



Driver CPC - Delivery Driving, and Loading and Unloading - Remote Learning



Course Aim

This course is split into two modules Delivery Driving and Loading and Unloading.

The 'Delivery Driving' module is designed to take a finer look at effective delivery driving and deepen the drivers understanding of their day-to-day work and the benefits they can bring to the business. This training will help delegates ensure that they are providing the highest standard of customer service and becoming ambassadors for their business.

The 'Loading and Unloading' module will teach delegates about the risks associated with loading and unloading as well as their responsibilities within this role. This training is a key aspect of transport operations and will provide an example of best business practice.



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 have an HGV 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:

Delivery Driving:

What is delivery driving?

Customer service

The importance of good communication and effective route planning

Deliveries and collections

Health & Safety, vehicle safety, and fuel efficiency

Assessment and review

Loading and Unloading:

Loading bay management

Handling dangerous goods

Forklift truck safety

General loading and unloading safety considerations

Specific loading and unloading activities

Safe loading and the law



Course Duration

This is a 1-day course



Maximum Delegates

Maximum attendees: 20 delegates.

Safety / Value / Availability / Support



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