



**Defensive Driver Training Limited**  
**Tudor House**  
**2 Worcester Street**  
**Stourbridge**  
**West Midlands**  
**DY8 1AN**

**Tel 01384 442233**  
**[www.drivercpcgroup.com](http://www.drivercpcgroup.com)**

### **About us**

Defensive Driver Training Limited has over 27 years experience of delivering advanced and defensive driving courses to all sectors of UK Industry. Since the introduction of Driver CPC in September 2008, over 20,000 drivers have attended our JAUPT Approved courses which we run throughout the UK.

Driver CPC courses are delivered by training professionals who have the relevant knowledge and experience of driving PCVs or LGVs. Courses are designed to be interactive and interesting for the delegates and relevant to their daily role. Many of our courses have been developed in conjunction with our clients. The content reflects their operation and addresses their identified training needs. We will be pleased to work with you - free of charge - to develop a programme that can be submitted to JAUPT for approval. This could be a full 3.5 hour module or something that we could incorporate into a modified and improved module. We aim to deliver a driver CPC course that benefits both the driver and the employer, and achieves far more than just a tick in an attendance box.

### **Deadline Day**

DVSA figures show that 664000 drivers with acquired "grandfather" rights completed their 35 hours of periodic training within the first deadline. Any drivers who have acquired rights but have not yet completed their 35 hours of training should not drive professionally until they have. Any training completed short of the 35 hours remains valid for five years from the course date and is not lost due to the deadline.

### **New PCV and LGV Drivers Qualifying since 2008.**

Since the CPC regulations came into force in September 2008 for bus and coach drivers, and September 2009 for LGV drivers, over 100,000 new drivers have taken the four part vocational test and gained their Driver Qualification Card by test, not by attending 35 hours of training. All of these drivers will have their own personal five year training period which started on the day they passed the new four part test. They have to complete 35 hours of training within the five year period. **It is worth checking the expiry date on the DQC of any of your drivers who gained the card by test.** They may already be approaching their five year deadline to complete 35 hours of training.

### **Future Training Dates**

The bus and coach sector are already into the second year of the new five year period for drivers with acquired rights. Scheduling regular courses will keep disruption of your operation to a minimum, spread your budget and accommodate new drivers who may have their own five year qualification period.

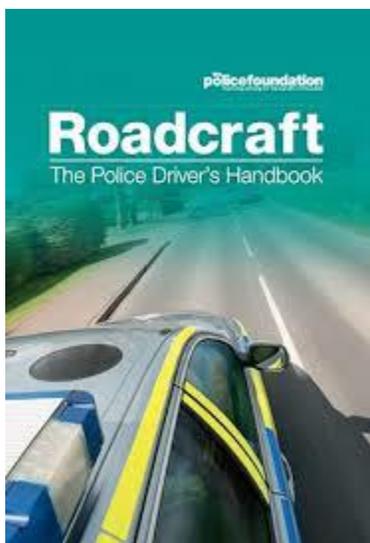


Any two 3.5 hour modules can be combined to create one seven hour CPC course which must be delivered in a 24 hour period to qualify for CPC accreditation

## Module 1 Defensive Driving Theory



## Module 2 “Roadcraft” Advanced Driving



Drivers receive a Certificate of Attendance after the course.

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### Approved Training Course CRS10695/259

#### Defensive Driving – Theory Only Duration 3.5 hours

This module examines the risks to which each driver is exposed on a daily basis. It examines factors that contribute to collisions both on and off the road highlighting the central role of human behaviour and introduces the concept of defensive driving, exploring the benefits of driving in a way to anticipate and compensate for approaching hazards. The system of vehicle control is outlined and applied in worked examples

At the end of the session there is a short quiz on driver knowledge.

### Approved Training Course 10695/259

#### “Roadcraft” Advanced Driving Duration 3.5 hours

This module is a step up on the Defensive Driving Module and introduces drivers to the “System of Vehicle Control” developed for use by the emergency services from the publication “Roadcraft”, the bible of the Advanced Driver.

It sets out the features of the system:

**Information:** a continuous process of all round observation, identifying hazards – fixed, moving & environmental

**Position:** placing the vehicle for safety, vision, direction and progress

**Speed:** always appropriate for the situation

**Gear:** selection of the appropriate gear for maximum control

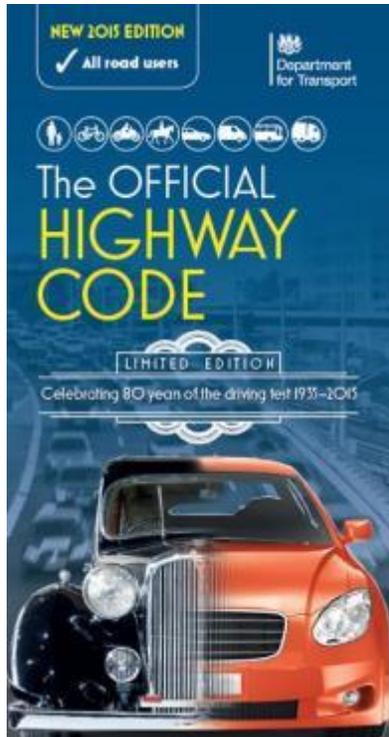
**Acceleration:** to clear the hazard safely

The application of the system at junctions, roundabouts, overtaking and on the motorway will be discussed. The session concludes with a knowledge check quiz.

Any two 3.5 hour modules can be combined to create one seven hour CPC course which must be delivered in a 24 hour period to qualify for CPC accreditation

## Module 3 Highway Code & Speed Awareness

Approved Training Course CRS10695/259



### Highway Code & Speed Awareness Duration 3.5 hours

This is a reminder that the Highway Code is a vital tool for every road user which is constantly updated to reflect changes in the UK road system and how it is used. The session begins with a brief quiz to test current knowledge and to highlight some of the changes that may have taken place since the driver last read the Highway Code. It then reviews the history of the Code and how it has developed to be relevant to today's road users. Recent changes are discussed including new road signs and markings, motorway rules including the use of "Smart Motorways" and restrictions on goods & passenger vehicles.

**The Speed Awareness** session examines the need for speed limits and the protection they give to vulnerable road users, the use of variable speed limits on motorways, at road works and in the vicinity of schools at particular times of day. Driver behaviour and typical driver profiles are examined to see why some people speed. The effect of speed on the dynamics of a collision is explored to demonstrate how the outcome is influenced by speed.

Drivers receive a Certificate of Attendance after the course

Approved Training Course CRS10695/259

## Module 4 Safe Loading - LGV

### Safe Loading LGV Duration 3.5 hours

This module introduces drivers to the legal requirements of and responsibilities for safe loading of vehicles and looks at the role of enforcement agencies including the Police VOSA and local authorities. Loading limits are explained and including where to get information e.g. plating, vehicle guides, company policy and tyre rating. Loading is discussed in the context of vehicle handling and fuel efficiency.

Topics include loading techniques, use of equipment, basic manual handling, securing loads, fuel weight, and weight distribution, use of trailers, roof mounting trailers and vehicle handling. Modules include a multiple choice knowledge check quiz at the conclusion



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## Module 5 Reversing & Manoeuvring



Drivers receive a Certificate of Attendance after the course.

### Approved Training Course CRS10695/259

#### Reversing & Manoeuvring Duration 3.5 hours

The need to manage safety on any site where vehicle movements occur is discussed in this module. It looks at the need to be aware of local site rules and the importance of dynamic risk assessments including choosing access & exit routes, considering the needs of others including other site traffic and pedestrians. The importance of personal protective equipment, including high-visibility clothing is discussed. The safe movement of vehicles on site, including the use of cameras, mirrors and other on-site aids is discussed and the role of the reversing assistant or banksman is reviewed including the need to use standardised signals understood by both assistant and driver.

The module also looks at manoeuvring vehicles on public roads to ensure the safety of all other road users including pedestrians.

## Module 6 Safe at Work



### Approved Training Course CRS10695/259

#### Safe at Work Duration 3.5 hours

The module examines safe working practices within transport related activities. An overview of the type of incidents that occur, the severity and the impact they have on businesses, the community and the individual. It discusses whether the term "accident" is correct and looks at the underlying causes of incidents and the human influence. It examines the role of the employer & employee in managing health & safety and the need for safe systems of work and the use of Personal Protective Equipment. The part played by the HSE, Police and Local Authorities in the investigation of incidents is examined. Delegates are invited to review HSE case studies of transport related incidents. Both modules will include a multiple choice knowledge check quiz at the conclusion.

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## Module 7 Drivers Fitness & Health



Approved Training Course CRS10695/259

### Drivers Fitness & Health Duration 3.5 hours

This module examines the driver's personal health and fitness and the law and how a driver can influence and enhance their own well being and safety. Topics covered include medical standards for vocational licences including vision, diabetes, psychiatric illness, cardiac health and reporting changes in health to the licensing authorities.

Personal health topics include, diet and fitness, fatigue, the use of drugs – prescription, over the counter and recreational, alcohol and smoking.

Both modules will include a multiple choice knowledge check quiz at the conclusion.

## Module 8 Drivers Hours & Digital Tachographs



Approved Training Course CRS10695/259

### Drivers Hours & Digital Tachographs Duration 3.5 Hours

This module gives an overview of current legislation, requirements and exemptions set out in the European Rules, GB Domestic Rules and the Working Time Directive.

It then examines the correct use of a digital tachograph through worked examples and exercises in manual entry.

Advice will be given on tachograph checks and their use in mixed operation.

Drivers receive a Certificate of Attendance after the course.

Any two 3.5 hour modules can be combined to create one seven hour CPC course which must be delivered in a 24 hour period to qualify for CPC accreditation

## Module 9 Drivers Hours & Analogue Tachograph



Approved Training Course CRS10695/259

### Drivers Hours & Analogue Tachograph Duration 3.5 hours

This module gives an overview of current legislation, requirements and exemptions set out in the European Rules, GB Domestic Rules and the Working Time Directive.

It then examines the correct use of an analogue tachograph through worked examples and exercises in manual entry.

Advice will be given on tachograph checks and their use in mixed operation.

## Module 10 Digital Tachographs



Drivers receive a  
Certificate of Attendance  
after the course

Approved Training Course CRS10695/259

### Digital Tachographs Duration 3.5 hours

The module will provide an overview of the legislation regarding the use of digital tachographs and the basic principles of the digital tachograph system. It will explain UTC time and the legal requirements pertaining to the use of Driver Cards and data storage and will demonstrate the log-in and log-out procedures and manual entry when required.

The data display, menu structure special displays, pictograms & messages utilized by digital tachographs will be explained and information will be given on the printouts available and their uses.

Advice will be given on tachograph checks and their use in mixed operation.

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## Module 11 The Legal Driver



## Module 12 Customer Care



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**Approved Training Course CRS10695/259**

### **The Legal Driver**

**Duration 3.5 hours**

An overview of the UK system of driver licensing, when & why it was introduced and the staged progression to higher categories and medical standards required for vocational licence holders. The format of the EU driving licence is explained including the fields, expiry dates and renewal periods. How to replace or renew lost licences & other cards and how to share driving licence information and CPC training records with others including employers.

Driver CPC requirements and exemptions are reviewed. An overview of endorsement codes and penalty points; how long they stay on a licence and how expired points can be removed; disqualification for offences or "totting up", length of ban and applying for a new licence.

The role of the DVSA and Traffic Commissioners including Operator licensing, driver conduct & records. Roadside checks by DVSA & Police will be discussed.

Insurance requirements are reviewed including the need to report work related incidents to personal insurers.

**Approved Training Course CRS10695/259**

### **Customer Care**

**Duration 3.5 hours**

This module introduces drivers to the concept that everyone is an ambassador for the company. Topics include :

What do we mean by good customer service? Who are our customers? Good, Bad & Ugly customer service .

Various scenarios are examined for drivers to explore how customers and employees react in different circumstances.

The do's & don'ts of customer service and how to improve customer service are discussed in group exercises

Any two 3.5 hour modules can be combined to create one seven hour CPC course which must be delivered in a 24 hour period to qualify for CPC accreditation

## Module 13 Safe Loading PCV

Approved Training Course CRS 10695/259



Drivers receive a  
Certificate of Attendance  
after the course

### Safe Loading PCV

Duration 3.5 hours

This module introduces drivers to the legal requirements of and responsibilities for safe loading of vehicles and looks at the role of enforcement agencies including the Police and VOSA and local authorities. Loading limits are explained and include where to get information e.g. plating, vehicle guides, company policy and tyre rating.

Topics include safety and security of passengers and any equipment carried. Basic manual handling and the use of ramps and equipment. Loading the vehicle, placement weight distribution and load security. Route planning, the influence of load weight and size on route choice. Trailers and the choice of trailers and load weight available.

# Module 14

## Part Theory- Part Practical CPC Defensive Driving 7 Hour Course

### Defensive Driving Theory



**For 2 drivers in one day  
Or 6 drivers over two days**

**Approved Training Course CRS 3165/259**

### **Defensive Driving – Theory Duration 3.5 hours**

This module examines the risks to which each driver is exposed on a daily basis. It examines factors that contribute to collisions both on and off the road highlighting the central role of human behaviour and introduces the concept of defensive driving, exploring the benefits of driving in a way to anticipate and compensate for approaching hazards. The system of vehicle control is outlined and applied in worked examples. At the end of the session there is a short quiz on driver knowledge.

### Practical In-Cab Defensive Driver Training



### **In-vehicle Training Duration 3.5 hours**

**For two delegates** – covering urban, rural and motorway conditions

Physical checks of vehicle, driver eyesight, assessment drive by course delegates followed by demonstration drive from trainer with commentary. Review and feedback on each drive followed by a second drive by delegates with tuition and advice as required.

Course review and feedback.

Drivers each receive a Certificate of Attendance & report highlighting strengths and weaknesses and any recommendations for further training.

**St John  
Ambulance**



Module 15  
**Professional Drivers  
CPC  
First Aid Course**

**Delivered by St John  
Ambulance**

**Approved Course CRS 2615/945**



**Professional Drivers First Aid - Duration 7 hours**

This seven-hour Professional drivers first aid course gives drivers the skills , knowledge and confidence to deliver effective first aid in the event of an emergency incident on the road.

Training is highly practical and includes

- The role of the first aider
- Communication and casualty care
- Spinal injury
- Casualty movement
- Unconscious casualty
- Safer handling and moving
- Head injuries
- Fainting
- Shock
- Bleeding – severe an minor
- Bone muscle and joint injuries
- Asthma
- Chest pains – heart attack and angina
- Resuscitation – CPR
- Emergencies in public

Drivers receive a Certificate of Attendance after the course.



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Module 16  
**Practical In-Vehicle  
Defensive Driver Training**



**In Vehicle Defensive Driver  
Training - Duration 3.5 hours**

For 1 or 2 drivers per trainer per session

This module can be combined with theory session of choice to make up a seven hour part theory part practical course – see Set Courses 1, 2, 3

Can also be run twice on one day for up to two drivers to make up a 7 hour course.

**In-vehicle Training** covering urban, rural and motorway conditions

Physical checks of vehicle, driver eyesight check, assessment drive by course delegates followed by demonstration drive from trainer with commentary.

Review and feedback on each drive followed by a second drive by delegates with tuition and advice as required.

Course review and feedback.

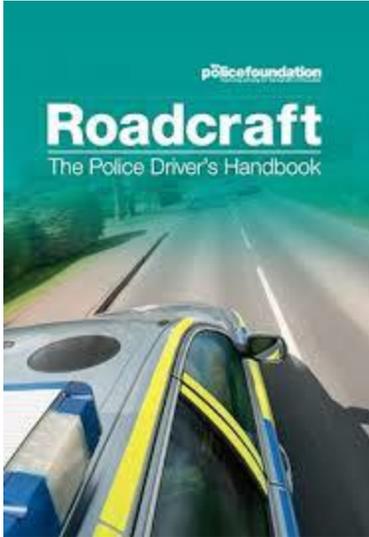
Drivers each receive a Certificate of Attendance & report highlighting strengths and weaknesses and any recommendations for further training.

# Set Seven Hour Course 1

## Part Theory- Part Practical CPC

### Advanced Roadcraft Driving Course

#### Module 2 "Roadcraft" Advanced Driving Theory



combined with

#### Module 16 Practical In-Cab Defensive Driver Training



Approved Training Course CRS 10695/259  
For 2 drivers per trainer day  
Approved Training Course CRS 10695/259

#### "Roadcraft" Advanced Driving Duration 3.5 hours

This module is a step up on the Defensive Driving Module and introduces drivers to the "System of Vehicle Control" developed for use by the emergency services from the publication "Roadcraft", the bible of the Advanced Driver.

It sets out the features of the system:

**Information:** a continuous process of all round observation, identifying hazards – fixed, moving & environmental

**Position:** placing the vehicle for safety, vision, direction and progress

**Speed:** always appropriate for the situation

**Gear:** selection of the appropriate gear for maximum control

**Acceleration:** to clear the hazard safely

The application of the system at junctions, roundabouts, overtaking and on the motorway will be discussed. The session concludes with a knowledge check quiz.

#### In-vehicle Training Duration 3.5 hours

**For two delegates** – covering urban, rural and motorway conditions

Physical checks of vehicle, driver eyesight, assessment drive by course delegates followed by demonstration drive from trainer with commentary. Review and feedback on each drive followed by a second drive by delegates with tuition and advice as required.

Course review and feedback.

Drivers each receive a Certificate of Attendance & report highlighting strengths and weaknesses and any recommendations for further training.

# Set Seven Hour Course 2

## Part Theory- Part Practical CPC

### Speed Awareness Course

#### Module 3

### Highway Code & Speed Awareness Theory

For 2 drivers per trainer day

#### Highway Code & Speed Awareness

Duration 3.5 hours



combined with

#### Module 16

### Practical In-Cab Defensive Driver Training



**The Speed Awareness** session examines the need for speed limits and the protection they give to vulnerable road users, the use of variable speed limits on motorways, at road works and in the vicinity of schools at particular times of day. Driver behaviour and typical driver profiles are examined to see why some people speed. The effect of speed on the dynamics of a collision is explored to demonstrate how the outcome is influenced by speed.

The Highway Code is a vital tool for every road user which is constantly updated to reflect changes in the UK road system and how it is used. The session begins with a brief quiz to test current knowledge and to highlight some of the changes that may have taken place since the driver last read the Highway Code. It then reviews the history of the Code and how it has developed to be relevant to today's road users. Recent changes are discussed including new road signs and markings, motorway rules including the use of "Smart Motorways" and restrictions on goods & passenger vehicles.

#### In-vehicle Training Duration 3.5 hours

Covering urban, rural and motorway conditions

Physical checks of vehicle, driver eyesight, assessment drive by course delegates followed by demonstration drive from trainer with commentary. Review and feedback on each drive followed by a second drive by delegates with tuition and advice as required.

Course review and feedback.

Drivers each receive a Certificate of Attendance & report highlighting strengths and weaknesses and any recommendations for further training.

## Set Course 3

### Three Day Part Theory- Part Practical Driver Assessor Course 21 hours CPC Accreditation



To train an in-house assessor to be able to professionally check driving standards, identify training needs and carry out pre-employment assessments.

Consists of Defensive Driving Theory and Practical modules combined with the Role of The Driving Assessor Theory Module and Conducting Driver Assessment practical module to make up a 21 hour course . RoSPA Advanced Test option available

For 2 drivers per trainer, per three day course

#### **Day One a.m. Defensive Driving Theory Session**

##### **The System of Vehicle Control**

Introduction to the System based on the Police driving manual Roadcraft  
Features of the system Application in examples

##### **p.m. In Vehicle Training**

Vehicle Inspection and eyesight check. Assessment drive by course delegates & review  
Demonstration drive with commentary from Instructor introducing the delegates to a systematic approach to driving based on the police driving manual "Roadcraft"  
Second drive from delegates incorporating a range of road types as local conditions allow with correctional help and advice.

#### **Day Two a.m. The Role of the Driving Assessor Theory Session**

Meet the Candidate Distinguishing between "Test nerves" and poor driving  
Fitness to Drive Vehicle Checks and Familiarisation  
Understanding the characteristics of the vehicle  
The System of Vehicle Control Rules for Braking Rules for Overtaking  
Motorway Driving Other distractions

##### **p.m. Conducting Driver Assessments - Practical instruction**

Delegates assessing each other and the Instructor in a variety of situations  
Assessment report sheet

#### **Day Three a.m. & p.m. Conducting Driver Assessments -Practical instruction**

An examination of the assessor's skill in a real situation covering all aspects of the role from meeting and greeting through to post assessment debrief.  
Review and discussion of the evaluation. Remedial instruction as required

Delegates who choose to take the RoSPA Advanced Test at a later date can undertake a mock advanced test in preparation for the real test..

#### **Course review and questions**

Recommended reading prior to training:

The New Highway Code, The Police driving manual "Roadcraft"  
Available from HMSO or WH Smith or Amazon.

Training ratio is two trainees per instructor. Practical training should ideally be conducted in the type of vehicle that the Assessors will be using to assess other drivers