



THE DRIVER

A PROFESSIONAL DRIVER'S PERSONAL DEVELOPMENT

Teamwork
Confidence
Communication
Leadership Skills

LGV & PCV

HOW DRIVER BEHAVIOUR CAN REDUCE INCIDENTS

Risk Taking Driving Behaviour
The Effects of Anger on Driving
In-Cab Distractions
Speeding

LGV & PCV

UNDERSTANDING INFLUENCES ON DRIVER BEHAVIOUR TO REDUCE INCIDENTS

External Driving Distractions
Optical Behaviour
Speeding
Effects of Road Predictability

LGV & PCV

DELIVERING EXCELLENT CUSTOMER SERVICE

The Importance of Customer Service
Representing the Company
Delivering Excellent Customer Service
Dealing with Difficult Customers

LGV & PCV

UNDERSTANDING MENTAL HEALTH IN THE WORKPLACE

An Introduction to Mental Health
An Introduction to Depression
An Introduction to Bullying
Stress and the Workplace

LGV & PCV

IMPROVING DRIVERS' UNDERSTANDING OF MENTAL HEALTH

An Introduction to Mental Health
An Introduction to Depression
An Introduction to Anxiety
An Introduction to PTSD

LGV & PCV

IMPROVING DRIVERS' PHYSICAL HEALTH

Diet, Mood and Driving
Fatigue: the Importance of a Good Night's Sleep
The Importance of Exercise
Illnesses Affecting Drivers

LGV & PCV

UNDERSTANDING INFLUENCES ON DRIVERS' PHYSICAL HEALTH

The Effects of Drugs
The Effects of Alcohol
The Effects of Stress
The Effects of Excessive Screen Time

LGV & PCV

HOW DRIVERS CAN REDUCE FUEL CONSUMPTION

Why Drive Economically and Planning for Efficiency
Driving Style
Using the Gearbox for Efficiency
Fuel Consumption and Efficiency

LGV & PCV

UNDERSTANDING THE ROLES & RESPONSIBILITIES OF A PCV DRIVER

The Importance of Customer Service
Passenger Safety
Journeys with Children
Luggage Handling

PCV

UNDERSTANDING THE DRIVER & CUSTOMER RELATIONSHIP

Representing the Company
Physical and Verbal Confrontation
Disability Awareness
Racism and Discrimination

PCV

REDUCING MANUAL HANDLING INCIDENTS

The Spine and Human Movement
Manual Handling Capabilities
Risk Assessments
Manual Handling Techniques

LGV & PCV



THE DRIVER

REDUCING INCIDENTS INVOLVING MANUAL HANDLING AND PALLETS

Manual Handling and the Spine and Human Movement

Manual Handling Capabilities

Risk Assessments

Manual Handling and Pallets

LGV

IMPROVING THE SAFETY OF FOOD AND DRINK DELIVERIES

Food Safety Regulations and Hygiene

Chilled and Frozen Deliveries

Food and Drink Deliveries

Manual Handling in Food and Drink Deliveries

LGV

REDUCING INCIDENTS WHEN WORKING ON HGVS

General Health and Safety

Safe Working on Vehicles

Loading Bays and Ramps

Safety in Coupling and Uncoupling

LGV

PREVENTING VEHICLE LOADING INCIDENTS

Load Safety Regulations

Principles of Safe Loading

Load Distribution

Load Securing Systems

LGV



THE VEHICLE

REDUCING VEHICLE BANKSMAN INCIDENTS

An Introduction to the Vehicle Banksman

Reversing

Vehicle Banksman Duties

Guiding the Vehicle

LGV

REDUCING REVERSING INCIDENTS

An Introduction to the Vehicle Banksman

Reversing

Vehicle Banksman Duties

Guiding the Vehicle

PCV

LOOKING INTO THE FUTURE OF LOGISTICS

Why the Need for Change?

Assistive Technology

Alternatively Fueled Vehicles

Autonomous Vehicles

LGV

LOOKING INTO THE FUTURE OF PASSENGER TRANSPORT

Why the Need for Change?

Assistive Technologies

Alternatively Fueled Vehicles

Autonomous Vehicles

PCV

DAILY DUTIES THAT PREVENT VEHICLE INFRINGEMENTS

Tyre Safety

Vehicle Inspections

Vehicle Maintenance

Safe Working on Vehicles

LGV

DAILY DUTIES THAT PREVENT VEHICLE INFRINGEMENTS

Company Policies and Procedures

Tyre Safety

Vehicle Inspections

Vehicle Maintenance

PCV

IMPROVING DRIVER SAFETY AND VEHICLE SECURITY

What's the Risk?

Vehicle Security

Clandestine Entrants

Safe Stopping

LGV & PCV

USING THE VEHICLE TO IMPROVE FUEL CONSUMPTION

Why Drive Economically and Planning for Efficiency

Aerodynamics

Telematics and Fuel Efficiency

Torque and Engine Power

LGV

REDUCING INCIDENTS INVOLVING FLUIDS AND LIVE LOADS

Load Safety Regulations

Principles of Safe Loading

Planning to Load and Unload

The Effects of Fluids & Liquids

LGV

REDUCING ABNORMAL LOAD INCIDENTS AND INFRINGEMENTS

Load Safety Regulations

Abnormal Loads

Planning to Load and Unload

Load Securing Systems

LGV

USING THE VEHICLE TO IMPROVE FUEL CONSUMPTION

Why Drive Economically and Planning for Efficiency

Retardation

Telematics and Fuel Efficiency

Torque and Engine Power

LGV

UNDERSTANDING THE KEY ELEMENTS OF A HGV

The Tractor Unit

Braking Systems

Retardation

Coupling Systems

LGV



THE RULES

TRANSPORT COMPLIANCE DUTIES

Transport Managers
O Licensing
Vehicle Selection
Insurance

LGV & PCV

DAILY DUTIES THAT KEEP DRIVERS COMPLIANT

Driver Licensing
Weights and Dimensions
Inspections and Prohibitions
OCRS

LGV & PCV

UNDERSTANDING SMART DIGITAL TACHOGRAPHS TO REDUCE INFRINGEMENTS

Introduction to the Smart Digital Vehicle Unit
Using the Smart Digital Tachograph
Faults and Errors
Enforcement
LGV & PCV

REDUCING DIGITAL TACHOGRAPH INFRINGEMENTS

Introduction to the Digital Tachograph
Using the Digital Tachograph
Malfunctions and Events
Enforcement

LGV & PCV

REDUCING MIXED DRIVERS' HOURS RULES INFRINGEMENTS

An Intro to Drivers' Hours
Multi-Manning
GB and NI Rules
Mixed Rules

LGV & PCV

REDUCING DRIVERS' HOURS RULES INFRINGEMENTS

An Intro to Drivers' Hours
Driving Limits and Breaks and Rest Periods
Working Time Directive
Record Keeping and Enforcement

LGV & PCV

IMPROVING COMPLIANCE WITH INTERNATIONAL TRANSPORT DUTIES

International Transport
Freight Forwarding
CMR
Insurance

LGV

IMPROVING COMPLIANCE WITH INTERNATIONAL TRANSPORT DUTIES

International Transport
Driver Requirements
Vehicle Requirements
Insurance

PCV



THE ROAD

IMPROVING PRACTICAL DRIVING SKILLS

Safe and Economic Driving
Overview

Practical Development Drive

Practical Drive 1

Practical Drive 2

LGV & PCV

OVERCOMING THE CHALLENGES OF VARYING ROAD CONDITIONS

Driving in Challenging Road
Conditions

Winter Driving

Reacting to Road Conditions

Roadworks and Traffic

LGV & PCV

OVERCOMING DAILY DRIVING CHALLENGES

Route Planning

The Highway Code

Bridges and Bridge Strikes

Roadworks and Traffic

LGV & PCV

IMPROVING HEALTH AND SAFETY WHILST OUT ON THE ROAD

General Health and Safety

Safe Working on the Road

Noise Pollution

COSHH

LGV & PCV

REDUCING INCIDENTS IN THE WORKPLACE

General Health and Safety

Assessing the Risks

General Site Safety

Reversing

LGV & PCV

DEALING WITH COMMON EMERGENCY SITUATIONS

What's the Risk?

Breakdowns

Bridge Strikes

Fire

LGV & PCV

REDUCING INCIDENTS ON DIFFERENT ROAD TYPES

Urban Driving

Rural Driving

Motorway Driving

Cyclists & Vulnerable
Road Users

LGV & PCV

DEALING WITH ROAD TRAFFIC INCIDENTS

Making the Scene Safe

Emergency Services

Preserving Life

Traffic Incident Reporting

LGV & PCV



ADDITIONAL COURSES

ROAD TRAFFIC INCIDENT
MANAGEMENT AND
EMERGENCY FIRST AID

ROAD TRAFFIC
INCIDENT
MANAGEMENT SKILLS

DRIVER AND
OPERATION POLICIES
AND PROCEDURES
(TRANSPORT MANAGER
CPC)

TRANSPORT MANAGER
REFRESHER (14 HOURS)

Currently in development

COUNTERTERRORISM

SMART MOTORWAYS