

2026 Instructor-Led Course Catalogue

Practical Training for Vehicle Rental,
Leasing & Fleet Professionals

Expert-led training for your team

The BVRLA Learning & Development portfolio includes specialist instructor-led courses designed for the vehicle rental, leasing and fleet sector.

Delivered online or face-to-face, our courses cover compliance, electric vehicles, sales, fleet operations and professional development. Led by industry experts, they provide practical skills your team can apply immediately.

Why choose BVRLA instructor-led training?

- ✓ Expert industry trainers
- ✓ Online or face-to-face delivery
- ✓ Interactive, practical sessions
- ✓ Regulatory and compliance focused
- ✓ Certificates of completion
- ✓ Bespoke sessions available
- ✓ Regular scheduled dates throughout 2026
- ✓ Small group sizes for maximum engagement
- ✓ Suitable for all experience levels

Regulatory excellence & customer outcomes

Our compliance courses ensure your team understands regulatory requirements, delivers fair outcomes for customers, and maintains the highest professional standards.

COURSES IN THIS CATEGORY

- ✓ Fair Wear & Tear Standard (Cars, LCVs, CVs over 3.5t)
- ✓ Vulnerable Customer Masterclass
- ✓ Consumer Duty Training Programme
- ✓ Complaints Management
- ✓ Penalty Charge Notice Masterclass
- ✓ Customer Relations

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Courses Available

Half / Full Day

Session Lengths

Online / F2F

Delivery Options

Fair Wear & Tear Standard for Cars

OVERVIEW

Learn how to apply the BVRLA Fair Wear & Tear Standard when inspecting cars at end of contract. Covers acceptable condition, damage identification and consistent decision-making.

Suitable for: Vehicle inspectors, fleet managers, leasing returns staff

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Apply the Fair Wear & Tear Standard consistently
- ✓ Identify acceptable vs unacceptable vehicle condition
- ✓ Make fair and defensible inspection decisions
- ✓ Understand recharge processes and documentation
- ✓ Reduce disputes at end of contract
- ✓ Communicate findings clearly to customers

Vulnerable Customer Masterclass

OVERVIEW

Develop the skills to identify, support and protect vulnerable customers. Covers FCA expectations, practical scenarios and building a culture of care.

Suitable for: All customer-facing staff and team leaders

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Recognise signs of customer vulnerability
- ✓ Apply FCA guidance on vulnerable customers
- ✓ Adapt communication to individual needs
- ✓ Record and escalate concerns appropriately
- ✓ Build a supportive team culture

Consumer Duty Training Programme

OVERVIEW

Understand the FCA Consumer Duty requirements including compliance rules, delivering good outcomes, reporting obligations and audit preparation.

Suitable for: Compliance officers, senior managers, customer-facing teams

Duration: Full day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Understand Consumer Duty rules and expectations
- ✓ Deliver good outcomes for retail customers
- ✓ Implement fair value assessments
- ✓ Build effective MI and reporting frameworks
- ✓ Prepare for regulatory audits confidently

Complaints Management in a Regulated Environment

OVERVIEW

Master complaint handling within a regulated framework. Covers forbearance, safeguarding, root cause analysis and turning complaints into improvements.

Suitable for: Complaints handlers, team leaders, quality assurance staff

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Handle complaints within regulatory timelines
- ✓ Apply forbearance and safeguarding principles
- ✓ Conduct root cause analysis effectively
- ✓ Document and escalate appropriately
- ✓ Turn complaints into service improvements

Penalty Charge Notice Masterclass

OVERVIEW

Understand local authority processes, document types, fines and how to challenge penalty charge notices effectively on behalf of your fleet.

Suitable for: Fleet administrators, compliance teams, operations managers

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Understand PCN types and local authority processes
- ✓ Identify valid grounds for challenging notices
- ✓ Manage PCN administration efficiently
- ✓ Reduce unnecessary fines and costs
- ✓ Implement robust PCN tracking systems

Managing Customer Relations

OVERVIEW

Build stronger customer relationships through effective communication, expectation management and service recovery techniques.

Suitable for: Account managers, customer service teams, relationship managers

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Build and maintain strong customer relationships
- ✓ Manage customer expectations proactively
- ✓ Apply service recovery techniques
- ✓ Handle difficult conversations professionally
- ✓ Measure and improve customer satisfaction

Car & Van Rental: Improving Customer Relationships

OVERVIEW

Enhance customer service skills specific to the rental sector. Covers first impressions, upselling, handling damage disputes and building repeat business.

Suitable for: Rental branch staff, customer service advisors, branch managers

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Deliver excellent first impressions at handover
- ✓ Upsell products and services confidently
- ✓ Handle damage disputes professionally
- ✓ Build customer loyalty and repeat business
- ✓ Manage expectations throughout the rental journey

Fair Wear & Tear Standard for Light Commercial Vehicles

OVERVIEW

Apply the BVRLA Fair Wear & Tear Standard specifically to light commercial vehicles, understanding the different expectations for working vehicles.

Suitable for: LCV inspectors, fleet managers, leasing operations staff

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Apply the LCV Fair Wear & Tear Standard
- ✓ Differentiate car vs LCV inspection criteria
- ✓ Assess loadspace and bodywork condition fairly
- ✓ Document findings for recharge decisions
- ✓ Reduce end-of-contract disputes on LCVs

Fair Wear & Tear Standard for CVs over 3.5t

OVERVIEW

Apply the BVRLA Fair Wear & Tear Standard to commercial vehicles over 3.5 tonnes, covering HGV-specific inspection criteria and expectations.

Suitable for: HGV inspectors, fleet engineers, transport managers

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Apply the CV Fair Wear & Tear Standard
- ✓ Assess cab, chassis and bodywork condition
- ✓ Understand HGV-specific wear expectations
- ✓ Make consistent recharge decisions
- ✓ Reduce disputes on heavy commercial returns

Electric Cars: What Do Your Customers Expect You to Know?

OVERVIEW

Build confidence in advising customers on electric vehicles, covering range, charging, running costs and common misconceptions.

Suitable for: Sales teams, account managers, customer-facing staff

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Explain EV range, charging and infrastructure
- ✓ Address common customer concerns confidently
- ✓ Compare total cost of ownership vs ICE vehicles
- ✓ Understand government incentives and grants
- ✓ Position EVs effectively in customer conversations

Selling Electric Vehicles to Fleet Customers

OVERVIEW

Build EV confidence, educate customers and position electric vehicles effectively in fleet sales conversations.

Suitable for: Fleet sales teams, account managers, business development

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Present compelling EV business cases to fleets
- ✓ Address fleet manager objections confidently
- ✓ Calculate and present whole-life cost savings
- ✓ Navigate grant schemes and tax incentives
- ✓ Develop EV transition roadmaps for customers

Electric Vans & Trucks: Operational Support & Fleet Management

OVERVIEW

Understand the operational and technical considerations for managing electric van and truck fleets effectively.

Suitable for: Fleet managers, transport managers, operations directors

Duration: Half day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Plan charging infrastructure for commercial fleets
- ✓ Manage range and payload considerations
- ✓ Optimise route planning for electric vehicles
- ✓ Understand maintenance differences vs diesel
- ✓ Build driver confidence and adoption programmes

UK Commercial Vehicle Legislation

OVERVIEW

Understand the key legislation governing commercial vehicle operations in the UK, including operator licensing, drivers hours and roadworthiness requirements.

Suitable for: Fleet managers, transport managers, compliance officers

Duration: Full day | **Delivery:** Online or Face-to-face

LEARNING OUTCOMES

- ✓ Understand operator licensing requirements
 - ✓ Apply drivers hours and tachograph rules
 - ✓ Ensure roadworthiness compliance
 - ✓ Manage vehicle maintenance obligations
 - ✓ Reduce risk of DVSA enforcement action
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COMMERCIAL, FINANCE & SALES

Sales Skills & Finance Knowledge

Courses designed to sharpen commercial skills, deepen finance product knowledge and drive sales performance across the leasing and fleet sector.

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Courses Available

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Online / F2F

Delivery Options

Salary Sacrifice MasterClass

OVERVIEW

A comprehensive deep-dive into salary sacrifice schemes for vehicles, covering tax implications, employer benefits and employee engagement strategies.

Suitable for: HR teams, fleet managers, salary sacrifice scheme administrators

LEARNING OUTCOMES

- ✓ Structure salary sacrifice schemes effectively
- ✓ Calculate tax and NI savings for employers and employees
- ✓ Navigate HMRC rules and OpRA legislation
- ✓ Market schemes to maximise employee uptake
- ✓ Manage early termination and life event scenarios

Understanding Residuals and Future Vehicle Values

OVERVIEW

Learn how residual values are set, what influences them and how they impact leasing rates, profitability and risk management.

Suitable for: Pricing analysts, fleet managers, sales teams

LEARNING OUTCOMES

- ✓ Understand how residual values are calculated
- ✓ Identify factors that influence future values
- ✓ Assess residual value risk in contract pricing
- ✓ Apply market data to pricing decisions
- ✓ Manage end-of-contract value exposure

Finance, Tax & Whole-Life-Cost Essentials

OVERVIEW

Understand the financial building blocks of the fleet industry including taxation, depreciation, funding methods and whole-life cost calculations.

Suitable for: New starters, sales teams, fleet coordinators

LEARNING OUTCOMES

- ✓ Calculate whole-life costs accurately
- ✓ Understand BIK tax and capital allowances
- ✓ Compare funding methods for fleet customers
- ✓ Apply depreciation principles to pricing
- ✓ Present cost analysis to customers confidently

Selling Contract Hire

OVERVIEW

Master the art of selling contract hire solutions to both personal and business customers, including objection handling and value positioning.

Suitable for: Sales executives, account managers, business development

LEARNING OUTCOMES

- ✓ Position contract hire benefits effectively
- ✓ Handle price and flexibility objections
- ✓ Structure proposals for different customer types
- ✓ Close deals with confidence
- ✓ Build long-term customer relationships

BVRLA SHIFT in Sales Programme

OVERVIEW

A multi-session sales development programme combining behavioural science, practical techniques and coaching to transform your team's sales performance.

Suitable for: Sales teams, account managers, business development professionals

LEARNING OUTCOMES

- ✓ Apply behavioural science to sales conversations
- ✓ Build trust and rapport quickly with prospects
- ✓ Structure compelling value propositions
- ✓ Handle objections using proven frameworks
- ✓ Develop a personal sales action plan

Neuroscience to Increase Sales

OVERVIEW

Understand how the brain makes buying decisions and apply neuroscience principles to improve your sales approach and close rates.

Suitable for: Sales professionals, marketing teams, business development

LEARNING OUTCOMES

- ✓ Understand how customers make buying decisions
- ✓ Apply cognitive bias principles ethically
- ✓ Structure presentations for maximum impact
- ✓ Build emotional connection with prospects
- ✓ Increase conversion rates using brain science

Understanding Salary Sacrifice

OVERVIEW

An introductory course covering the fundamentals of salary sacrifice car schemes, how they work and the benefits for employers and employees.

Suitable for: HR teams, payroll staff, fleet coordinators, new starters

LEARNING OUTCOMES

- ✓ Explain how salary sacrifice schemes work
- ✓ Understand tax and NI implications
- ✓ Identify benefits for employers and employees
- ✓ Understand OpRA and BIK considerations
- ✓ Answer common employee questions confidently

Your Introduction to the Vehicle Fleet Industry

OVERVIEW

A comprehensive introduction to the UK vehicle fleet industry covering key players, funding methods, legislation and career pathways.

Suitable for: New starters, career changers, support staff

LEARNING OUTCOMES

- ✓ Understand the structure of the fleet industry
- ✓ Identify key players and their roles
- ✓ Explain different vehicle funding methods
- ✓ Understand relevant legislation and regulation
- ✓ Identify career development opportunities

Your Introduction to Daily Rental

OVERVIEW

A practical introduction to the daily rental sector covering operations, customer service, fleet management and industry best practice.

Suitable for: New rental staff, branch assistants, career changers

LEARNING OUTCOMES

- ✓ Understand the daily rental business model
- ✓ Manage vehicle handover and return processes
- ✓ Deliver excellent customer service at branch
- ✓ Handle common operational challenges
- ✓ Understand fleet utilisation and availability

Vehicle Rental Operator Skills Assessment

OVERVIEW

Assess and validate the practical skills of rental operators, covering customer interactions, vehicle checks, documentation and problem-solving.

Suitable for: Rental operators, branch staff seeking certification

LEARNING OUTCOMES

- ✓ Demonstrate competent vehicle check procedures
- ✓ Complete rental documentation accurately
- ✓ Handle customer queries and complaints
- ✓ Apply health and safety procedures
- ✓ Solve common operational problems effectively

Insights Discovery Course

OVERVIEW

Use the Insights Discovery psychometric tool to understand personal communication preferences, improve teamwork and enhance leadership effectiveness.

Suitable for: All staff, team leaders, managers seeking self-awareness

LEARNING OUTCOMES

- ✓ Understand your personal communication style
- ✓ Recognise and adapt to others' preferences
- ✓ Improve team collaboration and dynamics
- ✓ Reduce conflict through better understanding
- ✓ Apply insights to leadership and sales

Intro to AI: Boost Productivity & Creativity

OVERVIEW

Discover how artificial intelligence tools can enhance your team's productivity and creativity, with practical hands-on exercises and real-world applications.

Suitable for: All staff looking to leverage AI in their daily work

LEARNING OUTCOMES

- ✓ Understand AI capabilities and limitations
- ✓ Use AI tools for content creation and analysis
- ✓ Automate repetitive tasks with AI assistance
- ✓ Apply AI ethically and responsibly
- ✓ Develop an AI adoption plan for your team

AFP Accelerate - Women's Voices in Fleet

OVERVIEW

A development programme empowering women in the fleet industry through networking, mentoring, confidence-building and leadership skills.

Suitable for: Women in fleet, leasing and rental at all career stages

LEARNING OUTCOMES

- ✓ Build confidence in professional settings
- ✓ Develop leadership and influencing skills
- ✓ Expand your professional network in fleet

Why Learn with BVRLA?

The BVRLA is the UK trade body for the vehicle rental, leasing and fleet management sector. Our instructor-led courses are delivered by industry experts with real-world experience.



Industry Authority

Content developed by the UK's leading vehicle rental and leasing trade body with 50+ years of expertise.



Expert Trainers

All courses are led by experienced industry professionals with deep sector knowledge and practical expertise.



Flexible Delivery

Choose online or face-to-face delivery. Bespoke sessions can be arranged for your team at a time that suits.



Interactive Sessions

Practical, hands-on training with group exercises, case studies and real-world scenarios from the sector.



Certificates Included

All delegates receive a certificate of completion. Track team development and demonstrate compliance.



Group Bookings

Discounts available for group bookings. In-house delivery options for teams of 6 or more delegates.

"The BVRLA instructor-led training gave our team practical skills they could apply immediately. The trainer's industry knowledge was outstanding."

– Head of Compliance, Leading UK Leasing Company

BVRLA

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Get in touch

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<https://www.bvrla.co.uk/home/support/learning-development/instructor-led-courses>

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Book a Course