



27 Arlington Road, Thorpe Bay
Southend on Sea, Essex, SS2 4UN

20th February 2010

ABA Training Ltd
Alexandra Court,
36 Church Street
Great Baddow,
Chelmsford
Essex CM2

Dear Dave,

RE: NVQ

I have just recently completed an NVQ course with ABA Training (Chelmsford) in line with my profession as a Hackney carriage Driver and proprietor.

I am currently the general secretary of the Southend Licence Taxi Drivers Association (SLTDA) and Southend Branch Secretary of the GMB (Professional Drivers Branch) Union. I have also been a licensed drivers for over 25 years and I know it all or so I thought.

All though the NVQ course I did not find challenging, it did make me realise I have dropped into some bad habits, it also improved my knowledge regarding customer care, risk assessment and brought me up to date with new legalisation affecting my trade.

The ABA staff come across very professionally in there knowledge of the course, the presentation was excellent and very easy to follow at all times.

Candidates were encouraged to ask questions which were answered in a very skilled and professional manner.

Needless to say I was pleasantly impressed with the course and the training and support I was given. Well done ABA.

Could I also add that I feel it would benefit Hire and reward licensed drivers which have completed the NVQ course to have a one day or half a day seminar every 3 years or so as a quick refresher to keep us all up to date with new legalisation, health and safety in the work place etc.

Many thanks

Dave Clift
Secretary SLTDA