



Driver CPC - Customer Service, and Highway Code and Spotting - Remote Learning



Course Aim

This course is split into two modules Customer service and Highway code and spotting.

The 'Customer Service' module will teach drivers the skills required to deliver professional customer service. The training will expand their understanding of the benefits of excellent customer service and how they can proactively deliver this to customers.

The 'Highway Code and Spotting' module provides a comprehensive overview of the Highway Code (this includes and recent additions and/or changes that have been made) and Hazard Awareness along with how to effectively respond to hazards.



Who Should Attend?

This course is aimed at those looking to obtain their Driver Qualification Card (DQC), this course will count 7 hours towards your mandatory 35 learning hours that you require for the DQC. This course is suitable for those who hold either a HGV or PCV license.



Certification

Upon successful completion of this course, delegates will be presented with a printable certificate of competence that will last 5 years. To obtain your Driver Qualification Card (DQC) you must complete 35 hours worth of driver CPC modules.



Agenda

This course contains two modules and includes the following topics:

Customer Service:

What is exceptional customer service?

Understanding the value of good customer service

Understanding your customers and their expectations

Customer service – good and bad examples

Positive communication skills

Highway Code and Spotting:

Introduction to the Highway Code

Road users

Updates to the Highway Code

Lesser known Highway Code facts

Spotting hazards

Signals, signs, and road markings

So, you think you know the Highway Code?



Course Duration

This is a 1-day course



Maximum Delegates

Maximum attendees: 20 delegates.

