



WELCOME TO

**CUSTOMER CARE &
DEFENSIVE DRIVING**

DRIVER CPC MODULE (7 HOURS)

**WELCOME
TO
ATLAS**

**Please
Introduce
Yourself...**



**WHILE
YOU ARE
HERE**

SAFETY IN THE CLASSROOM

Mind the Step!
Fire Exits
Hygiene

MOBILE PHONES

CIGARETTE BREAKS

REFRESHMENTS

FACILITIES



RUNNING OF THE DAY



INTRODUCTION & WELCOME

WHAT IS CPC?

COMPANY IMAGE

WHAT IS COMPANY IMAGE & WHY SHOULD YOU CARE?
POSITIVE & NEGATIVE IMAGE
COMPANY IMAGE CONTROL

HOW TO IMPROVE COMPANY IMAGE

PROFESSIONAL REPRESENTATION
DRIVER COMPETENCY
SAFETY CHECKS
LOAD SECURITY
ROAD SIGNS
BRIDGE STRIKES

WHAT IS CUSTOMER CARE?

POSITIVE & NEGATIVE CUSTOMER CARE
DRIVER ROLES

DEFENSIVE DRIVING

DRINK DRIVING
DRUG DRIVING
MOBILE PHONES
CYCLE SAFETY
ROAD RAGE
FATIGUE & STRESS
TAILGATING

ENVIRONMENTAL ISSUES

WHAT CAN AFFECT YOUR DRIVING AND HOW TO TACKLE THEM
HOW TO KEEP SAFE ON THE ROAD

ANYTHING TO REPORT...

INDUSTRY NEWS
UPDATES

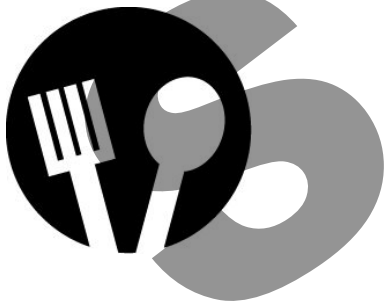
TIME TO GO!

BREAKS & LUNCH

9AM - 9.15AM
BREAK

12PM LUNCH

1.30PM - 1.45PM
BREAK



FAIR PROCESSING NOTICE



IN LINE WITH THE DATA PROTECTION ACT 1998 IT IS MY RESPONSIBILITY TO INFORM YOU THAT DATA COLLECTED WILL BE USED TO UPLOAD YOUR TRAINING RECORD ONTO THE DVSA DATA BASE.

THIS INFORMATION WILL BE SHARED WITH THEM AND NOT DISCLOSED TO ANY OTHER PARTIES WHO DO NOT HAVE LAWFULL REASON TO DO SO.

COURSE AIMS & OBJECTIVES

THE AIM OF THIS COURSE IS TO EDUCATE YOU ON HOW IMPORTANT A ROLE YOU PLAY WHEN DEALING WITH CUSTOMERS & THE GENERAL PUBLIC. It will also demonstrate how you can help improve & maintain your company's corporate image through safety checks, defensive driving and considerate driving.

By the end of the course you will be fully updated in:

- **Company image**
- **Customer service levels**
- **The role of the driver**
- **Driver walkround safety checks**
- **Drink and drugs awareness**
- **Cyclists & HGV safety**
- **Defensive driving techniques**
- **Staying safe on the road**

**ANY QUESTIONS ABOUT
THE DAY?**

drivercpc®
GET QUALIFIED STAY QUALIFIED

APPROVED CENTRE AC00652

**WHAT IS
DRIVER CPC?
& WHY AM I HERE?!**

WHAT IS PERIODIC CPC?

Most lorry drivers who drive professionally will have to hold a Certificate of Professional Competence (CPC), which is renewable every 5 years.

The Driver CPC has been introduced to improve the knowledge and skills of lorry drivers.

The Drivers CPC requirement does not apply to all drivers

WHO NEEDS PERIODIC CPC?

ONGOING REQUIREMENT

35 hours of periodic training must take place in 5-yearly cycles consistent with the CPC renewal.

NEW DRIVERS

Must take a Mod 2 & 4 practical test to obtain a CPC card. They must then complete periodic training within 5 years of obtaining their initial CPC.

ACQUIRED RIGHTS DRIVERS

Drivers who passed their HGV licence before 10th September 2009 can either do a Mod 2&4 OR complete the full 35 hours to obtain their first CPC card.

CPC EXEMPT



You do not need Driver CPC if you're using the vehicle for:

- **Non-commercial carriage of passengers or goods for personal use**
- **Carrying material or equipment you use for your job (driving the vehicle cannot be the main part of your job)**
- **Driving lessons for anyone who wants to get a driving licence or a Driver CPC**
- **Driving to or from pre-booked appointments at official vehicle testing centres**
- **Driving within 62 miles (100 kilometres) of your base - but the vehicle cannot be carrying passengers or goods, and driving a lorry, bus or coach cannot be your main job**
- **Maintaining public order - and the vehicle is being used or controlled by a local authority**
- **Rescue missions or in states of emergency**

You also do not need Driver CPC if the vehicle is:

- **Limited to a top speed of 28mph**
- **Being used or controlled by the armed forces, police, fire and rescue service, prison service or people running a prison or young offender institution**

WHAT HAPPENS TO YOUR CPC?

1 WE UPLOAD YOUR HOURS

WE UPLOAD YOUR 7 HOUR MODULE
TO THE JAAPT WEBSITE.

2 YOUR HOURS ARE RECORDED

YOUR HOURS ARE RECORDED ON THE
SYSTEM. YOU CAN CHECK THESE
YOURSELF IF YOU WANT TO.

3 YOUR NEW CPC CARD

IF THIS IS YOUR LAST MODULE IN YOUR
35 HOURS THEN YOUR CARD WILL
AUTOMATICALLY BE POSTED TO YOU.