

Driver CPC



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www.skillstrainingcentre.co.uk
www.drivercpctraining.org



Driver CPC



STC DRIVER CPC COURSES	DURATION	LEVEL	PAGES
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Customer Care/Coping at the Sharp End	7 Hours	Intermediate	06
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WHAT IS DRIVER CPC?

Driver CPC is short for "Driver Certificate of Professional Competence".

The EU passed the Driver CPC EU Directive in 2003. This affects all professional LGV and PCV drivers. For new drivers it introduced a new initial qualification, the Driver CPC, which increased the level of knowledge that drivers need before they can drive.

All drivers, new and existing, now have to undertake 35 hours of training every five years to ensure that their Driver CPC remains valid. This is known as periodic training.

Periodic training is designed to confirm and expand on the existing knowledge and skills of each driver to ensure that they continue to be safe, courteous and fuel-efficient drivers. This will also enable drivers to keep up-to-date with ever changing regulations and to benefit from training throughout their whole career.

ARE MY DRIVERS AFFECTED?

Driver CPC applies to all new and existing drivers who wish to drive professionally and who require an LGV or PCV licence in order to do their job, except those covered by an exemption (see "Exemptions").

WILL DRIVERS BE ABLE TO DRIVE PROFESSIONALLY WITHOUT THEIR DRIVER CPC QUALIFICATION?

The simple answer is "No", unless drivers are covered by one of the exemptions below.

EXEMPTIONS

The Driver CPC directive does not apply to drivers of:

- ▶ vehicles with a maximum authorised speed not exceeding 45 km/h
- ▶ vehicles undergoing road tests for technical development, repair or maintenance purposes, or of new or rebuilt vehicles which have not yet been put into service
- ▶ vehicles used in the course of driving lessons for any person wishing to obtain a driving licence or Driver CPC
- ▶ vehicles used for non-commercial carriage of passengers or goods for personal use
- ▶ vehicles carrying material or equipment to be used by the driver in the course of his or her work, provided that driving the vehicle is not the driver's principal activity
- ▶ used by, or is under the control of, the armed forces, civil defence, the fire service and forces responsible for maintaining public order
- ▶ used in states of emergency or for rescue missions
- ▶ driven to or from pre-booked appointments at official testing centres
- ▶ driven within 50 km of your base, is not carrying passengers or goods, and driving a lorry, bus or coach is not your main job

This list is not exhaustive and is intended only as a guide. It is recommended that in all cases where it is felt an exemption applies, drivers and operators seek specialist independent legal advice.

DRIVERS WHO HELD LICENCES PRIOR TO 10/09/08 (PCV) OR 10/09/09 (LGV)

All drivers of PCV vehicles who held a category D, D1, D+E licence at 10 September 2008 had until 9 September 2013 to complete 35 hours of periodic training and have their Driver Qualification Card issued. Their DQC card will be valid until the 9 September 2018. This also includes drivers who hold D1 entitlement by virtue of passing a car test pre-1997. After this, drivers will need to undertake a further 35 hours of training in every subsequent five year period in order to retain their Driver CPC.

All drivers of LGV vehicles who held a category C, C1, C+E or C1+E licence at 10 September 2009 had until 9 September 2014 to complete 35 hours of periodic training and have their Driver Qualification Card issued. Their DQC card will be valid until 9 September 2019. This also includes drivers who hold C1 entitlement by virtue of passing a car test pre-1997 and drivers who hold HGV class 1, 2 or 3 gained prior to 1991. After this, drivers will need to undertake a further 35 hours of training in every subsequent five year period in order to retain their Driver CPC.

The next 5 year cycle of periodic training runs from the 10 September 2013 to the 9 September 2018 for PCV drivers and the 10 September 2014 to the 9 September 2019 for LGV drivers. Periodic training will need to be completed before the expiry date of Drivers DQC (Driver Qualification Card).

DRIVERS WHO HAVE PASSED THEIR LICENCE SINCE 10/09/08 (PCV) OR 10/09/09 (LGV)

New drivers have to pass the initial Driver CPC qualification before being able to drive professionally. This can be taken at the same time as the normal driving theory and practical tests. The initial Driver CPC is obtained by passing Module 2 – Driver CPC Case Studies and Module 4 – Driver CPC Practical Demonstration Test. Lower driving age limits also apply for those who achieve their Driver CPC.

New drivers who gain their initial Driver CPC after 10 September 2008 (PCV) or 10 September 2009 (LGV) will immediately begin their cycle of periodic training upon receipt of their Driver Qualification Card (DQC) and will need to complete 35 hours of training within 5 years of attaining their initial Driver CPC and then complete 35 hours of training every subsequent five years in order to retain their Driver CPC.



DRIVERS WITH INCOMPLETE PERIODIC TRAINING

If you did not complete 35 hours of periodic training by 10 September 2013 for PCV or 10 September 2014 for LGV (for those who had acquired rights) or 5 years from when you first qualified for your DCQ Card, you will no longer be legally able to drive professionally.

If you have completed less than the required 35 hours of periodic training before your acquired rights or DQC card expires, then the training you have acquired in that time will only be valid on a rolling process. That means training that falls outside of a 5 year period will no longer be valid. i.e At expiry you have taken 28 hours and the first 7 hours of training were taken on the 10th October 2008 you would need to complete your last 7 hours before 10 October 2013 in order to complete the 35 hours and get a DQC issued. If you fail to do so, your first 7 hours would no longer be valid. You would then need to complete 14 hours before the date you took your next 7 hour course before a DQC card would be issued.

HOW DOES IT AFFECT DRIVERS WHO HOLD BOTH A PCV AND LGV LICENCE?

Drivers with both PCV and LGV licences will only have to complete one course of 35 hours of periodic training every five years; they will not have to undertake 35 hours of training for each licence category.

HOW DOES IT AFFECT DRIVERS WITH LGV/PCV LICENCES FROM OTHER COUNTRIES?

Periodic training must be completed in the country of employment or residence. Drivers from other countries, who are based in the UK, can undertake periodic training in the UK if residing here for longer than six months in a calendar year. Training completed in another EU state, where employed or resident, will count towards periodic training in the UK.

Further information:

It is important to note that foreign EU licence holders that have passed their cat C or D tests abroad since 10 September 2008 (PCV)/2009 (LGV) will have an equivalent to the Initial DQC which is in the form of a code 95 on their licence. This must be applied for and added to the licence rather than being issued as a separate card. If the driver then exchanges their licence for a UK one, the DVLA will make a note of the code 95 and inform the DVSA who will then issue an Initial DQC which the driver will receive at the same time as their new UK licence. If the driver does not receive an Initial DQC when they exchange their licence, then they must complete the Module 2 & 4 tests before they are eligible to attend their 35 hours Periodic Training.

Non-UK licence holders who complete 35 hours of Periodic Training should obtain and keep their records of attendance (issued to them by approved training centres). Such licence holders should then apply to the DVSA for the DQC on a DQC1 form.

PERIODIC TRAINING FOR NEW & EXISTING DRIVERS

What is periodic training?

Periodic training is continuing professional development for bus, coach and lorry drivers. It carries on throughout the professional driver's career, no matter how infrequently they drive.

How much training is required?

All drivers must undertake 35 hours of training in every five year period. The minimum length of a training course that contributes to the periodic training requirement is 7 hours. This can be delivered as one 7 hour course or two 3½ hour courses delivered within a 24 hour period.

How is it delivered?

We can provide a range of approved courses. The training can be completed in flexible 7 hour blocks. Only courses approved by the Joint Approvals Unit for Periodic Training (JAUPT) count towards the periodic training that is required by drivers to maintain their Driver CPC Driver Qualification Card.

The seven hours excludes any breaks; only direct training and contact time (time with a trainer) count towards the periodic training requirement.

Five Day Block (Monday – Friday)

This will especially benefit drivers that have not started their programme of training yet but are nearing the end of their 5 year periodic cycle or their 5 year cycle has lapsed. It is a cost effective option and the full 35 hours are completed in a week.

Weekend Training

This will appeal to drivers who are unable to attend training during Mon-Fri. Drivers can either attend a block programme over 5 consecutive Saturdays or Sundays or slot on to any of the Saturday or Sunday courses to complete 7 hours of training at a time. Upon request group courses can be provided to clients on Saturdays and/or Sundays.

Half Day Training

We have developed a range of 3.5 hour periodic training modules that can be combined to make 7 hours of periodic training. Drivers who attend 3.5 hour DCPC courses must complete the required minimum of 7 hours (2 x 3.5 hours) within a 24 hour period (normally the same day). This gives drivers and employers maximum flexibility to tailor their courses by mixing and matching half day courses to suit training needs.

One Day Per Year or Combination of Days Over 5 Years

We have a scheduled programme throughout the year offering various courses applicable to the periodic training requirements. Your drivers can slot onto these courses one or two at a time in a way that suits you as their employer.

Venues for Periodic Training

We have our own fully equipped training centre in North London and have access to a number of other venues around the UK where periodic training can be provided. If you have access to your own training rooms that meet JAUPT's Driver CPC requirements, it may be possible to provide some of the courses on your site. Our scheduled courses are currently all provided from our Training Centre in North London.

Classroom Based Courses

To keep the training as cost effective as possible, all of the courses detailed in this brochure are classroom based.

Bespoke/In-cab Courses

If there are other programmes of training that are not listed in this brochure or in-cab training that you would like us to provide as part of your Driver CPC programme, it may be possible for us to seek approval so that these can qualify as periodic training for your drivers (please contact us for details). There is an additional cost and courses do have to meet certain criteria, but we are happy to advise you if this option is of interest.

PERIODIC TRAINING COSTS

Our courses are competitively priced with significant savings for those booking a 5 day (35 hour) course, to complete their renewal requirements in a one week block.

There are also further discounts for group bookings and for organisations booking more than 50 driver days of training at one time.

Costs include the fee for registering all training provided on the national Driver CPC Recording and Evidencing Database.

ENFORCEMENT

Fixed penalties for employers of £1,000 per offence for failing to comply with the Driver CPC regulations i.e. a driver failing to carry a valid Driver CPC Driver Qualification Card. The driver also receives a fine which doubles with any subsequent offences.



STC Driver CPC courses

CONGESTION BUSTING : 7 HOURS

AIM

This course will inform drivers of the dangers associated with driving a large vehicle in a busy city environment. Specific advice will be given regarding a drivers well-being, vehicle checking and the skills required to share the road with vulnerable road users.

COURSE CONTENT

- ▶ City transportation issues – the causes of congestion
- ▶ The driver – including fitness, well being, the role and responsibilities of the vehicle, its load, its route etc
- ▶ Professional driving – the avoidance of bridge and tunnel strikes
- ▶ Red routes
- ▶ Terrorism – what you can do to prevent an attack

CUSTOMER CARE / COPING AT THE SHARP END : 7 HOURS

AIM

To make drivers aware of how they can improve the company's image. To make drivers aware of how they can give customers a positive experience at the point of contact and provide drivers with the tools to deal with challenging/difficult customers.

COURSE CONTENT

- ▶ Common Customer Relations Issues for Drivers
- ▶ Identify Internal/External Customer Types
- ▶ Behaviour to adopt to help enhance the image of the company
- ▶ The commercial and financial effects of a dispute
- ▶ Skills and Attitude
- ▶ Customer Care Rules
- ▶ Communication Skills
- ▶ Assertiveness
- ▶ Dealing with Difficult People
- ▶ Dealing with Conflict
- ▶ Handling aggressive or violent behaviour, threats and intimidation

ECO SAFE DRIVING: 1 DAY

AIM

To provide staff with the relevant information to enable them to drive safely and fuel efficiently.

COURSE CONTENT

- ▶ Welcome & Introduction to DCPC
- ▶ Existing Highway Code Knowledge check
- ▶ Road Traffic Collision Avoidance
 - ▶ Speed Awareness
 - ▶ Seatbelt Law & Exemptions
 - ▶ Driver Fatigue
- ▶ Driving Distractions – Reaction Times
 - ▶ Understanding reaction times
 - ▶ What can affect reaction times
 - ▶ Affects of Mobile Phone use
- ▶ Driving Techniques – Load Distribution & Security
 - ▶ Load Stability
 - ▶ Axle Loading
- ▶ Environmental & Fuel Efficient Driving
 - ▶ Anticipation & Forward Planning
 - ▶ Environment
 - ▶ Route Planning
 - ▶ Aerodynamics
 - ▶ Telematics
- ▶ Review & Evaluation

EMERGENCY FIRST AID AT WORK : 7 HOURS

AIM

To enable drivers to manage and treat a first aid emergency and gain a recognised First Aid qualification.

COURSE CONTENT

- ▶ Role of a First Aider
- ▶ The Unconscious Casualty
- ▶ Resuscitation
- ▶ Airway and Breathing Problems
- ▶ Circulation Disorders: Shock, Heart Attacks, Strokes
- ▶ Treatment of Internal/External Bleeding
- ▶ Head Injuries
- ▶ Burns
- ▶ Soft Tissue Injury Sprains and strains

FIRE SAFETY AWARENESS : 3½ HOURS

AIM

To enable drivers to reduce the risk of fire and be aware of actions to take in the event of a vehicle/workplace fire.

COURSE CONTENT

- ▶ Nature of Fire
- ▶ Triangle of Fire
- ▶ Danger from Smoke
- ▶ Flame Spread
- ▶ Common Causes of Fire in the Vehicle/Workplace
- ▶ Fire Extinguishing
- ▶ Measures to Reduce the Risk of Fire
- ▶ Action to take in the Event of Fire in a Vehicle/Workplace

FIRST AID – EMERGENCY TREATMENT : 3½ HOURS

AIM

To enable drivers to manage and treat a first aid emergency.

COURSE CONTENT

- ▶ Introduction to First Aid
- ▶ Action Planning
- ▶ Problems Associated with road Accidents
- ▶ Incident and Casualty Management



MANUAL HANDLING : 3½ HOURS

AIM

To give drivers an awareness of Manual Handling as it relates to their job.

COURSE CONTENT

- ▶ Introduction to Manual Handling
- ▶ The cost of injuries to the industry/NHS
- ▶ Manual Handling Regulations
- ▶ Types of injuries
- ▶ Anatomy of the back and spine
- ▶ Risk assessment

REVERSING VEHICLES : 3½ HOURS

AIM

To enable drivers to reverse safely with/without an assistant.

COURSE CONTENT

- ▶ Role of the driver whilst reversing
- ▶ Accident data – HSE/FTA statistics
- ▶ The crush zone
- ▶ T.H.I.N.K.
- ▶ Reversing issues
- ▶ When a reversing assistant should be used
- ▶ Joint understanding
- ▶ Signals to be used
- ▶ Safety points
- ▶ Normal/straight reversing

SAFE URBAN DRIVING : 1 DAY

AIM

To contribute towards the legal training requirement of 35 hours that each professional driver must take in order to retain their professional driving licence.

COURSE CONTENT

Practical module: 3.5 hours

- ▶ Introduction to active travel, driver fitness and health
- ▶ Bicycle control skills training
- ▶ On-road drills including infrastructure at areas of potential driver/cyclist conflict including junctions, traffic lights and ASLs
- ▶ Giving drivers a cyclist's perspective of riding on busy roads and an understanding of the issues faced by vulnerable road users
- ▶ Minimising risk – practical ways drivers can minimise risk

Theory module: 3.5 hours

- ▶ The changing streetscape and the urban environment
- ▶ Vulnerable road users: pedestrians, cyclists and motorcyclists
- ▶ Sharing the road safely
- ▶ Defensive driving techniques and actions for an emergency incident.

OUTCOMES INCLUDE:

- ▶ To encourage HGV drivers to empathise with cyclists
- ▶ To make drivers aware of the risks of the road
Understanding assertive cycling/how cyclists do/should ride
- ▶ Ability to adopt behaviour
- ▶ Drivers outline actions to minimise risk

Training can be delivered to up to 20 drivers, trained in groups of ten. While one group takes the practical session in the morning the other is trained in the theory module – in the afternoon the groups swap over so all drivers receive theoretical and practical training.

VEHICLE SAFETY CHECKS & HAZARD AWARENESS : 3½ HOURS

AIM

To make drivers aware of their responsibilities and to identify the risks and promote a safety culture.

COURSE CONTENT

- ▶ Legal obligations
- ▶ Importance of drivers duties
- ▶ Employers & drivers responsibilities
- ▶ Specialist equipment
- ▶ Working at height
- ▶ Checking hydraulics & pipes
- ▶ Defect reporting
- ▶ Risk assessment
- ▶ Fitness & health
- ▶ Vehicle suitability/condition/safety equipment
- ▶ Driver PPE
- ▶ Journey planning/weather conditions
- ▶ Tiredness and Obstructive Sleep Apnoea (OSA)
- ▶ Risks of the road & accidents at work
- ▶ Prevention of criminal and trafficking of illegal immigrants
- ▶ Importance of physical and mental ability
- ▶ Assessing emergency situations
- ▶ Basic principles of the drafting of an accident report



WINTER SERVICE - UNIT 580 : HEALTH & SAFETY : 7 HOURS

AIM

This programme is aimed at both existing Winter Service Operatives, who need re-assessment to re-new their City & Guilds/NEREO registration, and for new or inexperienced operatives who are seeking City & Guilds/NEREO registration for the first time.

COURSE CONTENT

- ▶ Relevant Health and Safety Legislation
- ▶ Winter maintenance risk assessment
- ▶ Drivers' duties and pre-start checks
- ▶ Drivers' hours and working hours
- ▶ Use of de-icing materials on the highway
- ▶ Emergency procedures
- ▶ Snow clearing at level crossings
- ▶ Snow ploughing
- ▶ Loading plant
- ▶ Plough fitting – theory

WORKING TIME & DRIVERS HOURS : 3½ HOURS

AIM

To make drivers aware of the rules governing working time and drivers hours and the penalties for non-compliance.

COURSE CONTENT

- ▶ Working time limits
- ▶ Rules affecting young workers
- ▶ Exemptions
- ▶ Enforcements
- ▶ PCV/LGV domestic rules
- ▶ Breaks from driving
- ▶ Record keeping
- ▶ Tachographs

COURSES NOT CURRENTLY JAAPT APPROVED


In addition to the approved courses detailed in the brochure we also have the following courses that could be registered with JAAPT and ready to deliver in around 6-8 weeks if required (subject to payment of the JAAPT course approval fee):

- ▶ Greener City Driving
- ▶ Safe London Driving
- ▶ Safer City Driving
- ▶ Saving Fuel & Driving Safely (for LGV drivers only)
- ▶ Passenger Safety for Passenger Transport (for PCV drivers only)
- ▶ Developing road transport policy (3.5 hours modular)
- ▶ Managing work-related road safety (3.5 hours modular)
- ▶ Managing driver fitness and impairment (3.5 hours modular)
- ▶ Managing driver assessment and training (3.5 hours modular)
- ▶ Post-collision procedures and analysis (3.5 hours modular)
- ▶ Safe and efficient fleet management (3.5 hours modular)
- ▶ Reducing fuel use and minimising environmental impacts (3.5 hours modular)
- ▶ Minimising transport fines and charges (3.5 hours modular)
- ▶ Monitoring and measuring road fleet performance (3.5 hours modular)

If any of these courses are of interest please contact us for details.



Related Training



SKILLS TRAINING CENTRE

Civil Engineering

City of Guilds | HIGHWAYS | EXOR | Acredit | driverpcp | 020 8359 5157 | www.skillstrainingcentre.co.uk



SKILLS TRAINING CENTRE

Community Transport

City of Guilds | HIGHWAYS | EXOR | Acredit | driverpcp | 020 8359 5157 | www.skillstrainingcentre.co.uk



SKILLS TRAINING CENTRE

Winter Service

City of Guilds | HIGHWAYS | EXOR | Acredit | driverpcp | 020 8359 5157 | www.skillstrainingcentre.co.uk



SKILLS TRAINING CENTRE

Refuse and Street Cleansing NVQs


City of Guilds | HIGHWAYS | EXOR | Acredit | driverpcp | 020 8359 5157 | www.skillstrainingcentre.co.uk



SKILLS TRAINING CENTRE

First Aid

City of Guilds | HIGHWAYS | EXOR | Acredit | driverpcp | 020 8359 5157 | www.skillstrainingcentre.co.uk



SKILLS TRAINING CENTRE

Plant Training
Equipment Operators Registration Scheme

City of Guilds | HIGHWAYS | EXOR | Acredit | driverpcp | 020 8359 5157 | www.skillstrainingcentre.co.uk



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