



## GUIDANCE NOTES FOR APPLICANTS TO COACHMARQUE MEMBERSHIP

### NOTE A

Only eligible vehicles (not more than 10 years old) may be described as CoachMarque coaches and will be identified clearly as such by the application of vinyl logos. None of the remaining vehicles in the fleet may be described as CoachMarque coaches and may not carry the CoachMarque logo.

### NOTE B

Seat belts must be fitted to all vehicles in the applicants coach fleet registered for membership whether or not they qualify for CoachMarque branding.

### NOTE C

A print out of your company data is available from the Vehicle Operators Services Agency. They would prefer you to contact them by e-mail at [atacare@vosa.gov.uk](mailto:atacare@vosa.gov.uk) However if you do not have an emailing facility their address is Welcomb House, Swansea, SA1 2DH. Their telephone number is 01792 458888. At present the service is free of charge but they are considering introducing a fee later on.

Prohibition record must be current (i.e. the same year as application). Annual test record must show that the company's performance is better than the national average.

### NOTE D

Recommended content for the driver's handbook as follows:-

- Overview of key staff, and telephone contact numbers in case of emergency
- Requirements of daily walk-round inspection by the driver
- Basic drivers hours information Domestic and EU
- Working Time Directives
- Tachograph Regulations
- Other relevant legislation (such as Health and Safety/alcohol/sporting events etc)
- Vehicle defect reporting
- Requirements for European Touring
- Parking Information
- 'Social issues' – such as holiday pay, sickness, pay, hours, etc (this could form part of the legally required contract of employment)
- 'Customer Care' Guidelines
- Code of Conduct
- It is recommended that a loose-leaf handbook is produced, so that amendments can be made easily during the year.

### NOTE E

The importance of a well-trained workforce in contributing to the success of a company cannot be over-emphasised. CoachMarque companies should have a training policy and procedures which aim to ensure that the right training takes place at all levels. Most training will take place on the job. However it is unlikely that this will be sufficient to ensure that all employees have the range of skills necessary to perform to the standards that the company specifies or to advance their careers. To greater or less extent, companies will make use of both internal and external courses.

### NOTE E Cont...

The CoachMarque model training policy requires:-

- **A detailed training plan**  
This should be based on performance indicators, such as annual appraisal results. The training plan should be defined through cycle: the identification of needs, design (including programmes and/or methods), implementation and evaluation. This cycle should be applied to all training whether it is individual or at a broader level.
- **Adopted qualifications**  
The industry has committed itself to adopting National/Scottish Vocational Qualifications (NVQ/SVQ) as means of improving the performance of all grades of staff. Also it has adopted sector skills targets as a means of ensuring that the achievement of qualifications is clearly linked to business needs and improved business performance.

### NOTE F

The following minimum customer documentation is mandatory:-

- Written confirmation of booking to client, together with terms of business
- An outline itinerary of the journey with start, finishing times and destination details to be given to the customer prior to commencement.
- Details of 24-hour Company contact telephone numbers.

It is NOT mandatory for these documents to be computer generated, although this method is highly recommended.

It is accepted that there will be short notice hires that may make adherence to documentation procedures impossible. It is acceptable for the applicant to demonstrate how such hires are dealt with, i.e. by having a system to ensure that documentation is raised as soon as practicable.

### NOTE G

The use of Terms and Conditions of Private Hire which as a minimum, comply with CPT 'Model' terms is mandatory. A copy of the CPT 'Model' terms will be sent with the new membership pack.

### NOTE H

Subscription fees per annum are currently as follows:-

Coaches	@ £57 each + VAT	=£65.55 per vehicle
Minicoaches	@ £26 each + VAT	=£29.90 per vehicle

**OR** minimum payment of £250+VAT = £287.50 (whichever is the higher)

**NOTE:** To reflect the funding and support provided by CPT the current fees for non – CPT Members are as follows:-

Entry Fee	@ £500 + VAT	= £575.00
Coaches	@ £35 + VAT	= £ 40.25
Minicoaches	@ £25 + VAT	= £ 28.75