



DRIVER CPC MODULAR COURSE PROGRAMME

General

The Driver CPC Modular Course Programme consists of twenty four modules of 3.5 hours each. Any two of these modules can be combined to form a seven hour training day. Any combination of modules is permitted although it is to be borne in mind that a combination including either of the practical modules is limited to six trainees. Maximum course attendance for all the other modules is twenty trainees.

Module One - Fuel Efficient Driving

This module introduces drivers to fuel efficiency. It will raise their awareness of their responsibilities to save fuel, but most importantly will examine a variety of ways they can start saving fuel in their everyday job.

Module Two - Safe Driving

This module gives drivers a grounding in basic safe driving skills. It covers those areas which drivers of all large vehicles should be aware of, but also covers revision and re-examination of the fundamentals of safe driving, including Highway Code knowledge and hazard perception.

Module Three - Health and Safety I

This module is a basic introduction to health and safety for large vehicle drivers. It covers the knowledge the driver requires for safe working but also covers responsibilities they have. The importance of manual handling is explored in some more detail as this is the major area where drivers experience safety incidents and injuries. The module is suitable for a new driver or a refresher of their responsibilities for an experienced driver.

* Available as a public course

Module Four - Health and Safety II

This module builds on the basic knowledge covered in Module 1 and is suitable as an additional health and safety module for large goods vehicle drivers. Emphasis is placed on the other areas of health and safety where a driver may come up against a variety of hazards such as COSHH, Hygiene and dealing with emergencies at work.

Module Five - Driver Health and Wellbeing

This module addresses the health issues that are of most concern to those that drive for a living. It covers a variety of areas from diet and exercise through to driver fatigue and common driver medical issues. By the end of the module drivers will have an insight into how to monitor and improve their day to day health and to minimise the likelihood and effects of common driver health problems.

* Available as a public course

Module Six - Drivers' Hours

The Drivers' Hours module covers the up to date requirements of the Drivers' Hours regulations and the Working Time Directive. The course is aimed at those drivers who need to be updated in driver's hours or are new to the subject. Whilst the fundamentals of the legislation are examined, most of the time is spent explaining the application of the requirements of the law in practical day to day scenarios.

* Available as a public course

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Module Seven - Tachograph Course

The Tachograph module covers an introduction to tachographs and sections on analogue and digital tachographs. The length of these sections can be varied depending on the types of tachograph used by the customer's drivers. Mixed tachograph operation is covered and the session is concluded with simulator based exercises on tacho usage and a written exercise. The module is for those new to the equipment or those who need a refresher on its operation.

* Available as a public course

Module Eight - Dangerous Goods Awareness

This module is designed as a basic introduction for the driver who transports regulated dangerous good by road below load thresholds. The course covers generic issues with carriage of dangerous goods including the safety and legal implications for the driver, the hazards associated with the various classes and what to do in an emergency.

Module Nine - First Aid

This module introduces drivers to the basics of first aid in the context of professional driving. It includes some practical work including use of the Recovery Positions and Cardio Pulmonary Resuscitation (CPR). The course also covers issues such as what to do in an emergency situation. It is suitable for drivers with no previous knowledge of first aid, or as a half day refresher for those with existing first aid knowledge.

* Available as a public course

Module Ten - Disability and Diversity Awareness

This module is designed for bus and coach operators. It introduces the driver to the different types of disability and makes drivers aware of how to understand differing disabilities and subsequently how

to ensure that disabled people receive the level of service that they require. It also examines issues related to diversity and the many cultural, ethnic and social groups that a driver may come across during the course of their work. It is a highly interactive session that drivers find to be extremely useful and enlightening.

Module Eleven - Customer Service Basics

The Customer Service Basics module introduces drivers to what they should already know, but very often don't put into practice! The essence of good customer service, good communication, is covered in some detail. Customer perceptions and how to deal with them satisfactorily are discussed, as are common customer problem areas and potential solutions. This module serves as a basis for the customer service skills and knowledge in Modules Twelve and Thirteen which is specific to passenger or goods vehicle drivers.

* Available as a public course

Module Twelve - Customer Service for Bus and Coach Drivers

The Customer Service for Coach and Bus Drivers course covers all the major aspects of customer care associated with driving coaches and buses, including managing conflict, interacting with passengers and awareness and consideration of the peculiarities of certain groups of passengers. The module is a highly interactive seminar style programme which will help even the most experienced drivers improve their dealings with customers.

Module Thirteen - Customer Service for Goods Vehicle Drivers

The Customer Service for Goods Vehicle Drivers course is suitable for those drivers of goods vehicles that have a large amount of contact with customers eg delivery drivers, multidrop drivers. Content includes examination of the role of the driver as company

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ambassador and their responsibility to show the company in the best light at all times. The session is highly interactive and also involves role play aimed at helping drivers deal with “problem” or difficult customers in a positive way.

Module Fourteen - Regulatory Compliance - Goods Vehicle Drivers

This module covers the basic information required by a driver to ensure that he and his vehicle are legally compliant, safe and roadworthy. It is suitable for new drivers as an introduction to the basic knowledge they require, or for existing drivers as a refresher or update session for previously acquired knowledge. It covers 'O' Licences, the role of the Traffic Commissioner and VOSA, licensing and other areas of road transport legislation specific to the drivers of goods vehicles.

Module Fifteen - Regulatory Compliance - Passenger Carrying Vehicle Drivers

This module covers the basic information required by a driver to ensure that he and his vehicle are legally compliant, safe and roadworthy. It is suitable for new drivers as an introduction to the basic knowledge they require, or for existing drivers as a refresher or update session for previously acquired knowledge. It covers 'O' Licences, the role of the Traffic Commissioner, VOSA, licensing and other areas of road transport legislation specific to buses and coaches.

Module Sixteen - Conflict Resolution

Increasingly drivers of goods vehicles and passenger carrying

vehicles come up against conflict and confrontation. This may be on the doorstep from members of the public when delivering a package or at loading / unloading sites or there may be issues with passengers boarding a bus or coach. There can even be conflict in the workplace itself. This module examines how drivers can deal with these issues. It covers how drivers manage themselves as individuals as well as how they manage the situations in which they find themselves.

* Available as a public course

Module Seventeen - Vehicle Checks - Practical

It is essential that a driver is fully conversant with the operation of his or her vehicle. To ensure they leave the depot with a legal, safe and roadworthy vehicle, a thorough vehicle check is required. This module takes drivers through the practical aspects of vehicle checks. It has a theory element which explains what aspects of the vehicle are checked and why before concentrating on the practical application of this knowledge. Vehicles must be provided by the organisation booking the course in order for the practical exercises to be carried out. It is recommended that these are the vehicles the drivers would normally use and are familiar. Trainee numbers are limited to six drivers.

Note: A specific version of this course is available that covers the needs of local authority drivers.

Module Eighteen - Banksman / Reversing Assistant - Practical

A large number of accidents occur due to the movements of vehicles in the workplace and regrettably some of these accidents include loss of life or serious injury. It is vital in any workplace

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where there is constant movement of vehicles, that this movement is safely and professionally controlled. The use of a trained banksman or reversing assistant in these situations will go a long way to ensuring a safe and efficient workplace.

This course covers the theoretical aspects of controlling vehicle maneuvering, followed by the practical application. The course is held at customer sites and vehicles and a maneuvering area will be required. Trainee numbers are limited to six drivers.

Note: A specific version of this course is available that covers the needs of local authority drivers.

Module Nineteen - Health & Safety for Local Authority Drivers

This module is a basic introduction to health and safety for local authority services drivers. It covers the knowledge the driver requires for health and safety but also covers the responsibilities they have for co workers, particularly when the driver operates in the role of team leader. The importance of manual handling is explored in some more detail as this is the major area where drivers experience safety incidents and injuries. The module is suitable for a new driver or a refresher of their responsibilities for an experienced driver.

Module Twenty - Health & Safety for Waste Services Drivers

Waste services drivers often face unique health and safety challenges which ordinary drivers rarely, if ever, come across. Diseases such as Leptospirosis and issues with hygiene and emergency management are just a few of the areas where waste

services driver safety knowledge needs to be specialised. This module builds on the basic knowledge covered in Module 19 and emphasis is placed on the other areas of health and safety that a waste services driver faces.

Module Twenty One - Safe Driving for Local Authority Drivers

The driver of local authority vehicles faces all the hazards of normal drivers of large vehicles plus some additional ones related to their specific roles. This module covers both the generic areas of safe driving but also those more common to Local Authority drivers. Drivers from waste services, parks and streets and cleansing services would benefit from attendance on this module. In particular there is an examination of one of the highest risk activities of local authority drivers, that of complex vehicle manoeuvring on the public road and on site.

Module Twenty Two - Fuel Efficient Driving For Local Authority Drivers

Fuel is a major cost for local authorities and any fuel saving skills or techniques that can be applied by drivers can save substantial amounts of money. This is particularly the case in times of financial stringency in the Public Sector. This module introduces drivers to fuel efficiency. It will raise their awareness of their responsibilities to save fuel, but most importantly will examine a variety of ways they can start saving fuel in their everyday job, in whichever service they work.

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Module Twenty Three - Driver Basic Knowledge For Local Authority Drivers

Many local authority drivers show startlingly low levels of knowledge of the basic regulatory framework that covers their role. This module covers the basic information required by a local authority driver to ensure that he and his vehicle are legally compliant, safe and roadworthy. It is suitable for new drivers as an introduction to the basic knowledge he requires, or for existing drivers as a refresher or update session for previously acquired knowledge.

Module Twenty Four - Conflict Resolution For Local Authority Drivers

Increasingly drivers of Local Authority vehicles come up against conflict and confrontation. This may be on the doorstep from members of the public, when working at a public park, at landfill sites or in a number of other locations. There can even be conflict in the workplace itself. This module examines how drivers can deal with these issues. It covers how drivers manage themselves as individuals as well as how they manage the situations in which they find themselves.

Course Location

Courses are held regularly at Specialist's training centre at Altham, Lancashire or can be held at customer premises / suitable nearby locations nationwide.

Certification

All trainees will be certificated and their attendance on the course will be notified to the Joint Approvals Unit for Periodic Training (JAUPT)

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