

# Driving for Work Commercial Operators



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# About DriveTech

DriveTech, part of the AA, is a market leader in fleet risk and safety management and driver training. We are also the UK's largest provider of driver offender retraining courses.

With over 25 years of successful experience, DriveTech now offers fleet consultancy, driver assessment and training services in over 95 countries and in 35 languages through over 40 partners. These products and services improve driver safety, reduce fleet running costs and ensure compliance with legal obligations and duty of care responsibilities.

In the UK, we provide educational courses to people who have committed a motoring offence or crashed. DriveTech directly serves 12 UK police forces and Transport for London and indirectly supports 34 UK forces through NDORS (National Driver Offender Retraining Scheme).

Our products are specifically designed for people who are driving for work or professionally in a variety of different vehicles including:

- Cars
- Vans
- Trucks
- Buses
- Coaches
- 4x4s
- Scooters/mopeds
- Taxis

## Why DriveTech?

DriveTech, part of the AA, is a national and trusted name in motoring. Our Commercial Business offers Driver CPC courses that aim to deliver a consistent, comprehensive and complete service:

- Fulfils your Driver CPC obligations
- Choice of on-road courses or classroom workshops
- Nationwide delivery at venues across the UK or at client-specific sites
- Innovative and flexible training products
- Fully JAUPT-approved and registered courses
- Highly-qualified trainers across our national trainer network
- Over 25 years of dedicated fleet and driver training expertise
- A choice of market-leading, quality courses at an affordable price



### Review

We survey your current commercial fleet exposure by examining your existing practices and procedures.

### Check

Ensure employees in your organisation who drive for work have a valid driving licence.

### Assess

Our on-road assessments help you understand your drivers' exposure to risk while driving.

### Train

Reduce risk and develop your professional drivers' skills and attitude with our range of eLearning, workshop and on-road courses.

### Manage

Use our web-based portal, FleetRiskManager, to manage your professional driver community at your fingertips.

## Our Vision

“Working together to eliminate road deaths and serious injuries”

## Our Mission

“To provide the most effective and innovative solutions, using education and technology, to minimise risk for all road users”

# DriveTech Accreditations and Standards



ID: A00421

DriveTech is a FORS Associate Member.

Associates are specialist suppliers who offer products and services that are aligned to requirements of the FORS Standard. Associates work with FORS to help their members become safer, more efficient and environmentally friendly.

The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme encompassing all aspects of safety, fuel efficiency, vehicle emissions and improved operations. FORS helps fleet operators to measure and monitor performance and alter their operations in order to demonstrate best practice. It is open to operators of vans, lorries, mini-buses, coaches and other vehicles, and to the organisations that award contracts to those operators.

All DriveTech' courses are designed with the FORS standards in mind. The courses that are currently FORS-accredited are marked with **FORS**. Our aim is to have all our courses accredited by FORS by 2020.

DriveTech is a JAUPT-Approved centre.

Only approved courses taken with approved training centres will count towards periodic training.



DriveTech has developed a suite of JAUPT-approved courses for drivers of LGV and PCV vehicles. These courses can therefore contribute toward your drivers' 35 hours.

## Training Accreditations

- City & Guilds: Centre No. 051788 - qualification for teaching driver awareness education
- Driving Vehicle Standards Agency (DVSA) - Induction Training and Fleet Driver Trainer Register
- Education & Skills Funding Agency (ESFA) – qualification to be an end point assessor (EPA) for PVCs
- Joint Approvals Unit for Periodic Training (JAUPT): Centre No. AC00032 - Periodic Driver CPC training
- National Driver Offender Retraining Scheme (NDORS) - certified training provider

## Trade Association Memberships

- Association of Driving Licence Verification (ADLV)
- Confederation of Passenger Transport (CPT)
- Energy Saving Trust (EST)
- Federation of Off-Road Training (FORT)
- Freight Operator Recognition Scheme (FORS)
- Freight Transport Association (FTA)
- National Association of Driver Intervention

## International Standard Certifications

- ISO 9001:2015 - Quality Management
- ISO 14001:2004 - Environmental Management
- ISO 27001:2013 - Information Security Management (Licence Verification and Police Contracts)
- OHSAS 18001:2007 - Occupational Health and Safety



# We are here for your risk management journey

## Why not start today?



### Review

You need to know where you are before you can decide where you are going.

#### Our Solution

We review your current commercial fleet risk exposure by examining your existing management practices and procedures. This identifies appropriate systems and solutions to mitigate the risks associated with work-related driving.

Our audit encompasses all legal, financial and operational issues. It culminates in a detailed report, identifying key risk areas together with best practice recommendations for remedial action where necessary.



### Check

If you're responsible for managing employees in your organisation while they drive for work, you must ensure that they have a valid driving licence.

#### Our Solution

We provide a secure, electronic driving licence check solution for both UK and non-UK licence holders. This provides assurance that the licence is valid, which categories of entitlement are current and details of any endorsements.

Our recently introduced e-Check solution allows drivers to give their permission for a driving licence check with an electronic signature. Once an employee has given permission, their driving licence check is valid for up to 3 years. After the employee's first licence check, additional checks can be automatically scheduled, in accordance with the company-defined re-check policy.



### Assess

Driver assessments are a key component of a comprehensive road risk strategy. Using our driver assessments and your telematics and/or collision data, we can profile your drivers' exposure to risk based on their driving activities, history, attitude and knowledge. Initially this allows us to recommend targeted and timely training interventions, focusing first on the highest-risk drivers, and in addition allows you to monitor, measure and control risk ongoing.

#### Our Solution

**On-road** - through a combination of pre-driving checks and typically a one hour on-road practical driving assessment with a fully trained driving assessor, this approach provides human interaction and discussion.

**Driver data** - by combining all available collision information, vehicle and driver data from various sources e.g. telematics, collision data and on-board cameras, we use our experience to identify the underlying areas of risk. This data can then be used to identify and implement interventions that will help to mitigate the risks identified and reduce costs. Analysing and measuring the results of these interventions will then demonstrate the success and return on investment.



### Train

The clock is always ticking for professional drivers to complete their compulsory periodic training, 35 hours of training every 5 years.

Only approved courses taken at approved training centres will count towards periodic training. DriveTech's courses contribute towards the required 35 hours. We recommend choosing courses that provide the most value to the driver, the business operation and to tackle any risks identified during the assessment.

After initial training, the continual monitoring of driver risk using telematics and other driver data can be used to both evidence improvements and trigger further targeted and timely interventions.

#### Our Solution

**Workshops** by topic and vehicle to shift culture and behaviour.

**On-road** training for maximum impact on driver safety and performance. Our courses reinforce the fact drivers not only need to possess the knowledge and skills for driving, but also the ability to self-evaluate how life and work issues can cause a change in their driver behaviour and increase personal risk.



### Manage

The key to a successful commercial fleet risk management programme is the ability to identify, measure and evidence the reduction in overall fleet risk and an improvement in efficiency. Knowing your current exposure to risk and particularly who in your driving community has or has not completed any part of your chosen driving for work programme is essential.

#### Our Solution

FleetRiskManager, our web-based portal, enables you to administer company, vehicle and driver data, as well as manage your driver community at your fingertips. It's innovative and easy-to-use workflow capabilities allows you to quickly identify and address any outstanding tasks.

Tasks/Capabilities include:

- Driver, group & company-level risk profiles
- Assessment status and results
- Learning status and results
- On-road status and driver reports
- Driver-declared collision information
- Downloadable reports
- Driving licence status dashboard
- Automated driver and manager alerts



## Driver CPC courses

All courses in this section are JAUPT-approved. The courses are either 3.5 or 7 hours in length and can be mixed and matched to contribute towards your drivers' 35 hours of periodic training.

We recommend choosing courses that provide the most value to your drivers, and your business operation.

To see the full course specification, please click on the course title.

### Banksperson Ambassador Workshop

LGV 3.5 Hrs

This workshop is designed to create awareness and to demonstrate the necessary procedures required to assist in reversing vehicles safely. A Banksperson is the eyes and ears of a commercial driver, and they make sure any manoeuvres are safe and don't put the driver or anyone else in danger. This course ensures they have a thorough and comprehensive knowledge of all the health and safety aspects associated with this job.

### Daily Vehicle Checks

LGV PCV 3.5 Hrs

Intended to give professional drivers a deeper understanding of why vehicle checks are needed and the importance of doing them correctly on a daily basis.

### Driver Compliance

LGV 3.5 Hrs

Designed to give a better understanding of the potential legal consequences that a driver faces in their working day. The legislation around operating vehicles in this sector is complex and both company and driver should be aware of the consequences and their associated responsibilities.

### Driver Fitness & Wellbeing

LGV PCV 3.5 Hrs

This workshop has been designed to give professional drivers an understanding of the potential dangers to health and wellbeing associated with driving for a living, including the effect on driving style and ability, and what to do in the event of an accident.

### Professional Driver & the Highway Code

LGV PCV 3.5 Hrs

Designed to provide a deeper understanding of the history of the Highway Code and relevant legislation. Legislation and advice is changing all the time and it is important that professional drivers update themselves on specific points that will affect them in their working day. It can be used as a part of a company induction for new starters or those who wish to revisit the Highway Code and update themselves on the changes that have taken place.

### Reversing & Manoeuvring

LGV PCV 3.5 Hrs

Drivers of all types of vehicle have most collisions at slow speed whilst manoeuvring, so this course gives drivers an insight into what to look for when reversing and how to manage the risk effectively. The course includes a practical element, so drivers can put into practice their new-found skills.

## Safe & Secure Loading

LGV 3.5 Hrs

Designed to give a deeper understanding of the importance of safe vehicle loading and the consequences of getting it wrong.

## Tachograph & Drivers Hours

LGV PCV 3.5 Hrs

Designed to give professional drivers a greater understanding of the different types of tachograph they may come across in their duties and how to use them correctly. The Working Time Directive legislation is also included and how it relates to drivers' hours legislation. This workshop can be used as a part of a company induction process for new starters or a refresher for those who drive under tachograph legislation and require an update and refresher on this important legislation.

## Winter Driving

LGV PCV 3.5 Hrs

Professional drivers are expected to be able to drive in all conditions. The risk of incident increases during the winter. This course is designed to give the skills and awareness to reduce this risk during these more dangerous months.

## Client Engagement

LGV 7 Hrs

Aimed at all drivers regardless of their experience and covers all areas of customer service for LGV drivers. Many drivers today will regularly be in contact with clients of their company and the public at large. It is important that they are aware of the image they portray and have the techniques available to them to deal with people in a professional manner. Primarily the workshop has been designed with the Driver CPC market in mind, but can be used as a part of a company induction process for new starters.

## Cost Reduction

LGV 7 Hrs

Designed to provide an understanding of the costs involved in running a successful fleet and the ways in which drivers and employees can implement strategies to reduce costs. Increases awareness of bottom line costs, the relationship between driver safety and the vehicle, fuel saving techniques, reducing bent metal costs, avoiding penalty notices and utilising new technology.

## Customer Service Workshop

PCV 7 Hrs

Aimed at professional drivers and employees who have a customer facing role and need to improve their customer service skills. This workshop is designed for passenger vehicle drivers regardless of their experience and covers all areas of customer service. Many drivers today will regularly be in contact with clients of the company and the public at large. It is important that they are aware of the image they portray and have the techniques available to them to deal with people in a professional manner.

## Driving Today

LGV PCV 7 Hrs

Workshop designed for professional drivers and employees who drive on a regular basis. Increases awareness of the dangers on the road and how strategies can be implemented to reduce risk.



## Emergencies & Vehicle Evacuation

PCV 7 Hrs

Designed for all passenger service vehicle drivers regardless of their experience. The lives of passengers and other road users depend on the alertness and reactions of the driver in an emergency situation. Carrying passengers safely is the number one priority for every professional driver and they must therefore have the ability to act confidently in an emergency. The advice, coping strategies and practical exercises in this workshop will give a driver the confidence to manage a variety of emergency situations.

## First Aid for LGV & PCV Drivers

LGV PCV 7 Hrs

The 'workplace' for a driver is out on the road, they are often the first to arrive at the scene of a road traffic incident. The First Aid for LGV and PCV Drivers' course gives delegates the skills required to manage incidents and the casualties until the emergency services arrive. The course will include continuous assessment by observation, practical training and questions on care of the unconscious casualty, resuscitation, management of bleeding and shock.

## Introduction to Transport Management

LGV 7 Hrs

Designed to inform managers who have responsibility for professional drivers requiring an overview of the current legislation relating to Tachograph and the Working Time Directive (WTD). This course involves the management of records and awareness of the tools required to ensure overall compliance.

## Managing Your Speed

LGV PCV 7 Hrs

Designed for all professional drivers, regardless of experience, to understand the impact of speeding, including the risk of collision, conviction and potential disqualification from driving. It provokes discussion, reflection and ultimately, a positive learning experience about speed use and keeping to the speed limit.

## Professional Bus Driver

PCV 7 Hrs

This workshop has been designed for all bus drivers regardless of their experience. New legislation is being introduced all the time and it is important for drivers to keep abreast of these latest requirements. This workshop will develop the delegates' driving skills in relation to working in the bus industry and will include relevant current legislation, dealing with vulnerable road users and defensive driving techniques in addition to creating a positive customer experience.

## Professional Coach Driver

PCV 7 Hrs

Designed for all coach drivers regardless of experience. New legislation is being introduced all the time and it is important for drivers to keep abreast of these latest requirements. This course will develop the delegates' driving skills in relation to working in the coach industry and will include relevant current legislation, dealing with vulnerable road users, defensive driving techniques and creating a positive customer experience.

## Professional Lorry Driver

LGV 7 Hrs

Designed for all lorry drivers regardless of their experience. New legislation is being introduced all the time and it is important for drivers to keep abreast of these latest requirements. This course will develop the delegates' driving skills in relation to working with lorries and will include relevant current legislation, dealing with vulnerable road users, defensive driving techniques and creating a positive customer experience.

## Real World In-Vehicle

LGV PCV 7 Hrs

A driver awareness course which can be delivered whilst the driver is working. It is designed to influence a driver's attitude and behaviour, and improve competence. It will increase a driver's safety margins, provide awareness of speed limits and compliance, encourage a more proactive approach behind the wheel and provide a practical update on the Highway Code. At the end of the course each driver will have a better understanding of the driving task involved on today's roads, be better equipped to deal with the pressures and distractions encountered with work-related driving, be more informed and make improved driving decisions, therefore reducing the driving risk.

## Safeguarding Awareness

PCV 7 Hrs

Aimed at drivers that come into contact with children or vulnerable adults. It's true that drivers are not social workers or teachers, but everyone who comes into contact with a child or vulnerable adult and their families has a role to play. Everyone who works with children or vulnerable adults should be able to recognise and know how to act upon the indicators that their welfare and safety may be at risk.

## Sharing the Road

LGV PCV 7 Hrs

This workshop is designed for all professional drivers who wish to increase their awareness of vulnerable road users. The roads are becoming more congested and the ability to share the road with other road users is becoming an important skill. This course will develop the delegates' driving skills in relation to working in this environment and will include relevant current legislation, dealing with vulnerable road users and defensive driving techniques to reduce overall risk on the road.

## Stress & Addiction

LGV PCV 7 Hrs

This workshop explores the causes of stress amongst drivers and the ways stress and various types of addiction affect professional drivers and their performance. It discusses coping strategies on how to help reduce risk. Addiction is also covered with discussions on smoking, alcohol and both illegal and prescription drugs and the role these can have on a driver's ability to drive safely.

## Tachograph Workshop

LGV PCV 7 Hrs

By the end of this course delegates will be able to identify and explain the laws and regulations that a commercial driver has to abide by and to analyse the importance of tachograph law.





## FORS Members Accredited Workshops

The courses featured here are our FORS-Accredited workshops

### Destination London

FORS PCV 7 Hrs

The population of London is increasing year-on-year, resulting in increased coach journeys into the Capital. This course looks at how to improve efficiency of coach operations in London and understand the increased demand for parking and road space. It also covers operational practices to ensure they continue to meet customers' requirements as traffic congestion increases.

### LoCITY Driving Course

FORS LGV PCV 7 Hrs

A classroom-based course that focuses on minimising the environmental impact of vans and HGVs by reducing emissions through the use of pre-journey planning and vehicle checks, fuel-efficient driving and alternative fuels. As London grows, so does traffic congestion and air pollution. This course aims to give professional drivers the knowledge and skills needed to cut costs and minimise the environmental impact of fleet operations.

### Safe Urban Driving

FORS LGV PCV 7 Hrs

The course is divided into two separate parts, one being a classroom-based theory session followed by a second part of on road practical riding session. Changing places with the cyclist gives drivers the opportunity to experience the vulnerability of riding a bicycle. This course focuses on the risks and hazards of driving heavy goods vehicles and/or public service vehicles in UK cities. It equips drivers with the knowledge and skills needed to share the road safely with vulnerable road users (VRUs), pedestrians, cyclists and motorcyclists.

### Staying Legal

FORS LGV 7 Hrs

Designed to inform all HGV drivers of the requirements to remain compliant when driving an HGV commercially on public roads. The course aims to raise the overall HGV compliance standards, along with the protection of the actual Operators Licence.

### TruckSmart

FORS LGV 7 Hrs

This course focuses on the importance of driving roadworthy HGVs and the role of the driver in ensuring that vehicles and loads are safe and legal at all times. Alongside TruckSmart driver training there is an eLearning module. The accompanying Fleet Manager Toolkit provides tools, guidance and resources for managers looking to develop and implement an HGV safety system within their organisation.

### VanSmart

FORS VAN 7 Hrs

VanSmart aims to reduce work related road risks, improve safety and create long-term behavioural change in the van sector. A fully accredited driver CPC modular training course for van drivers comprising of both the theory and practical (on-bike) modules.

# What other training courses do we offer?

Our range of additional professional courses have been created to cover a comprehensive range of topics. These courses are offered in addition to the Driver CPC courses, allowing you to go above and beyond your Driver CPC obligations.

Please note, these courses do not count towards the 35 hours of periodic training (Driver CPC).

## Advanced Driving Diploma

The Advanced Driving Diploma has been developed to meet the needs of every business and individual for safe, progressive and fuel-efficient progress for all their journeys now and in the future. It replaces the formal process of driving instruction by introducing a method of coaching that assists the process of self-evaluation and development. This enables the driver to challenge their personal driving beliefs and the decisions made behind the wheel.

While the traditional elements of the advanced driving style are retained, progress is evaluated in terms of efficient journey planning and use of the vehicle in a smooth and measured driving style. This presents a far greater challenge to the driver who will need to be very aware of their personal driving traits, their vehicle and how to bring all the required elements together in harmony.

The advantage is that the driver will be better prepared for their future driving intentions rather than those demonstrated simply for the purpose of a test. The Advanced Driving Diploma aims to significantly reduce risk in any driving situation by enhancing personalised components of driver attitude, behaviour and competence to an advanced level.

Each driver will develop their own personal strategies supported by the knowledge and skills required to maintain the Advanced Diploma standard post-test. This includes the development of personal tools and techniques to overcome their personal barriers for their driving career.

## Advanced Driving Diploma Train-the-Trainer

Once you have completed the Diploma course, you can go onto complete the Advanced Driving Diploma Train-the-Trainer course. After completing this course candidates can then go on to train their wider driving community to a higher standard within their company. The Advanced Driving Diploma programme will give them the ability to formulate training interventions and to set learning objectives. The aim is for the trainer to bring their own drivers up to a test standard so DriveTech can evaluate by testing. All trainers will be able to:

- Complete driving assessments on new drivers
- Conduct ongoing driver development
- Conduct post incident training

## In-House Assessor's Programme

Designed to equip organisations with their own in-house driving assessors to help motivate employees and their driving skills. The aim of the programme is to develop employee(s) with the essential skills and tools to provide driver assessments of their drivers in order to establish risk exposure and training requirements. The added value of the Advanced Driving Diploma will create credible assessors with respected opinions as their driving will set a benchmark for others to follow.

## Commercial Course Design Package

In addition to our already-comprehensive selection of training courses, DriveTech can also design and develop bespoke courses to suit the needs of your business. We will use a structured approach to tackle the research, development, design and delivery. Our approach and expertise ensure a quality programme that will be authored specifically to your needs and in full partnership with you.



## Driver Quality Monitoring (DQM) for Bus Drivers

DriveTech can provide a comprehensive and independent evaluation of bus driving. The assessments indicate any aspects of a drivers' behaviour that falls short of the requirements and expectations of passengers. DQM therefore provides a vital input into the analysis of the training needs for drivers, and monitors trends by route, garage, operator, and across the bus network.

## Events Training

Designed with road safety in mind, DriveTech can arrange events to deliver valuable training messages to groups of employees in a relaxed and informal setting. For professional drivers, we can organise a series of activities that will challenge and educate attendees, giving them the opportunity to improve their vehicle knowledge and skills in a safe environment, while still enjoying the experience.

## Train the Trainer Course

DriveTech understands that many in-house providers of LGV and PCV driver training often don't have the time or resource to develop new training courses, or qualify to deliver accredited external courses.

Acknowledging this challenge, DriveTech has an extensive and continually expanding course portfolio for which we have developed a two-day 'train the trainer' course. Successful completion entitles in-house trainers to deliver certified DriveTech courses of which most are Driver CPC JAAPT-accredited.

“ The level of support I have received from DriveTech has been fantastic... I can thoroughly recommend their services to any operator, large or small. ”







## Contact Us

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