Spectacle Frames and their performance
- Loading procedures and checks when using Spectacle Frames
- Towing procedures and release of casualty vehicle
- Equipment checks and hazards associated with Spectacle Frames

Practical Skill Instruction

- Demonstrate successfully the deployment and use of the equipment, loading, transporting and unloading of the casualty vehicle

VR6 Transporters (Light Vehicle Recovery)

The VR6 Module deals with the use of Transporters to carry out routine Light Vehicle Recoveries.

Operators will be able to identify the different types of transporters and their technical features.

Theory

- Health and Safety as it applies to Transporters
- Types of Transporters, their performance and advantages.
- Loading procedures using a Fixed bed transporter
- Loading procedures using a Slide bed transporter
- Equipment checks, hazards loading and unloading the casualty vehicle

Practical Skill Instruction

- Demonstrate successfully the deployment and use of the equipment. The loading, transporting and unloading of the casualty vehicle