

# Training Prospectus



COMPLIANCE . ANALYSIS . TRAINING



# PROMPT TRAINING

Our reputation for providing first class training has been earned by our ongoing commitment to quality, continuous improvement and innovative training techniques.

We offer a comprehensive range of JAUPPT approved driver training courses covering the entire syllabus for the Driver Certificate of Professional Competence (Driver CPC) suitable for any sized operation.

Our training incorporates the 'real-life' challenges faced by drivers, managers and operators. We can bespoke our training to reflect a client's business profile whilst interspersing practical road haulage experience.

Delegates attending any Prompt Training course can be assured the content will be relevant and delivered professionally.

All of our Driver CPC courses are accredited by JAUPPT.

## Driver CPC Course - 7 Hour Course

This course provides an overview of the key elements covered during a drivers daily duties. It is designed to be undertaken year on year, to consolidate knowledge by way of refresher training or act as an excellent starting point.

The course aims to encourage drivers to follow best practice as well as compliance standards, detailing any legislation / external environment changes, providing straight forward advice and guidance, helping to protect both driver and operator licenses.

The course will highlight best practice for drivers' hours, use of tachographs, daily walk round checks, health and safety - including hazard perception, the principles behind safe loading and load security, fuel efficiency, customer service and what procedures to take in the event of an accident. Also examined will be legislative updates, including the role of enforcement authorities and possible consequences for the driver and operator in the event of non-compliance.

Drivers will be given the opportunity to gain knowledge through discussion and interactive learning, consolidating this knowledge by way of practical applied exercises.

## MODULAR COURSES - 3.5 Hour Modules

Prompt believe in offering our clients the best possible training solutions, that's why we have JAUPT approved modular versions of virtually the entire Driver CPC syllabus, this allows you to pick and choose which subjects are most relevant to you.

Choose any two of the following 3.5 hour courses to meet your requirements:

- Driving Hours (EU, Domestic & WTD)
- Tachographs, working hours records; Digital Tachograph
- Effective Defect Reporting and Rectification
- Health and safety in road transport
- Safe loading of vehicles
- Fuel efficient – safe driving
- Customer care and communication
- First Aid
- Manual handling
- Daily walk around checks and defect reporting Security and crime prevention
- On road driver assessments and hazard perception\*
- Dangerous goods awareness
- Operator licence awareness training for drivers
- Use of lifting equipment in loading / unloading (Classroom)\*
- Use of lifting equipment in loading / unloading (Practical)\*



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## Who should attend?

Drivers / Operations

### Course contents

- Driver CPC update
- EU drivers' hours
- Working time directive
- OCRS and graduated fixed penalties – DVSA and the commissioners
- Legislative changes / update
- Use of tachographs – inclusive of manual entries
- Daily walk round checks
- Health & safety – hazard perception – Safe loading principles – Manual Handling
- Fuel efficiency – key points
- Customer care – key points
- First on Scene – first aid – basic procedures
- Summary and practical exercise

### Course duration

1 day (7 hours excluding lunch and breaks).



# Driving Hours - 3.5 Hour Course

## (EU, Domestic & Working Time Directive)

Operators have an undertaking to ensure that the rules relating to drivers hours are adhered to. Good training is the first step in ensuring that this is so, as without it the drivers are unlikely to know the intricacies of the regulations. This course benefits from simplicity without being simplistic. It is interesting and involves debate, whilst remaining very accessible to the audience.

### Objectives

The course objectives are to:

- improve candidates knowledge of all regulations
- allow candidates to participate and debate regulations
- involve candidates in assessment of scenarios in order to apply the regulations
- instruct candidates in the penalties of failing to comply
- allow a time for discussion of any compliance matters that concern the candidates

### Learning outcomes

By the end of the course, candidates will have an understanding of:

- EU Driving Hours
- Road Transport Working Time Directive
- Domestic hours regulations
- Mixed Driving (EU & Domestic), incorporating all regulations and WTD
- Driver CPC regulations
- Other compliance issues (open time for debate and questions)

### Course duration

Half Day (3.5 hours excluding breaks).

# Tachograph, other working hours records; Digital Tachograph; Effective Defect Reporting & Rectification

Operators have undertakings to ensure that the laws relating to operation of vehicles are adhered to, that vehicles are kept in fit and serviceable condition and that an effective system of driver defect reporting exists, records of driving hours are kept. This training covers all of those issues and benefits from simplicity without being simplistic. In particular, an enforcement role play shows the driver the importance to them of good defect checks, reducing the chances of the operator attracting prohibitions (especially 'S rated') and others.

## Objectives

The course objectives are to:

- improve candidates knowledge of all regulations
- improve candidates knowledge of methods of good record keeping
- involve candidates in an enforcement role play exercise
- instruct candidates in the penalties and other consequences of failing to comply
- instruct candidates in proper and compliant use of all record keeping apparatus, including digital tachographs

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- Tachograph regulations
- Other forms of record keeping including log books and timesheets
- Manual Entries and the requirement for full records
- Walk around checks including good defect reporting, recording of rectifications and keeping good records
- Digital Tachographs and other mechanisms
- Graduated fixed penalties, fines, prohibitions and immobilisations

## Course duration

Half Day (3.5 hours excluding breaks).

# Health and Safety in Road Transport

Everyone has a civil duty of care to others regarding health and safety. In the workplace this is enshrined in criminal law in many regulations and acts. Operators have undertakings to ensure that all laws relating to operations of vehicles are adhered to. This training is part of the employers' duty of care to employees and covers some main issues relating to Road Transport. It informs candidates of their responsibilities.

## Objectives

The course objectives are to:

- improve candidates knowledge of all regulations
- improve candidates knowledge of their responsibilities
- involve candidates in discussion of scenarios
- instruct candidates in the consequences of failing - non-compliance
- instruct candidates in good risk assessment and related topics

Learning outcomes

By the end of the course, candidates will have an understanding of:

- The Health and Safety at Work Act 1974 (inc section 7)
- Other Regulations including LOLER and Working at Heights
- Use of Tail Lifts
- Working at Heights including the load area and the cab
- Relevance of PPE, signage, access and walkways
- Basic understanding of Manual Handling
- Some safe practices relating to breakdowns, adverse weather, loading of vehicles, coupling of trailers, mobile phones, eating and drinking etc.

Course duration

Half Day (3.5 hours excluding breaks).

# Safe Loading of Vehicles

Operators have undertakings to ensure that the laws relating to operations of vehicles are adhered to and specifically that vehicles are not overloaded. Overloading and carriage of insecure loads can be very dangerous and very costly; leading to fines, prohibitions, regulatory action against the licence and possibly even to a charge of manslaughter. This training ensures that the candidates are aware of their part and their responsibilities, together with the consequences of failing to adhere to these requirements.

## Objectives

The course objectives are to:

- improve candidates knowledge of all regulations
- improve candidates knowledge of their responsibilities
- involve candidates in discussion of scenarios
- instruct candidates in the consequences of failing non-compliance
- instruct candidates in good practice to ensure compliance

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The forces applying to a load in transit
- The requirements relating to securing of loads
- C&U regulations including dimensions (Heights, Widths, Projections).
- Requirements concerning Height Indicators and avoidance of Bridge Strikes
- Overloading and Weight Distribution; GVW and Axle Weights
- The effect of diminishing loads
- Safe practices including spot check weighing and load redistribution
- Road Traffic Act and Construction and Use Regulations

## Course duration

Half Day (3.5 hours excluding breaks).



# Fuel Efficient, Safe Driving

Operators who wish to improve fuel efficiency and reduce insurance claims will be interested in this course; it sells positive benefits to the drivers and has a good track record. Operators have undertakings to ensure that the laws relating to operations of vehicles are adhered to and specifically that vehicles are operated within the speed limit. They also have a duty of care to their staff and other road users. This training ensures that the candidates are aware of their part and their responsibilities, together with the benefits of adherence to these requirements.

## Objectives

The course objectives are to:

- improve candidates knowledge of safe and fuel efficient driving practices
- improve candidates knowledge the benefits of adherence to these requirements including improved safety and reduced stress
- improve candidates ability to predict hazards
- improve candidates awareness of advanced driving techniques including increased awareness and planning.
- reduce the operator's costs relating to fuel and claims

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The effect of low tyre pressure, curtain tears and other maintenance
- Vehicle Telemetry
- The benefits of increased awareness and planning
- Good driving techniques and the benefits thereof.
- The effect of safety and efficiency on journey times and stress
- Use of Engine retarder / exhaust brakes
- Hazard perception and hazard fixation
- Good use of the tachometer (rev counter) and cruise control

## Course duration

Half Day (3.5 hours excluding breaks).

# Customer Care and Communication

Operators who wish to improve customer retention will benefit from this course. Customers are known to not be impressed by mere satisfaction, but to be very loyal when delighted with customer service of a supplier. This training instructs candidates in their role, especially dealing with appearance, communication, complaint handling and documentation including PODs ensuring that candidates are aware of their part, together with the importance of excellence.

## Objectives

The course objectives are to:

- improve candidates knowledge of customer service principles
- improve candidates skills in complaint handling
- improve candidates ability to team work and communicate effectively
- improve candidates awareness of non-verbal communication
- increase customer retention

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The importance of customer service excellence
- Correct complaint handling procedures
- Their role in ensuring documentation is legible
- The benefit of communicating regarding ETAs and delays
- Good team working principles
- Some psychological principles affecting communication
- Non-verbal communication such as eye contact and body language
- Customer retention

## Course duration

Half Day (3.5 hours excluding breaks).

# First Aid, First on Scene

In case of a Road Traffic Accident, the first on scene is usually another driver. First Aid properly administered by the first on scene can save lives, but inappropriate care can endanger the injured and the care giver. This training instructs candidates in their role and the importance of correctly assessing the situation, understanding limitations and administering the correct care.

## Objectives

The course objectives are to:

- Understand our own abilities and limitations
- Stay safe and calm at all times in an emergency situation
- Assess the situation quickly and calmly and summon the appropriate help
- Assist the casualty and provide the necessary treatment
- Convey relevant information to the emergency services
- Be aware of their own needs

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- How to assess a Crash Scene
- Symptoms and assessment of illnesses
- How to remain safe and ensure that they do not create danger
- What type of information will be required by the emergency services
- Good first aid principles
- How to involve others when necessary and appropriate
- How to remain aware of their own needs

## Course duration

Half Day (3.5 hours excluding breaks).



# Manual Handling

Many working days are lost each year due to injuries arising from poor manual handling techniques. Regulations require that all employees receive training appropriate to their duties including refresher training at appropriate intervals. This training fulfils that requirement offering the candidate some protection from injury and the employer some protection from damage claims. It instructs candidates in good techniques and the avoidance of injury.

## Objectives

The course objectives are to:

- The regulations, risks and role of PPE
- Different types of injuries caused by poor manual handling techniques
- Risk assessment and safe systems of work
- Their duties and good manual handling principles

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The regulations
- How to assess goods and know their own limitations
- Principles and importance of good planning and use of equipment
- Good manual handling techniques
- Anatomy and injuries that can be caused by poor techniques
- Long term conditions
- Use of PPE and other aids

## Course duration

Half Day (3.5 hours excluding breaks).

# Daily Walk Around Checks and Defect Reporting; Security and Crime Prevention

This course will interest operators who wish to gain some protection from vehicle hijacking and theft and who wish to protect their road safety record. Operators have undertakings to ensure that vehicles are kept in fit and serviceable condition and that an effective system of driver defect reporting exists. This training covers those issues and benefits from simplicity without being simplistic. In particular, an enforcement role play shows the driver the importance to them of good defect checks, reducing the chances of the operator attracting prohibitions (especially 'S rated') and other enforcement. It also discusses safe parking on nights out and avoiding being duped into releasing the vehicle or goods to criminals.

## Objectives

The course objectives are to:

- improve candidates knowledge of regulations regarding roadworthiness
- involve candidates in an enforcement role play exercise
- improve driver defect reporting and rectification recording
- improve awareness of confidence tricksters and hijackers techniques
- improve security awareness in general

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- Walk around checks including good defect reporting, recording of rectifications and keeping good records
- Graduated fixed penalties, fines, prohibitions and immobilisations
- Safe overnight parking
- Avoidance of confidence tricksters techniques
- General Security Awareness

## Course duration

Half Day (3.5 hours excluding breaks).

# On Road Driver Assessment and Hazard Perception

A practical course using advanced driving techniques, this course allows an experienced assessor to accompany a driver to observe driving, manual handling, use of tail lift and all other aspects of work. It will be of interest to operators who wish to improve fuel efficiency and reduce claims. Operators have undertakings to ensure that the laws relating to operations of vehicles are adhered to and specifically that vehicles are operated within the speed limit. They also have a duty of care to their staff and other road users. This very practical training ensures that the candidates are aware of their part and their responsibilities, together with the benefits of adherence to these requirements.

## Objectives

The course objectives are to:

- improve candidates knowledge of safe and fuel efficient driving practices
- improve candidates ability to predict hazards
- improve candidates awareness of advanced driving techniques
- reduce the operator's costs relating to fuel and claims
- provide good evidence of due diligence on the part of the operator

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The benefits of increased awareness and planning
- Good driving techniques and the benefits thereof.
- The effect of safety and efficiency on journey times and stress
- Use of engine retarder / exhaust brakes
- Hazard perception and hazard fixation
- Good use of rev counter and cruise control
- Other aspects of the candidates duties as per course tailoring

## Course duration

Half Day (3.5 hours excluding breaks).

\*MAXIMUM 2 DRIVERS PER SESSION



# Dangerous Goods Awareness

ADR regulations specify that those who do not need vocational training certificates but who do handle dangerous goods (warehouse staff, drivers handling limited quantities or below threshold loads etc.) and those involved with their movement require “training appropriate to their duties” (ADR 8.2.3) This training covers that requirement and in doing so ensures that the candidate is aware of handling and storage issues, satisfying CoSHH requirements too.

## Objectives

The course objectives are to:

- improve candidates knowledge of all regulations
- improve candidates knowledge of loading procedures
- cover documentation, packaging and placarding requirements
- instruct candidates in emergency procedures
- ensure that candidates are aware of the classes and hazards

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The background legislation
- The definition of dangerous goods and the purpose of training
- Handling, Loading and Unloading Procedures
- Packaging and marking, recognizing dangerous goods
- Their role and the necessity of good communication
- Hazards, circumstances and emergency actions

## Course duration

Half Day (3.5 hours excluding breaks).

# Operator Licence Awareness Training For Drivers

Operators occupy a position of trust. On application for an operating licence they give several undertakings to the Traffic Commissioner. It is essential that everyone in the organisation is aware of their role in fulfilment of these undertakings in order to avoid abuse of that trust. Failure in this regard can lead to regulatory action against a licence. This training aims to involve all participants in developing and understanding procedures. It is an invaluable resource as it encourages philosophical challenge to systems in place, developing the awareness of each candidate.

## Objectives

The course objectives are to:

- improve candidates knowledge of the undertakings
- involve candidates in developing compliant procedures
- develop candidates' ability for critical thinking in challenging procedures
- improve candidates understanding of their own role in compliance
- improve candidates compliance and engagement with procedures

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- Operator Licensing and the inherent Undertakings
- The robustness required of compliant procedures
- Their own role and the necessity of compliance
- How to develop and strengthen company procedures
- How to make suggestions to improve compliance

## Course duration

Half Day (3.5 hours excluding breaks).

# Use of Lifting Equipment in loading / unloading (Classroom)

LOLER requirements dictate that those operating Lifting Equipment are given sufficient training and instruction. The general ACOP within the industry is that FLT operatives (and those operating Hi-abs, Moffatts etc.) are given initial training involving a test then refresher training each 3 – 5 years. This training in two modules fulfils that requirement contributing to safety in the workplace. This module covers the theory part of that training and is classroom based.

## Objectives

The course objectives are to:

- Ensure that candidates are aware of the regulations
- Introduce candidates to the controls of their machine
- Instruct candidates in the principles of safe operating techniques
- Ensure a good theoretical knowledge of the issues prior to taking control of a machine

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- The controls, engineering principles and regulations
- Safe Practices including ensuring the safety of others
- Using their machine in loading and unloading operations
- The theoretical principles of control of their machine

## Course duration

Half Day (3.5 hours excluding breaks).

NOTE :APPROVAL FOR Counter Balance BI, Lorry Mounted FLT (Moffat Type) and Lorry Mounted Crane (HIAB type) only



# Use of Lifting Equipment in loading / unloading (Practical)

LOLER requirements dictate that those operating Lifting Equipment are given sufficient training and instruction. The general ACOP within the industry is that FLT operatives (and those operating Hi-abs, Moffatts etc.) are given initial training involving a test then refresher training each 3 – 5 years. This training in two modules fulfils that requirement contributing to safety in the workplace. This module covers the practical part of that training.

## Objectives

The course objectives are to:

- Instruct candidates in the use of their machine
- Observe and assess candidates in control of their machine
- Instruct, observe and assess candidates in handling, weight assessment, manoeuvrability and loading operations.
- Ensure a good knowledge of safe operations and general maintenance

## Learning outcomes

By the end of the course, candidates will have an understanding of:

- Control and manoeuvre their machine
- Distribute weight correctly
- Operate their machine safely, observing regulations
- Perform loading and unloading operations correctly

## Course duration

Half Day (3.5 hours excluding breaks).

NOTE :APPROVAL FOR Counter Balance BI, Lorry Mounted FLT (Moffett Type) and Lorry Mounted Crane (HIAB type) only



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