

Staff On-boarding - Licensees

The purpose of this procedure is to clearly define the process by which potential licensees contact LSV, undergo an approval and induction process and are subsequently trained. The intention is to ensure a clear, welcoming and consistent approach to the processing of new licensees to ensure the best possible introduction to LSV and the best platform to support the delivery of the highest standard of training.

1. **Initial contact:** First contact is made by a potential licensee and the details are passed to a Training Coordinator to follow up / make contact. A CV and letter of intent will be requested.
2. **Interview organised:** Following a review of the CV and letter of intent, a formal interview is completed at LSV at a time and date agreeable to the potential licensee and LSV staff.
3. **Interview completed:** A minimum of two LSV staff will make up the interview panel from the Public Training and Pool Safety Team. The interview will be based on the CV and letter of intent. It will also be formally documented and filed.
4. **Successful licensees:** Will be invited to attend an induction.
5. **Unsuccessful licensees:** Will be contacted and informed that they were unsuccessful with their application.
6. **Induction paperwork:** LSV (generic / departmental) induction paperwork will be completed during the induction. Training log books will be distributed / explained and copies of all relevant certificates will be obtained.
7. **Lead licensee log book process:** The log book process (see below) will need to be completed in full by the lead contact for the licensee. This will be support by the LSV office team.
8. **Additional Licensee log book process:** The log book process (see below) will need to be completed in full by all trainers operating under the license. This can be overseen by the lead licensee once they have completed the process.
9. **Log book content / delivery:** For each course that the trainer will deliver, they will be required to i) observe the delivery of the course and support (as requested by) the lead trainer *and* ii) deliver the course in full alongside (and under the overall supervision of) the lead trainer
 - *All trainers will observe and deliver courses with the lead licensee*
 - *When observing courses, the new trainer is not considered in the course delivery trainer ratios*
 - *When delivering courses, the new trainer is considered in the course delivery trainer ratios*
10. **Log Book Sign off:** Following the successful completion of each course, the LSV lead trainer will sign off the appropriate log book section for the lead licensee. For additional trainers operating under the license the lead licensee will sign off the appropriate log book section. If a candidate (lead licensee / additional licensee trainer) is not signed off as competent, the appropriate trainer will complete a review and also rebook the new licensee trainer onto another appropriate course. Once a new trainer has been signed off in the delivery for a course, they will become able to deliver that course.