



Training Commissioning and Alteration Process Form 1

New Training

TCAP template: June 2013 version 4.0

TCAP number: 0143

**Title: Awareness of Brigade Control's FSG
procedures and practices**

Contents

Training Commissioning and Alteration Process Form 1	1
1 Basic Information	4
2 Why is proposed training/change to training required?	6
3 Impact analysis	6
4 What do you want this training to achieve?	7
5 Training Stakeholder Group Meeting	9
6 Options for Delivery of Training	12
7 Review of Training Options Not Applicable (CBT PACKAGE)	15
8 Option Selection	17
9 Approval of Training Materials	19
10 Course Details for STEP Not Applicable	20
11 Pilot.....	24
12 Statement of Training Requirements (SoTR)(TDP).....	27
13 Completed Course Checklist	28
14 Approvals	29
Appendix I - Consultation with Representative Bodies	30

Version Control			
Version	Date	Author	Comments/Changes made (including section numbers)
0.1	1/10/13	GM Andy Bell	1 st draft
0.2	14/8/2014	NM	Additions to bring TCAP to completion.
0.3	19/8/2014	NM	Final Version
0.4	20/08/2014	SM	FINAL VERSION

1 Basic Information

To be completed by Commissioning Officer

1.1 TCAP Title

TCAP 0143 Awareness of Brigade Control's FSG procedures and practices

1.2 Name of Commissioning Officer and their department

AC Dave Brown – Third Officer

AC Richard Chandler - Mobilising

1.3 Name of Client(s) and their department

Dave Brown – Third Officer

Operations, Prevention & Response

1.4 TCAP Stakeholder Group Members

*TSG members **must** be able to make decisions on their departments behalf. It is the responsibility of the TSG members to feedback to their management to ensure agreement with the decisions that are made. TSG members must be the single point of contact to ensure swift progression, or provide a substitute should they be unable to attend meetings.*

Wayne Johnson Operational Assurance

Vic Bagnelle Mobilising

Brian Reardon Operations

1.5 Subject Matter Expertise

Not applicable

1.6 Background/Context

The Lakanal House inquest conducted by the Coroner, Lady Kirkham identified a potential lack of familiarity amongst operational personnel with regard to Brigade Control's procedures, practices and actions during a high rise fire, and particularly in relation to managing fire survival guidance calls.

As a result the Coroner made the following recommendation under Rule 43 of the Coroner's Rules 1984:

"I note the steps already taken by the Brigade in relation to guidance to and training for those

STAGE 1: TCAP Development

at Brigade Control who are involved in handling calls from members of the public, and fire survival calls in particular. It is recommended that the Brigade considers whether training be given to operational crews about Brigade Control practices and procedures"

2 Why is proposed training/change to training required?

To be completed by Commissioning Officer

2.1 Strategic Alignment

(Delete as necessary)

Aim 3: Response. Planning and preparing for emergencies that may happen and making a high quality, effective and resilient response to them

Aim 4: Resources. Managing risk by using our resources flexibly, efficiently and effectively, continuously improving the way we use public money

Aim 5: People. Working together to deliver high quality services and to create a safe and positive environment for everyone in the organisation

2.2 Corporate and/or Departmental Risks. Access PMF via this link: [PMF Risk Register](#)

CRR1: A death or serious injury occurs as a result of our staff not operating a safe system of work.

3 Impact analysis

To be completed by Commissioning Officer

3.1 Identify the existing training packages affected by this TCAP

Ops News 25 'Search and Rescue'

Review of related packages in FFD Phase 1

4 What do you want this training to achieve?

To be completed by Commissioning Officer

4.1 What do you want this training to achieve? *What do staff need to be able to do following completion of this training?*

Deliver an awareness to operational staff of how Brigade Control manage the gathering, recording and sharing of information, the methodology for the prioritisation of calls, the mobilisation of additional resources, and the provision of advice given to members of the public during a fire survival guidance call.

The training solution should cover the key actions by Control, the enabling triggers and the potential effect on the operational management of an incident, as detailed within PN 790 '

4.2 Who do we need to train?

Station based personnel (FF to WM)

Senior Officers (SM to GM)

4.3 When do we need this training? *Please provide justification for any deadlines provided*

Package/s need to be completed and uploaded by end of January 2014 to enable all operational staff to have received the training by the end of March 2014, in line with the Commissioner's response to the Coroner.

4.4 Are there any pre-requisite skills and/or training required by staff attending this training?

The following guidance and policies are linked to the subject matter and personnel should be aware of their content and application.

PN 790 'Fire Survival Guidance'

PN 803 'Search and Rescue procedures within structures'

PN 633 'High rise firefighting'

PN 434 'Sectorisation at incidents'

PN 793 'Compartment firefighting'

PN 238 'Incident Command procedures'

PN 722 'Command Support System'

PN 541 'Command support at incidents'

PN 431 'Incident Commander'

PN 432 'Operations Commander'

PN 433 'Sector Commander'

PN 341 'Decision making model'

PN 435 'Tactical mode procedure'

PN 773 'Firefighting in basements'
PN 518 'Messages from incidents'

4.5 Is this a one off training intervention?

YES ☐

Please explain why no refresher/ MOS is required

NO ☒

If NO Please complete section 4.6

4.6 Detail the expectations relating to the frequency of refresher training or maintenance of skills.

Package should be available via the Big Learning for on going training.

4.7 Training Development Constraints *[please detail anything that Babcock should be aware of prior to commencing development of training, for example there may be release issues associated with some staff groups]*

Package/s need to be completed and uploaded by end of January 2014 to enable all operational staff to have received the training by the end of March 2014, in line with the Commissioner's response to the Coroner.

Package to be rolled out Aug/Sept 2014. SM

5 Training Stakeholder Group Meeting

To be completed by Learning and Development Strategy Team

5.1 Approval to submit TCAP to Babcock

Please record below that the TCAP has been approved by relevant GM/FRS F prior to submission to Babcock

GM Worsam 21/10/2013

5.2 Policy Consultation via Brigade joint committee for health and safety at work (BJCHSW)

*For those TCAPs initiated as a result of the creation of new/significant change to existing policy, please record below that the policy has been consulted on via BJCHSW. This consultation process **MUST** been completed prior to any TCAP being passed to Babcock.*

YES ☐

NO ☒

5.3 TSG Meeting Arranged

Date: W/C 21st October

STAGE 3: Training Options

5.4 Agreed Training Solution Completion date [use Training Development Tariff below] NOT APPLICABLE/TABLE NO LONGER IN USE

Predicted length of training session/course		
Hours (If less than 1 day)/Days		
Training Development/Delivery ratios		
All Trainer led training e.g. <ul style="list-style-type: none"> Practical skills sessions Knowledge sessions 	4:1	
All Non -Trainer led training e.g. <ul style="list-style-type: none"> Watch Officer led PowerPoint (including training guidance notes) Interactive Watch Officer led CBT package (including training guidance notes) Distance learning pack (for individual learning) Distance learning pack (for Watch Officer led practical skills session) E-learning package for Senior Officers 	6:1	
Total no. of development hours/days		
If hours, convert to days (divide by 7 and round up to whole business day)		
Interim Flexibility factor (x3)		
*Refer to reducing scale on associated Training Development Tariff document		
Total Business days		
Are there exceptional circumstances that will affect development schedules? e.g. additional research required. If yes record time taken		
To be provisionally agreed by FRS F or GM and approved at TDPWG.		
Identification of Training Options (Internal or External)		
Internal (5 Business days)		
External (10 Business days)		
CMC Approval		
(CMC agreed turnaround time)		5 Business days
Total time from commission to completion (Business days)		
Date TCAP received by Babcock		
+ Total business days from commission to completion		
= Completion Date		

5.5 Agree Criticality Rating using table below **NOT APPLICABLE**

Criticality Risk Rating	A	B	C	D	E	F
Reasons	1 & 2	2	4	5	7	8
	1 & 3	3				
	1, 2 & 3					
	2 & 3					
	6					
Key to Criticality Risk Rating Reasons						
1	Organisational Priority (i.e. due to low skill level, corporate project or organisational risk).					
2	Organisational Readiness (i.e. skills required to maintain ridership levels).					
3	Legal Requirement					
4	Development Programmes/ Non critical Operational Impact					
5	Development Programmes/ Soft Skills					
6	Financial					
7	Personal Skills					
8	Computer Based Training (CBT)					
AGREED CRITICALITY:						

5.5 Note of any key decisions made, issues raised, etc at TSG

Not Applicable

6 Options for Delivery of Training

To be completed by Babcock

6.1 Option 1

Brief outline of the proposed option

Comment: Two CBT training packages that can be hosted on the Knowledge Centre. Both will be step-by-step guides to the processes and techniques employed by control room staff to ensure the safety of the public when dealing with a Fire Survival Call.

Each will combine factual statements and diagrams depicting the process in its current state, provide testimonies to illustrate important points as well as direction on how operational staff may use that information and interact with the control room to ensure the highest level of public safety.

The first package will be for station-based staff from FF to WM. This will focus on how crews may benefit from the level of detail and currency of information that Fire Survival Calls (FSG) can provide. It will also depict the importance of utilising that information and feeding new information back to the control room.

The second package will have the same essential elements but with the focus on the different needs and goals of senior officers when interacting with FSGs.

- ✓ Clearly containable costs
- ✓ Compatible with existing IT systems
- ✓ Easy access for all staff
 - × Limited interactivity
 - × Limited effect on long term behaviour
 - × Mainly text based, with limited engagement of delegates
 - × Scope, aims & objectives need to be formally agreed at the outset to avoid over-runs

Costing information

TUs [Please specify how many delegates per class these TUs are based on]	Indicative Tu's for design and development are 30 Tu's for both packages combined.
Competency	
Tradability	

Copy of Excel costing spreadsheet included ☐

6.2 Option 2

Brief outline of the proposed option

Comment: A digital video presentation, stored on-line to allow for careful control of access.

One presentation of approximately 20 mins duration showing control room and station-based (FF to WM) operational staff dealing with a Fire Survival Call. It would also have either an alternative version or an additional chapter/scene tailored to the needs of Senior Officers (SM to AC).

- ✓ Highly engaging for delegates
- ✓ Does not rely on delegates reading skills
- ✓ Higher impact in shorter time-frame
- ✓ Easy to control access
- ✓ Is non-subjective and cannot be deviated from
 - × Expensive to produce
 - × No interactivity
 - × Difficult to amend/update

Costing information

TUs [Please specify how many delegates per class these TUs are based on]	*See option 1
Competency	
Tradability	

Copy of Excel costing spreadsheet included ☐

6.3 Option 3

Brief outline of the proposed option

An interactive scenario-based video programme to illustrate the advances in Fire Survival Call handling and how operational staff can make the maximum use of information to increase effectiveness.

Option 3a is for operational staff FF to WM. This would be watch-based and facilitated by WM. The group would watch a video based scenario and the WM would initiate a discussion based on

that scenario and video clip.

When prompted the group would then choose a course of action which would lead to further video clips showing the result of their decisions. Pop-ups would add important information at salient points to further illustrate KLPs.

Option 3b for operational SM to AC would be very similar to option 3a but would be used as a remote CBT package for the individual delegate. Informative pop-ups would focus on a senior officer perspective and how their use of information from the Fire Survival Call can be used to enhance the safety and effectiveness of fire-fighting operations.

- ✓ Highly interactive
- ✓ Very engaging for delegates
- ✓ Uses multiple media types to ease access for various learning needs
- ✓ Can be updated without changing the whole package
- ✓ Has self-learning & assessment elements
- ✓ Can be hosted on the knowledge centre which allows recording of access details
 - × More difficult to produce
 - × Potential production costs
 - × May take longer to use than set-duration film packages

Costing information

TUs [Please specify how many delegates per class these TUs are based on]	**See option 1
Competency	
Tradability	

Copy of Excel costing spreadsheet included ☐

6.4 Procurement Process *[If any of the training options involve the use of an external provider, please provide details about the number of providers considered and why the chosen providers have been selected and proposed as options]*

At this early stage we are consulting with four potential providers, two have a previous working relationship with Babcock, two are London-based and specialists in film production.

7 Review of Training Options Not Applicable (CBT PACKAGE)

*A To be completed by CMG. * to be completed by LDS*

Date completed:
Current in year change? <input type="checkbox"/>
Change to future baseline? <input type="checkbox"/>
Option 1
Criticality*:
Competency*:
Indicative Training Units* :
Major or Operational Change?:
Comment:
Option 2
Criticality*:
Competency*:
Indicative Training Units * :
Major or Operational Change?:
Comment:
Option 3
Criticality*:
Competency*:
Indicative Training Units * :
Major or Operational Change?:
Comment:
Recommended route for Approval:

STAGE 3: Training Options

B Training Release Team Comment

To be completed by TRT with regards to implications of options on release of staff if applicable

Option 1

Comment: NOT APPLICABLE (CBT PACKAGE)

Option 2

Comment:

Option 3

Comment:

8 Option Selection

To be completed by Learning and Development Strategy Team

8.1 Selected Option

Option 1

8.2 Competency:

Not Applicable

8.3 Criticality:

Not Applicable

8.4 Indicative Training Units:

TU's have not been included at this stage due to the nature of the options. It is envisioned that there would be one-time cost involved for development but that production costs would only become known once variables such as training package duration and internal/3rd party production is established.

It is therefore proposed to ascertain the preferred option and outline of requirements, at which point costs can be estimated and agreed upon prior to work commencing.

STAGE 3: Training Options

Task	Completion Date
Not Applicable	

9 Approval of Training Materials

To be completed by Learning and Development Strategy Team and Babcock

9.1 Amendments required to Health and Safety Risk Assessment.

Babcock to detail whether the development of this new training course will necessitate change to/or production of new risk assessments. If change to/creation of new risk assessment is required this must be provided by Babcock

Not Applicable (CBT PACKAGE)

9.2 Training Development Approval

(Please insert proof of approval from TSG members)

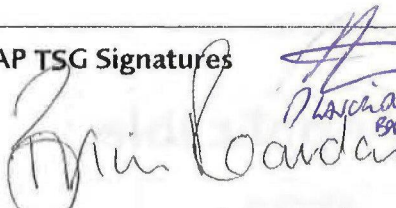
Trainer Guidance Document (to include Lesson Plan): ☒

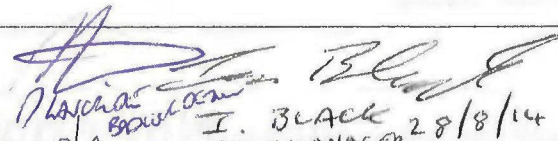
Presentation: ☒

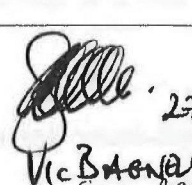
Exercises: ☒

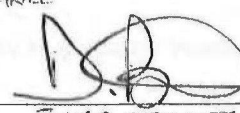
Risk Assessment: ☐ Not Applicable (CBT PACKAGE)

TCAP TSG Signatures


 BRIAN REARDON
 GROUP MANAGER
 OPR
 21/8/14


 I. BLACK
 GROUP MANAGER
 OPR
 28/8/14


 Vic Bonare
 SOA BRIGADE CONTROL
 27/8/14


 THIRD OFFICER
 OPR
 29.8.14

9.3 Subject Matter Expertise

If it is anticipated that LFB Subject Matter Experts will be required to contribute to the training delivery explain what this contribution will be and why it is necessary. Where known, include the name or role of the appropriate individual.

The Commissioning Officer should sign **section 15.1** to confirm commitment to the SME involvement.

Not Applicable

10 Course Details for STEP Not Applicable

To be completed by Learning and Development Strategy Team in conjunction with Babcock

ONCE THIS SECTION IS COMPLETE TCAP MUST BE SENT TO STEP MAILBOX: STEP@london-fire.gov.uk

10.1 General information: Not Applicable

Are you creating a new course? If Yes complete this section If No enter NA and move on to next section	
By creating this new course, does another course need to be deactivated?	
If yes, please provide the Course code & course title:	

10.2 Core Course Details: Not Applicable

What is the title of this Course?	
What is the default training location?	
If a new location needs to be created please provide full address & map	
What is the default start time?	
What is the duration?	
Can this course be delivered over a weekend?	
Can this course be delivered over a Public Holiday?	

10.3 Attendance limits, Results and Watch Based Details: Not Applicable

What are the Minimum and Maximum numbers of attendees for this course?	Minimum	
	Maximum	
Is there a course assessment that needs to be recorded? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES please define the possible results using the boxes to the right	Pass/ Fail	
	Exam	
	Pre-course score	
	Post-course score	
Will this course be delivered via PROP (Proposed Release of Personnel)?		

<p>Will this course be delivered by SR (Strategic Resource)?</p> <p>Provide Default watch based notes: Example listed below</p> <p>SR level = 1 (Green) For details see: http://hotwire/operations/ops_update/index.htm</p> <p>Watch Managers must ensure that the following items of equipment are available on the day: resuscitation mannequin, resuscitator, one box of face shields (POMS S2167), one box of latex gloves (POMS S1637), no.2 ambulance dressings (2 per person - S2063), no. 4 ambulance dressings (2 per person - POMS S2064).</p>	
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10.4 Trainer roles: Not Applicable	
How many trainer roles are required to deliver this course?	
Name of trainer role 1 (i.e. Lead Trainer)	
Name of trainer role 2 (i.e. Assistant Trainer)	
Name of trainer role 3 (i.e. Examiner)	

10.5 Lessons: Not Applicable				
Lesson Title	Class day	Start Time	Duration (Mins)	Trainer Role
(Example) Day 1	1	09:00	480	Lead Trainer
(Example) Day 1	1	09:00	480	Assistant Trainer

<p>10.6 Joining Instructions: Not Applicable</p> <p>Every new course should have a reference to the uniform requirements in the Course Specific Joining Instruction, use either of the 2 defaults options provided below (please delete as appropriate)</p> <p>Option 1: (Whilst attending this course smart casual wear may be worn)</p> <p>Option 2: (Whilst attending this course you are to wear uniform appropriate to your role as detailed in policy 320)</p> <p>Are there any additional course specific Joining Instructions, if so please detail below</p> <p>Examples:</p> <ul style="list-style-type: none"> Prior to attending the course, you should familiarise yourself with the Merlin entry control board, telemetry simulator and related documentation. Full Brigade issue PPE (helmet, fire coat, leggings, boots, fire hood & gloves) is

required.

10.7 Course Requisition: **Not Applicable**

Can this course be requested by LFB Staff via Hotwire & Station Diary (Course Request List)?

10.8 Administration: **Not Applicable**

Course Code:

Date received:

Ask TABR to add this course to CEMS TABR@london-fire.gov.uk
PROFORMA FROM TABR TO BE ADDED HERE

10.9 Eligibility reports: **Not Applicable (CBT PACKAGE)**

*A report is created in order for the Course Administration team (Babcock) to allocate people to your course. This is essential if there is a refresher requirement. **Please consult Training Release Team (TRT) prior to creating this report.***

Following consultation with TRT team please request report by emailing: Reports2@london-fire.gov.uk

Please insert link to Eligibility Report

10.10 Qualifications: **Not Applicable**

A qualification may be required for mobilising purposes or to appear on an individuals ITR

Assigning a qualification that is used for mobilising must be approved by Operations Prevention and Response

If a qualification is required please contact Information Management by e-mailing the STEP Mailbox: STEP@london-fire.gov.uk

10.11 Course Recording:

STAGE 6 Pilot

If we wish to record that staff have completed a training package, read a training note etc. you will need to contact Clive Eustice clive.eustice@london-fire.gov.uk to discuss the most appropriate way of achieving this.

Arranged and agreed with Derek Grieve August 2014

11 Pilot

To be completed by Learning and Development Strategy Team

A Course Pilot Check List

Will there be a Pilot for this course?	YES <input checked="" type="checkbox"/> <i>If YES please complete Pilot check list below</i> NO <input type="checkbox"/> <i>If NO please explain why a Pilot is not required</i>
Ensure that release is agreed by Training Release Team via Scheduling and Allocation Working Group <i>[See TCAP Guidance]</i>	Not Applicable
Check Availability of TABR and Commissioning Officer (SME) please refer to Pilot attendance information in TCAP guidance	Not Applicable
Date of Pilot	1 st to 30 th July 2014
Inform TABR and Commissioning Officer of Pilot Date	Not Applicable
If the Pilot is successful will it count as the first scheduled course?	YES <input type="checkbox"/> Not Applicable <i>If YES please complete actions below</i> NO <input type="checkbox"/>
Ensure Course is entered and marked as a Pilot on STEP via Scheduling and Allocation Working Group <i>[See TCAP Guidance]</i>	Not Applicable

B Pilot Attendees

11.1 Pilot Attendees (TABR and/or SME must attend the Pilot)	
TABR QA	Not Applicable
SME	Not Applicable
Delegates	Hammersmith White Watch Sutton White Watch Hillingdon White Watch Dowgate White Watch

3 TRIOS

C Results of the Training Course Pilot*To be completed by Training Assurance & Business Relationship Team***11.2 Results of Pilot Session(s)**

The packages were well received and the feedback was very positive.

The only suggested amendments that were made are:

SM-GM package

- Please review the functionality of the quiz at the end of this package to ensure that it runs correctly.
- Question 3 in the quiz needs to be reviewed (please see screenshot below – this is in the 'Review Quiz' function). It does not clearly show the correct answer when the delegate answers the question incorrectly.

These changes were made by Babcock 15/8/2014

D Babcock Final Costing*To be completed by Babcock***11.3 Confirmed Costing***Babcock financial team to confirm final costing.*

TCAP0143

Awareness of Control Procedures and Practices
for Operational Personnel

24 TUs

The TCAP value was agreed by Babcock and LFB at a meeting on 9/4/14 attended by GM Worsam and Tim Claringbull.

E CMG Comment*To be completed by CMG after Section 13D has been complete. Areas marked with a * to be completed by Learning and Development Strategy Team*Date completed: **Not Applicable**Current in year change? ☐Change to future baseline? ☐

Criticality*:

Competency*:

Babcock Finance approved Training Units *:

Major or Operational Change?:

Comment: **Not Applicable**

12 Statement of Training Requirements (SoTR)(TDP)

To be completed by LDS and Babcock **Not Applicable**

Please complete insert below to enable the SOTR to be updated

Commissioning Officer	Course Name	Course Code	Delegate Numbers	Amended Delegate Numbers	Affects PROP/SR/NE ITH	Schedule Requirements	Delegates	Watch based (W)/from any watch (A) (PROP courses only)
HoS	Example	EG123	Complete for courses already on SoTR (e.g. for delegate place changes)by stating original requirement. For new courses fill in NA	Fill in for both new courses and delegate place changes	This answer should be agreed by TRT	From TRT or department lead if not watch based <i>E.g. Throughout the year on days 1&2 taking into account PROP variances</i>	From TRT or department lead if not watch based <i>E.g. Eligibility report. Priority is staff longest without training</i>	From TRT

CONTRACTUAL INFORMATION

Training Units per course	Tradability	Babcock Competency	LFB Criticality	Internal /external provision	Babcock delegates per class	Min Delegates per class	Max Delegates per class	Level 2 Assessment
	(enter either T or NT)	(confirm the competency group)	(confirm the criticality group)	(confirm whether this is to be provided by Babcock or by an external provider)	(confirm the number of delegates that Babcock assumes per class)	(confirm the minimum number of delegates required per class and reason (H&S and/or learning objectives))	(confirm the maximum number of delegates required per class and reason (H&S and/or learning objectives))	(confirm whether this course has a level 2 assessment)

13 Completed Course Checklist

To be completed by Learning and Development Strategy Team

Confirm copy of final course materials received:
Lesson Plan: <input checked="" type="checkbox"/>
Presentation: <input checked="" type="checkbox"/>
Exercises: <input checked="" type="checkbox"/>
Risk Assessment: <input type="checkbox"/> Not Applicable
Provide link to where materials can be found in SharePoint: Not Applicable
Insert for Course Guide Not Applicable
Who can attend?
Course Location
Duration
Course Aims
Course Objectives
Course Guide updated? <input type="checkbox"/> Not Applicable
Course Code Created? <input type="checkbox"/> Not Applicable
Course added to CEMS for Level 1 Evaluation? <input type="checkbox"/> Not Applicable
Is recording mechanism set up on Station Diary ? <input checked="" type="checkbox"/>
SoTR updated? <input type="checkbox"/> Not Applicable

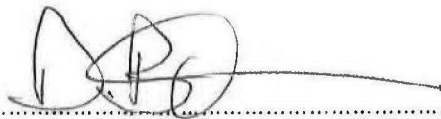
14 Approvals

To be completed by Learning and Development Strategy Team

14.1 Subject Matter Expertise

If Subject Matter Experts are to be utilised as part of the training solution, Heads of Service are to specify the contribution they will deliver to the learning outcomes and sign below to confirm commitment to their involvement

Signed by the SME's Head of Service:



J. Blair THIRD OFFICER
29.8.14 DP+R

14.2 Final sign off

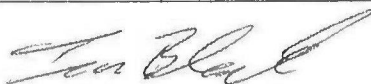
Signatures required from all members of TCAP Stakeholder Group, the Head of LDS and Babcock Contract Director



BRIAN REARDON

21/8/14

GM OP+R



I. BLACK

28/8/14

GM OPS ASSURANCE



VIC BAGNALE

27/8/14. S2 LAD

SOM CONTROL

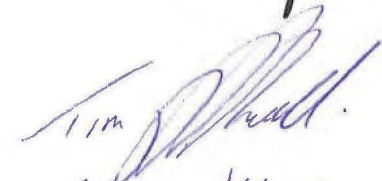
HALE - ANGELA HALE - 23/10/14
LBO MANAGER

14.3 Signed TCAP scanned, saved to SharePoint and then attached to an e-mail and sent to TSG, TRT, TABR and Babcock to confirm that TCAP is now complete: ☐

14.4 Contents of TCAP SharePoint folder Archived? ☐



ALAN P. D. BABCOCK 22/10/14



TIM CLARK
BUSINESS MANAGER

10/11/14

24 TH'S PAID IN 13/14
(DEVELOPMENT)

Appendix I - Consultation with Representative Bodies

To be completed by Learning and Development Strategy Team.

Consultation with Representative Bodies (RB's)

LDS consults on new training with RB's, please detail any comments received from RB's and any stage of the TCAP and how these have been addressed.

Not Applicable

