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DCPC-MODULAR COURSE

Driver CPC

From September 2009, the EU requires all commercial drivers of PCV's and LGV's to attain a Driver Certificate of Professional Competence (DCPC), in addition to their vocational licence. The aim is to improve road safety across the EU and improve the efficiency of the transport sector. Anyone wishing to earn their living as a truck or bus driver from 2009 must gain the DCPC Initial Qualification at test. All existing commercial drivers, no matter how many years of experience, have to work towards a Periodic Qualification. That means they have to undertake 35 hours of accredited training within a five year period, and every five years after that. From 2014 it will be necessary for drivers to carry proof of training in the form of the qualification card to work legally.

LS&C offer a full range of courses which can count towards DCPC Periodic Training. In addition to our standard full day courses we offer a number of 3.5 hour modular courses which when combined with another 3.5 hour module from our range, within a 24 hour period can be uploaded as 7 hours of periodic training.

Current LS&C offer 8 modules which can be combined in any order.

Module 1: ADR Awareness

Module 2: Driver Safety

Module 3: Sharing Roads With Other Road Users

Module 4: Drivers Hours and Working Time Directive

Module 5: Tachographs and Record Keeping

Module 6: Loading and Lashing of Loads

Module 7 : Pre and Post Journey Checks

Module 8: Customer Service for Drivers

Candidate requirements

Whilst there are no formal requirements for candidates, they should be both numerate and literate and have adequate verbal communication skills.



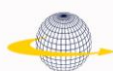
Module 1: ADR Awareness

Objective

At the end of the course the candidate will have sufficient knowledge of dangerous goods and a full understanding of the legislation that governs their carriage and handling. The candidates will also understand their responsibilities under national and international legislation regarding the transport of dangerous goods. They will also understand how to minimise the risk of injury to people and damage to property and the environment. This course also makes clear the need for and provides a platform for ongoing dangerous goods training.

Course contents:

- Regulations and Application of the Rules
- Limited Quantities
- Load Thresholds
- Loading and Unloading Hazardous Goods
- Hazards of Goods
- Class 1-Explosives
- Class 2-Gases
- Class 3-Flammable Liquids
- Class 4-Flammable Substances
- Class 5- Oxidizers and Organic Peroxides
- Class 6- Toxic and Infectious Substances
- Class 7-Radioactives
- Class 8- Corrosives
- Class 9- Miscellaneous
- Hazardous Waste and other Regulations



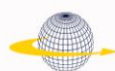
Module 2: Driver Safety

Objective

To give professional drivers an understanding of the hazards in their workplace, the legal responsibilities of drivers and employers and safe methods of work. At the end of the course drivers will be more aware of the risks of the road and accidents at work including the human, material and financial consequences. They will have a greater ability to prevent criminality and illegal immigrants. They will have a greater understanding of the importance of physical and mental ability, the principles of healthy balanced eating, effects of alcohol drugs, the symptoms causes and effects of fatigue, stress and the basic work /rest cycle

Course contents

- Preparing for Work: Attendees Responsibilities, Employer Responsibilities,
- Tiredness,
- Food and Nutrition,
- Drugs and Alcohol
- Safety Behind the Wheel: In Cab, Blind Spots, Mobile Phones
- Safety Around the Vehicle: Yard Roadside, PPE, Dangerous Goods and Noise
- Manual Handling
- Load Safety
- Slips Trips and Working at Height
- Other Equipment:
- Feeding Back to Management,
- Accident Reporting
- Security of Attendees and The Load
- Bad Weather Driving: Snow, Wind, Preparation



Module 3: Sharing Roads With Other Road Users

Objective

To give professional drivers a better understanding of the risks, needs & challenges of all road users and to promote a safer driving style. At the end of the course the attendee will be able to, list key primary causes of collisions, identify vulnerable road user groups, list driver behaviours that will reduce risks to the above vulnerable road user groups, list safer driver behaviours that will contribute specifically to reducing the risks for each of the vulnerable road user groups, identify key safety related issues for operators. Additionally they will be able to understand the legal and insurance company requirements after an accident.

Course contents

- Causes of Collisions
- Mobile Phone Impairment
- Risks and Casualties
- Pedestrians
- Cyclists
- Powered 2 Wheelers
- Other Road Users
- Blind Spots
- Animals
- Accident Procedure
- Image and Courtesy

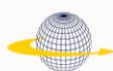
Module 4: Drivers Hours and Working Time Directive

Objective

To give professional drivers a full understanding and comply with their responsibilities with regard to EU driver's hour's regulations and the Working Time Directive in order to increase compliance and reduce infringements.

Course contents

- Understanding the need for regulation
- Tiredness and Fatigue-Highway Code Requirements
- EU Drivers Hours Regulations
- Working Time Directive
- Fitness to Drive



Module 5: Tachographs and Record Keeping

Objective

To give professional drivers the knowledge to make correct use of Analogue and Digital Tachograph equipment allowing them to fulfil their legal requirements. The course covers the use of both types of tachograph and the use of manual entries.

Course contents

- Analogue Tachograph Use
- Analogue Tachograph Record Keeping
- Digital Tachograph Use Basics
- Digital Tachograph Use Extra Requirements
- Digital Tachograph Record Keeping
- Mixed Driving Record Keeping

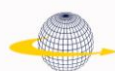
Module 6: Loading and Lashing of Loads

Objective

To give drivers the information required to enable them to prepare vehicles to be loaded and unloaded safely. At the end of the course the attendee will be able to understand their responsibilities and safe practices allowing them to safely prepare vehicles for loading/unloading, load and unload vehicles in a safe manner, comply with legislative requirements relating to load security, weights and dimensions.

Course contents

- Driver responsibilities
- The problem with load safety
- The principles of load control
- Methods and equipment
- Vehicle Loading and Unloading
- Weights, Dimensions and Roadside Checks



Module 7 : Pre and Post Journey Checks

Objective

To give professional drivers the relevant information required to complete Pre & Post Journey Procedures in accordance with safety and industry requirements. By the end of this session attendees will be able to: Correctly identify vehicle instruments and controls that should be checked during Pre/Post Journey Vehicle Checks. Understand the required standard the vehicle safety checks using appropriate documentation. Consider items that will effect fuel efficiency, Complete correctly vehicle and load documentation

Course contents

- Legal and O Licence Requirements
- What to Check
- The Walk Around Check
- Defects, Driver Responsibilities and Roadside Checks
- Fuel Efficiency

Module 8: Customer Service for Drivers

Objective

To develop driver awareness of customer needs and how to identify how best to meet them
By the end of this session attendees will be able to: Define what customer service is, identify who their customers are, write down what customers expect, list ways to meet those expectations, understand the importance of effective communication with customers and identify how to handle difficult situations

Course contents

- What is Customer Service?
- Who are attendeesr internal and external Customers
- Developing and maintaining effective customer relationships
- First Impressions, Appearance and Dress
- Communication and Body Language
- Dealing with complaints
- Difficult Customers
- Customers with Additional Requirements (Equality and Diversity).

