

## Driver CPC Modular Periodic Training (3.5 hours)

### The Professional Driver (CRS8062/1641)

#### Aims and Objectives

This course will ensure delegates acquire a full understanding of the customer expectation and needs, ensuring a professional standard of service and effective communication.

#### Course Content

- Qualities of the Professional Driver
- Customer Expectations
- Delivering a high standard of customer service
- Effective communication skills
- Planning and Managing Effective Customer Deliveries
- Delivering Safely
- Responsibility and Attitude of the Professional Driver

#### Suitable For

This course will contribute towards compulsory DCPC periodic training required for all drivers, new and existing, who drive professionally and require a LGV licence to work. It is being conducted by a JAUPT approved training centre.

Course Duration	3.5 Hours (This module should be taken with another 3.5 hour module to gain the full 7 hour requirement for DCPC Periodic Training)
Max No. of learners	20
Location	Available at TFR Training centres across North Staffordshire
Dates	Selected Dates in July, August, September 2014
Record of hours	This module must be taken with another 3.5 hour module within the same 24 hours. On completion of the 7 hours of training, your hours will be uploaded onto the R&E database.