

course outlines



MASTER DRIVER FOR CPC

Module 5 A+B

5A Company Procedures and Customer Care



Who is this course aimed towards?

All LGV Drivers

To meet the requirements of the Driver CPC

Course Outline

- ▶ Company documentation
- ▶ Working Time Regulations
- ▶ Customer care
- ▶ Route planning
- ▶ Course closure and feedback

Learning Objectives

To understand :

- ▶ Efficient systems and procedures for dealing with company documentation, e.g. time sheets, delivery and collection notes, customer service and incident reports
- ▶ Efficient systems and procedures for dealing with company documentation, e.g. time sheets, delivery and collection notes, customer service and incident reports
- ▶ The Working Time Regulations
- ▶ The importance of professional personal behaviour in protecting and enhancing a company's image
- ▶ Route planning; techniques for accurate assessment of journey time

course outlines



MASTER DRIVER FOR CPC

Module 5 A+B

5B Secure Transport Operations



Who is this course aimed towards?

All LGV Drivers

To meet the requirements of the Driver CPC

Course Outline

- ▶ Operator licensing
- ▶ International transport operations
- ▶ Vehicle security
- ▶ Illegal immigrants
- ▶ Course closure and feedback

Learning Objectives

To understand :

- ▶ The operator licensing system
- ▶ Driver responsibilities for vehicle and load security
- ▶ The main terms of contracts for the carriage of goods and other legal documents and obligations in international transport operations
- ▶ Effective strategies to combat the trafficking of illegal immigrants