



# e-Learning

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Driving standards within the  
leasing broker community



Developed to support your  
governance programme,  
compliance training and skills  
development.

[www.bvrla.co.uk/e-learning](http://www.bvrla.co.uk/e-learning)





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# Introduction

Established in 1967, the BVRLA is the UK trade body for companies engaged in vehicle rental, leasing and fleet management. The 980+ member organisations are collectively responsible for a combined fleet of over 5 million vehicles.

The BVRLA is committed to supporting members in raising standards and professionalism across the vehicle rental and leasing sectors and provides a broad selection of learning and development opportunities to support this aim.

Our e-learning platform provides a way for members to access high-quality learning that is convenient, easy-to-use and affordable. It enables organisations to reach learners working in different locations and delivers consistent messaging about the standards required to promote professionalism within the industry.

A message from Alan Carreras, Chair of the BVRLA Leasing Broker Committee

“In 2017, a consortium of principal funders came together with the BVRLA to develop a cost-effective delivery solution for the industry. The economies of scale that this platform has brought to both brokers and funders alike is undeniable and over 150 brokers are currently enjoying the learning materials on offer. As an industry, we need to promote consistent attainment standards and this platform supports this aim.”

May 2019



The BVRLA e-Learning platform has been developed in partnership with:



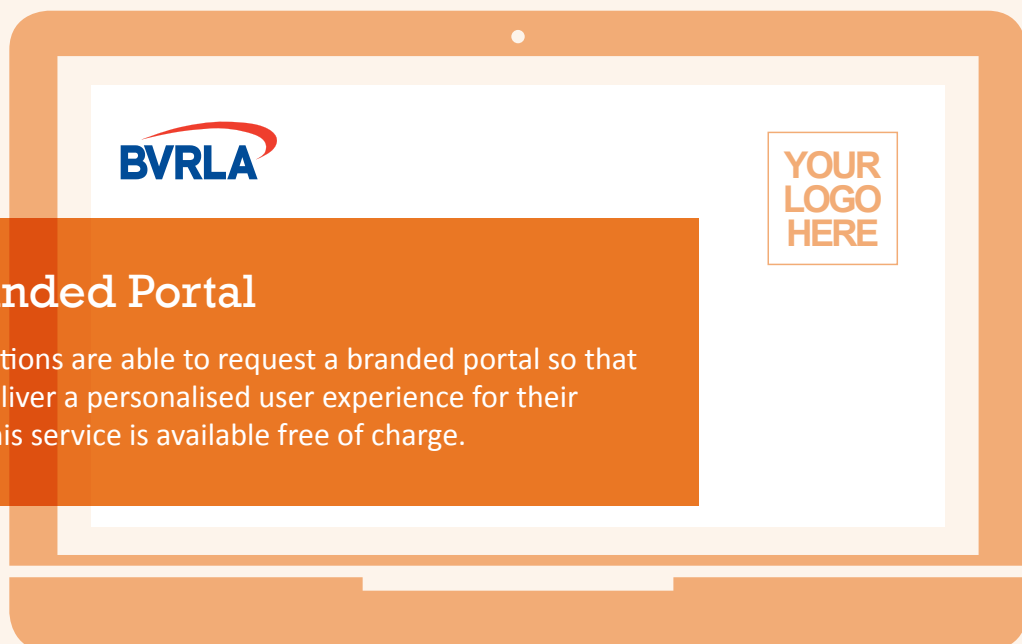
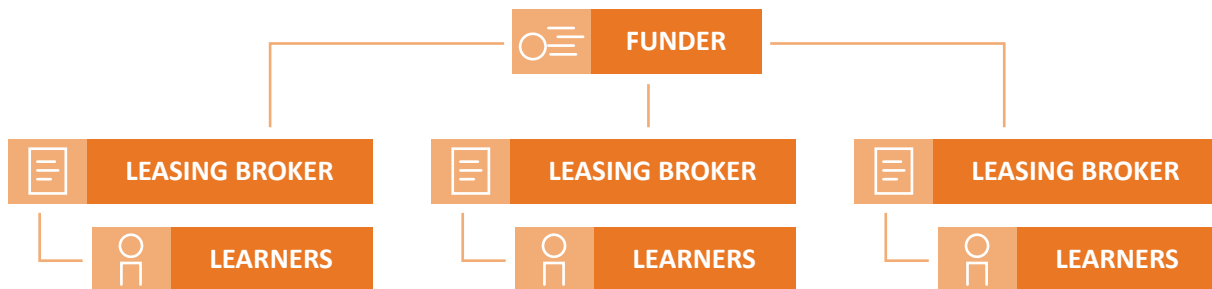
# Key features and benefits



## Unique Structure

The unique configuration of our platform allows leasing brokers to evidence their learning to multiple funders at the same time and in real time. In the same way, it allows funders to have oversight of the learning taking place within their leasing broker community.

Leasing brokers will need to confirm, on application, any existing relationships with one or all of the following funders: ALD Automotive; Arval; Hitachi; LeasePlan; Lex Autolease - so that the BVRLA e-Learning Platform can be set up to reflect these working relationships.



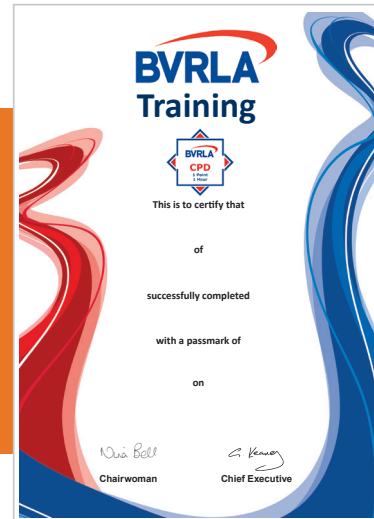
## Branded Portal

All organisations are able to request a branded portal so that they can deliver a personalised user experience for their learners. This service is available free of charge.



## Certificated Learning

Certificates are issued on the successful completion of each module so that members can demonstrate their compliance with the Financial Conduct Authority's training and competence regime and the BVRLA Code of Conduct.



## Management Reporting

Managers are able to access reports to gain oversight of the learning taking place.

Learner	Package	Course	Start date	Course status	Time spent	Score	Attempts
Akash Kumar	Essentials	Anti-Bribery	01.05.19	Passed	43.52.12	80%	2
Anne White	Managers and Compliance	Fraud prevention	23. 01.19	Not started	00.00.00	0	0
Carlos Garcia	Essentials	Treating customers fairly	06.04.19	In-progress	56.13.16	35%	3 (unlock)

This feedback will help managers to establish whether any further training is required or whether training has been embedded.

## Competitively Priced

Three packages are available, each containing a bundle of 10 modules. This enables the BVRLA to offer each package at the competitive price of:

**£59.95 + VAT per learner for an annual subscription.**



# Essentials Package

The Essentials Package has been developed to support the core competencies identified by the consortium of principal funders as fundamental to supporting FCA regulated activities.

## Suitable for:

Leasing brokers who want to demonstrate their core competence to all the principal funders who have worked with the BVRLA to develop this package; ALD Automotive, ARVAL, Hitachi, LeasePlan and Lex Autolease. These funders can view your learning log in real time, which in turn will support their respective governance programmes.

## Learning objectives:

Modules included in this package will enable you to keep up-to-date with the core knowledge requirements of the industry, as defined by the consortium, allowing you to evidence your competence in your role and your organisation's commitment to the training and development of its workforce.

## Modules tailored to the vehicle leasing industry:

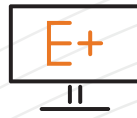
Anti-Bribery	Anti-Money Laundering	Complaints Handling	Consumer Credit Sourcebook	Data Protection: GDPR
Fraud Avoidance	Personal Conflicts of Interest	Safeguarding the Vulnerable	Treating Customers Fairly	Whistleblowing



**Delivers 6-8 hours of learning**

[www.bvrla.co.uk/e-learning](http://www.bvrla.co.uk/e-learning)





# Essentials Plus Package

Our Essentials Plus Package covers the additional knowledge requirements for staff working in FCA regulated organisations.

## Suitable for:

Leasing brokers who want to build on the knowledge gained through our Essentials Package and deliver training that will have an impact on working practices and on the behaviours of individual employees. Whilst not mandated, funders still have oversight of the learning taking place.

## Learning objectives:

This package aims to equip staff with the knowledge required to work responsibly and effectively in the community that is the workplace. Modules will also help you to understand the standards required of staff working ethically in the wider financial industry.

## Generic content for all:

Business writing	Competition Law	Equality & Diversity in the workplace	Emotional Intelligence	Financial Crime Prevention
Financial Integrity	Healthy working	Information Security	Responsible use of social media	Working safely



**Delivers 6-8 hours of learning**

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# Managers and Compliance Package

The Managers and Compliance Package has been developed to help managers better understand the regulatory framework in which they are working.

## Suitable for:

Managers who want an introduction or refresher on the UK Financial Regulations, the conduct of business standards and Senior Managers and Certification Regime, as well as an overview of thematic topics such as conduct risk and treating customers fairly.

## Learning objectives:

These modules will ensure that your employees are aware of their compliance responsibilities. The knowledge gained will help mitigate the risk of compliance breaches and reduce legal liability from the organisation in the event of wrongdoing.

## Generic content for FCA regulated environments:

Approved Persons	Client Money and Client Assets	Conduct Risk	Fraud Prevention for Managers	Information Barriers
Introduction to UK Financial Regulation	Overview of SM&CR	Principles of Businesses	Senior Management Arrangements Systems and Controls	Training and Competence



Delivers 6-8 hours of learning

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# Testimonials



“

At Bridle Group, we believe in providing quality training to support our commitment to regulatory compliance and the personal development of our staff. We have chosen the BVRLA e-Learning Platform to form the foundation of our annual training programme. Why? Having evaluated the standard of coursework and assessment from a variety of compliance training providers, it was an easy choice to make: it's from our own Association and is tailored to our industry, it's recognised by the main funders and supported by them thereby offering superb value for money, it's modular with 3 levels aimed at various roles within the business and covering a wide range of regulatory subjects, it delivers insight in to participant understanding and ability with an assessment following each course and provides easy comprehensive reporting with an auditable trail. The BVRLA e-Learning Platform has, without question, been the right choice for us.

”

Nickie Brooks, Head of Compliance,  
Bridle Group



“

Being part of an industry that is now regulated, training has become paramount in making sure we are fully compliant in all areas of our business. The BVRLA e-Learning Platform gives you the perfect programme to make sure that your staff receive the relevant training they need. We have embraced the Essentials Package which is full of relevant and accurate online courses. At Rivervale all staff have been tasked with completing the Essentials Package, and in addition, this package has become the backbone of our induction programme.

”

Vince Pemberton, Divisional Director,  
Rivervale Cars Ltd



“

The BVRLA e-Learning Platform allows us to train staff on relevant industry topics and to monitor their learning progress and training completion. It's a really good tool for providing introductory industry training to new employees, existing staff and our wider network of appointed representatives. The reporting function is easy to use and setting up new users is simple. It's become an integral part of our compliance and training programme and assists managers in reviewing how their staff are performing in terms of training and learning. It also allows employees to take more responsibility over their own learning.

”

Siobhan Connelly, Compliance Manager,  
Fleet Alliance Ltd



“

The BVRLA e-Learning Platform has become a key feature in our training programme, it has enabled us deliver training to all employees on important industry topics and to ensure they confidently understand the industries regulations and guidelines. The platform is simple and easy to use, allowing learners to progress through modules at their own pace and we can easily monitor their progress. The support team are fantastic, great to work with and always professional.

”

Katie Hawkins, Human Resources & Training  
Manager, Gateway2Lease





# Terms and conditions

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## Fees

- All prices quoted are held until 31 December 2019 and are subject to VAT at 20% (if applicable).
- All licences run for a period of twelve months and are allocated on a per learner, per package basis.
- There is no applicable cancellation period once a licence has been issued.
- Licences are aligned to individual login details and may not be shared or transferred.
- No refunds will be given if a learner does not fully use the service during the subscription period or if the learner ceases to be employed by their employer.
- If the business ceases to be a BVRLA member then access to the BVRLA e-Learning Platform will be withdrawn.
- Payment terms are 30 days.
- Late payment may result in access being suspended.

## Access

- The BVRLA will make every effort to provide access to the e-Learning Platform on a continuous basis. Should access be interrupted, for any reason, then the BVRLA will take all reasonable steps to ensure access is restored within a reasonable time frame.
- Registered learners are solely responsible for ensuring that they have sufficient and compatible hardware, software, telecommunications equipment and internet service necessary for use of the site.

# Packages at a glance

This member-led initiative aims to improve and drive consistent standards within the rental, leasing and fleet industry. Packages are available for all our members.

It is quick and easy to set up your learners, simply email [training@bvrla.co.uk](mailto:training@bvrla.co.uk) or visit [bvrla.co.uk/e-learning](http://bvrla.co.uk/e-learning)



Essentials Package

Essentials Plus Package

Managers and Compliance Package

Compliance Packages for  
Leasing Brokers

£59.95 + VAT per learner per year

Action Counters  
Terrorism Package

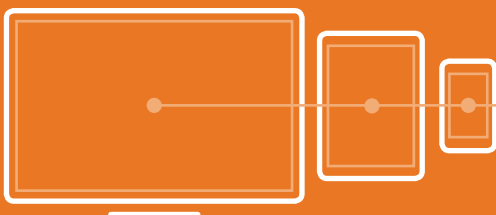
Free to access

Action Counters Terrorism (ACT) Package

Personal Effectiveness Package

Management Leadership Package

Also available for a  
small supplement



Available to use on  
PC, Mac, tablet and  
smartphone

Further information  
is available at  
[www.bvrla.co.uk/e-learning](http://www.bvrla.co.uk/e-learning)



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