



SPECIALIST

TRAINING + CONSULTANCY SERVICES

**Bus & Coach Industry
Training Programme
July – December 2009**

drivercpc[®]
GETQUALIFIEDSTAYQUALIFIED



Welcome

Welcome to Specialist's Training Programme specifically for the Bus & Coach sector. This programme has been created to help decision makers make an informed choice regarding their training provision and how best to deal with the EC Directive Driver CPC Periodic Training.

As you will be aware the EU Directive implementing Driver CPC for the Bus & Coach Sector was implemented on the 10th September 2008.

The Directive requires drivers of buses and coaches to undertake **Periodic Driver CPC** training in order to retain their “**professional driver**” status.

Despite a large amount of information being produced on the subject over the last twelve months the coverage of the “potential solutions” has often been poor. Our aim is to help rectify this and provide an open minded solutions approach for organisations which takes into account that requirements will vary on a case by case basis.

We hope you find the training programme useful and if you would like to discuss your options further or to see how we can work together please call us on **0800 328 3297**.



TIM BARKER
Managing Director



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FREE Seminars To Find Out More!

The Driver CPC is the biggest training event ever to impact on the Transport Industry.

Driver CPC started in September 2008 for the Bus & Coach Industry. If you are still unaware of what is involved and yet to make a decision about how you are going to deal with Driver CPC in your organisation then you may be interested in attending one of our **FREE** seminars.

We are running two different types:

- The **GENERAL** seminar will provide an overview of the EC Directive, the Driver CPC syllabus, what is involved with Driver CPC and cost effective solutions to match your organisation's demands
- The **TRAIN YOUR OWN** seminar will provide an overview of what is required to deliver your own training and the potential cost implications so you can make an informed decision of which route is more cost effective for your organisation.

Both seminars start at 08.00 until 10.00.

Seminar	July	Aug	Oct
General	1st	24th	8th
Train Your Own	2nd	25th	9th

If you are unable to attend our seminars however interested in finding out more then please call us on **0800 328 3297** and we can discuss your options.



Public “In - Centre” Courses

As the name suggests, these courses are open to all and are held in specific training centres on set dates. They are usually publicised in flyers, training programmes and web sites, covering the generic or “popular” subject areas. They are best suited to those organisations who can only send small numbers of drivers on training courses at any one time.

These courses are normally held **during the week at school holiday times**. Bookings for these courses will need to be made in advance. The **cost** is charged on a **per person** basis.

There is a wide choice of public courses. Our five most popular courses are featured below. For details of additional courses available, please contact us.

1 Day courses

Driver CPC Customer Service

The aim of this course is to develop effective customer service. The driver will be able to describe the responsibilities, attitudes and approaches that leads to success customer service for bus and coach passengers.

July	Aug	Sept	Oct	Nov	Dec
23rd	13th	-	29th	-	23rd

Driver CPC Health & Safety

The aim of this course is to develop basic health and safety knowledge. Drivers will cover a variety of interesting and interactive subjects which will help raise their appreciation and awareness of health and safety issues.

July	Aug	Sept	Oct	Nov	Dec
24th	14th	-	30th	-	18th



Driver CPC Driver's Hours & Digital Tachograph

The course is classroom based designed for drivers who have limited knowledge, or as a refresher course for existing drivers. The course uses presentations, training tachographs, charts and tachograph simulator.

July	Aug	Sept	Oct	Nov	Dec
22nd	12th	-	28th	-	22nd

Driver CPC Defensive Driving

This course is a classroom based, seminar style programme designed for drivers of all passenger carrying vehicles. It is highly interactive and will raise awareness of defensive driving issues with even the most experienced of drivers.

July	Aug	Sept	Oct	Nov	Dec
21st	11th	-	27th	-	17th

Driver CPC First Aid for Drivers

The course is classroom based with some practical elements designed for drivers with little or no first aid knowledge or can be used as a refresher for those drivers with some existing first aid skills.

July	Aug	Sept	Oct	Nov	Dec
20th	10th	24th	26th	30th	21st



In - Company Courses

In company courses are aimed at organisations that can release enough drivers to justify a dedicated course. Courses can be arranged for a group of drivers at a suitable location on a date that suits them, for example in school holidays or “quiet times.”

In-company courses can be delivered as part of a five year contract agreement. Speak to us to see if this option is suitable for you.

Standard One Day Courses

- Customer Service
- Health & Safety
- Driver's Hours & Digital Tachograph
- First Aid for Drivers
- Defensive Driving

And many others – **see page 12 or call for details.**

Modular Courses

Half day modules combined to create a day long course. Pick any two from the following to construct your course.

- Fuel & Safe Efficient Driving
- Customer Service
- Health & Safety
- Driver's Hours
- First Aid for Drivers
- Defensive Driving
- Digital Tachograph

Bespoke Courses

A course can be designed to meet your specific training needs. As long as it fits the Driver CPC syllabus, we can design it for you. Call us to discuss your needs.



Train Your Own – The “DIY” Option

Some organisations either have an existing training resource or would like to set one up to train their own drivers. This is a more complicated undertaking than outsourcing Driver CPC training. Amongst other things, the organisation will need to consider:

- JAUPT Centre approval
- Course design and JAUPT approval
- Re-approval on an annual basis
- Instructor development
- Development of administration systems
- Strategic leadership

It is still rare for an organisation in the passenger transport field to have the existing resources for course design, instructor development and training administration. Specialist recognises this and offers a variety of services to help those organisations that wish to train their own drivers.

Instructor Development

One of the major challenges for any organisation wishing to carry out its own Driver CPC training is the development of its potential or existing instructors. Often these individuals will be subject matter experts or experienced in other training skills eg vehicle licence acquisition. They may not however have the skills and knowledge required to deliver classroom based Driver CPC courses.

The **EDI DRIVER CPC TRAIN-THE-TRAINER** course could be the answer to this problem. It has been designed by Specialist and **approved** by the national awarding body **EDI** and recognised by JAUPT as appropriate training experience.



EDI Driver CPC Train the Trainer - Novice Trainers

This 5 day course will provide your instructor with all the skills required to structure lesson plans and to deliver lessons using different techniques.

The course covers the basic theory of training through to the development of the practical skills a trainer needs to master. There is a good deal of hands on practical work involved and the trainees will be assessed on their ability to deliver both practical and non practical lessons. The course is conducted in the context of the Driver CPC and trainees are taught administrative and development aspects of the Driver CPC relevant to their role as a trainer.

July	Aug	Sept	Oct	Nov	Dec
27th-31st	-	28th	2nd	9th-13th	7th-11th

Driver CPC Train the Trainer - Existing Trainers

This three day course is aimed at existing instructors / trainers and is designed to enable them to deliver our **Essential Driver Knowledge** Driver CPC course. The Essential Driver Knowledge course includes topics on customer service and health & safety.

July	Aug	Sept	Oct	Nov	Dec
-	4th-6th	-	12th-14th	-	14th-16th



Course design

The investment required in **designing** and **writing training courses**, getting them **JAUPT approved** and then **revising** them on an **annual** basis can detract attention from achieving the goal of delivering the Driver CPC course to the driver.

To eliminate this problem Specialist has a **team of experienced course designers** who are capable of designing and writing courses to meet the needs of your organisation whilst at the same time making sure the content of the course meets the criteria of the Directive.

- **Standard Courses**

We have several courses already approved by JAUPT which can be purchased “**off the shelf**” and with JAUPT approval are valid for twelve months. In addition we can also provide a **subscription service** which will ensure your course is updated and amended where necessary for the annual JAUPT re-approval.

Where applicable, additional learning materials are also available for purchase.

- **Bespoke Courses**

Courses can be designed for specific company needs. The course will map across to the EU Directive Syllabus and will be suitable to gain JAUPT approval. We can also train your instructors to deliver this course.

Operator CPC

CPC Passenger National & International

Not to be confused with the Driver CPC, this course is for those individuals responsible for managing vehicles or embarking on a management career in the Road Passenger Industry.



National Intensive Course

Dates	Exam
26th Aug - 4th Sept*	11th Sept

*excludes BH weekend

19th Nov - 27th Nov	4th Dec
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International Intensive Course

Dates	Exam
30th Nov – 2nd Dec	4th Dec

Case Study Preparation Day

This is included in the Intensive course however it is also available for those who require re-sits or have completed the course at home. This day focuses on the pre-released scenario where possible questions relating to the 4 major topics are dealt with in detail i.e. Drivers Hours, Costing, Maintenance and Operator Licensing

Dates
4th Sept
27th Nov

Mock Exam Day

This day is for anyone who feels they would benefit from completing mock exams for the multiple choice exams only.

Dates
10th Sept
3rd Dec



Driver CPC Training Courses

Specialist Training and Consultancy Services were one of the first organisations in the country to be approved as a provider of Driver CPC training. All the courses shown below are either already approved by the Joint Approvals Unit for Periodic Training (JAUPT), are in the approval system or are in the course design stage. New courses are being added all the time dependent on customer demand. Current courses are summarised below:

- Defensive Driving for Coach & Bus Drivers
- First Aid for Drivers
- Driver's Hours / Digital Tachographs
- Fuel Efficient Driving – Practical
- Health and Safety for Drivers
- Essential Driver Knowledge
- Driver Health and Wellbeing
- Manual Handling for Bus and Coach Drivers
- Driver Vocational Knowledge - Buses and Coaches
- PCV Driving Skills (practical)
- Customer Service for Coach and Bus Drivers
- Disability Awareness Course
- The Legislative and Economic Background of the Bus and Coach Industry

We are always happy to speak to any organisation that would like to discuss development of additional programmes.

For more information **please call 0800 328 3297**

