

PCV DRIVER CPC PERIODIC TRAINING CUSTOMER CARE & DISABILITY AWARENESS

Duration:

1 day (minimum 8 hours including breaks)

Price:

£99 (+VAT) per person for four or more delegates please contact us

Location:

TBA

Delegate /Trainer Ratio:

up to 12 delegates per trainer

Aims (purpose)

The course is divided into four sections to be completed during the day which will be:

- Provide basic fire awareness
- Examine Customer Care
- Examine Disability Awareness
- Discuss and clarify the course allowing time for questions

Objectives

(intended outcomes)

On completion of the course drivers should have:

- A full understanding of disabilities
- An improved understanding of Customer Care
- An understanding of basic fire awareness

Who is the product intended for?

All professional bus, coach drivers and mini bus operations

Benefits of Driver CPC Training

The aims of Driver CPC are to:

- Improve road safety
- Recognise and accredit the knowledge and skills required for professional bus and coach drivers
- Ensure drivers continually update their skills and knowledge
- Raise the status of bus and coach drivers to promote driving as a career

Additional Benefit to Clients

- Raising the standards of the companies image

Preparatory work

Individuals should familiarise themselves with the Disability Discrimination Act 2005 regulations before attending the course.