



Courses we offer

SAFED – Safe And Fuel Efficient Driving - Bus & Coach drivers **7 Hour course - Course ratio – 2 Drivers per instructor**

Course is a one-day driver development course and focuses on the following key areas:

- Understanding Hazard Perception.
- Understanding the correct procedures for vehicle checks.
- Each candidate is assessed on driving abilities with full feedback provided on how to achieve best practice in safe and fuel-efficient driving techniques.
- Each candidate receives on-road instruction and support to demonstrate the SAFED techniques.

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, practical driving session with assessment of driving standards to promote SAFED driving techniques, DVD presentation, knowledge quiz.

The SAFED Bus & Coach pilot study undertaken by the Department of Transport in 2007 presented the following results:

- *Drivers showed an average fuel saving of 12%.*
- *60% average reduction in safety-related driving faults.*

Helping operators:

- *Reduce CO2 emissions.*
- *Improve passenger safety and comfort.*
- *Reduce maintenance costs, vehicle downtime, driver stress and fatigue.*

Customer Care and Disability Awareness - Bus and Coach Drivers **7 Hour course – Max 16 Drivers**

Course covers the importance of providing good standards of Customer Care and focuses on the following key areas:

- The importance of Customer Care.
- Legislation relevant to Customer Care, including the background to the DDA (Disability Discrimination Act) and the Equality Act.
- The importance of effective communication.
- Correct use of vehicle facilities, street furniture.
- Driver's responsibilities relating to relevant regulations and assisting customers.
- Understanding the role and image of the driver.
- Consequences and methods of dealing with complaints.
- Dealing with non-routine incidents

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, practical sessions including wheelchair, group work, DVD presentation, knowledge quiz.

Defensive Driving and Driver Development - both PCV and LGV drivers

7 Hour course – Course ratio 4 Drivers per instructor

Course covers the importance of good safe driving standards and focuses on the following key areas:

- The definition of Defensive Driving.
- Identifying what makes a good driver.
- The cost of accidents both human and to the company.
- Identifying hazards.
- Identifying the types and risks of accidents.
- Understanding the effects of poor driving practice and the importance of using mirrors.
- Identifying correct driving procedures and understanding the rules and regulations with respect to, for example, bridges, level crossings, etc.
- Understanding critical self-awareness and principles of Defensive Driving.

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, practical driving session with assessment of driving standards to promote better driving standards, DVD presentation, knowledge quiz.

Working Time, Drivers Hours & Tachograph Regulations - both PCV and LGV drivers

7 Hour course – Max 16 Drivers

Course provides an understanding of the Working Time, Drivers Hours Regulations and focuses on the following key areas:

- Understanding Working Time Regulations.
- Understanding Drivers Hours regulations – EU, UK Domestic and AETR.
- Understanding the use and completion of Analogue Tachograph charts & recording methods.
- Understanding the use of Digital Tachograph recording system and Tachograph cards.
- Training delivered on Siemens Digital Tachograph simulators.

Methods of delivery:

Direct teaching, power-point presentations, group discussion and feedback, group work with flipcharts/whiteboard, DVD presentation, practical demonstration of Tachograph equipment including practical session, delegate participation and completion of Tachograph charts & envelopes, knowledge quiz.

Course Delivery – Mix and Match options:

The following half-day courses (3 ½ hours in duration) can be delivered in any combination to produce a full seven-hour course for CPC requirements.

Please contact the EYMS Bus & Coach Training, Training Manager to discuss courses suited to your requirements or further information.

Health and Safety - both PCV and LGV drivers

3 ½ Hour course – Max 16 Drivers

Course is delivered as a half day session to provide an understanding of current Health and Safety legislation and focuses on the following key areas:

- Understand the definition of Health and Safety.
- Understand the responsibilities of both employees and employers.
- Identify the main cases of harm to workers and the cost of accidents.
- Understand the importance of Health and Safety including the Safety Management System.
- Understand the assessment process, hazard reporting procedures and investigating procedures.

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, DVD presentation, knowledge quiz.

Manual Handling - both PCV and LGV drivers

3 ½ Hour course – Max 16 Drivers

Course is delivered as a half day session to provide an understanding of best practice with respect to Manual Handling and focuses on the following key areas:

- Understanding of Health and Safety Regulations
- Identifying what manual handling is and what determines a load.
- Insight into work related accidents and injuries.
- Duties of employers and employees.
- Risk assessments.
- Safe manual handling techniques demonstrated.

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, DVD presentation, practical session to promote safe handling techniques, knowledge quiz.

Safe Banksman/Reversing Vehicle Operation - Bus and Coach Drivers

3 ½ Hour course – Course ratio 6 Drivers per instructor

Course is delivered as a half day session to provide an awareness of the dangers caused by reversing vehicles and provide information on the safe operating procedures to be maintained by Banksman and drivers and focuses on the following key areas:

- Understand the reasons for both safe vehicle reversing manoeuvres and correct Banksman duties.
- Identify the roles of both drivers and Banksman whilst the vehicle undertakes reversing manoeuvres.
- The importance of effective communication.
- The importance of the correct Banksman position.

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, practical session to demonstrate correct procedures both for drivers and the Banksman, knowledge quiz.

Working Time, Drivers Hours & Tachograph Regulations Short Re-fresher - both PCV and LGV drivers

3 ½ Hour course – Max 16 Drivers

Course provides a refresher understanding of the Working Time, Drivers Hours Regulations and focuses on the following key areas:

- Understanding Working Time Regulations.
- Understanding Drivers Hours regulations – EU, UK Domestic and AETR.
- Refresher on the use and completion of Analogue Tachograph charts.
- Refresher on the use of Digital Tachograph recording system and Tachograph cards.
- Training delivered on Siemens Digital Tachograph simulators.

Methods of delivery:

Direct teaching, power-point presentations, group discussion and feedback, group work with flipcharts/whiteboard, DVD presentation, practical demonstration of Tachograph equipment including practical session, delegate participation and completion of Tachograph charts & envelopes, knowledge quiz.

Driver Safety Checks and Basic Mechanical Principles - both PCV and LGV drivers

3 ½ Hour course – Max 16 Drivers

Course provides an understanding of the basic mechanical principles of vehicles, bus or lorry, providing an understanding of the legal requirements of Vehicle First User Checks and the understanding of the driver responsibilities of driver safety checks and focuses on the following key areas:

- Enforcement Checks
- In service checks
- Road worthiness checks
- Roadworthiness notices & prohibitions
- Basic mechanical principles
- Driver responsibilities for ensuring roadworthiness

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, DVD presentation, knowledge quiz.

Driver Legal Awareness - both PCV and LGV drivers

3 ½ Hour course – Max 16 Drivers

Course provides an understanding of the legal aspects that can affect PCV/LGV drivers. To reaffirm the knowledge of accident/incident procedures and focuses on the following key areas:

- Driver legal responsibilities
- The agencies drivers may meet and need to deal with within working periods
- Accident /Incident procedures to comply with legal requirements
- To provide an understanding of the fines and penalties that could be imposed within the fixed graduated penalty scheme

Methods of delivery include:

Direct teaching, power-point presentations, group discussion and feedback, DVD presentation, knowledge quiz.

DDA Lift & Wheelchair Loading Procedures - PCV only

3 ½ Hour course – Course ratio 4 Drivers per instructor/vehicle:

Course is delivered as a half day session to provide training on the correct full operation of DDA wheelchair lift to enable customers to both board and disembark including training on loading and disembarking and securing wheelchairs on DDA compliant Caetano Levante Coach. Course focuses on the following key areas:

- Coach preparation.
- Training on the correct operation of the DDA Lift.
- Wheelchair safety on the vehicle.
- Training on the manual override of the DDA lift.

Methods of delivery include:

Direct teaching, group discussion and feedback, practical demonstration and exercise to confirm understanding, verbal quiz.

Course Receipts

All delegates completing a Periodic Training course meeting the ID requirements will be issued with a receipt which details the amount of Periodic Training received, the approved course title and the approved centre details. We will normally issue the receipt within 15 days of the course completion (provided all course fees have been received from the delegate or company paying the fee).

Learners Needs

The EYMS Bus & Coach trainers will make formative checks on the level of understanding of all delegates taking part within the courses based on the mediums of discussion and feedback as the course progresses. The trainers will always ensure that every delegate fully understands and participates in all aspects & activities of the course and that it is delivered in a fair and reasonable way so as to fully engage every learner.

There are no formal assessments required on any of the courses as they are based on attendance only. All delegates must hold either a valid (subject to course to be completed) PCV or LGV Driving licence which must be produced as both ID and proof that they have the required driving entitlement to attend the course.