



Courses we offer....



Driver CPC - SAFED – Safe And Fuel Efficient Driving - *Bus & Coach (PCV) 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 fuel and safe efficient driving techniques.
- Each candidate receives on-road instruction and support to demonstrate the fuel and safe efficient driving techniques.

Methods of delivery include:

Direct teaching with power-point presentation, group discussions, practical driving session with assessment of driving standards to promote fuel and safe efficient driving techniques, DVD presentation and course knowledge quiz.

Driver CPC - Customer Care and Disability Equality (Awareness) - *Bus and Coach (PCV) 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 good Customer Care to customers and benefits to the business.
- 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.
- Understanding disabilities such as visual impairments, reduced mobility, dementia, as examples.
- Consequences and methods of dealing with complaints, and dealing with non-routine incidents

Methods of delivery include:

Direct teaching with power-point presentation, group discussions, practical sessions including visual spectacles and wheelchair exercise, DVD presentation and course knowledge quiz.

Driver CPC - Defensive Driving and Driver Development - *PCV and LGV drivers* **7 Hour course – Max 16 Drivers - Course ratio 4 Drivers per instructor for driving section**

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

- The principles of Defensive Driving and the importance of good concentration and observation.
- The effects of attitude on driving
- The consequences that incidents and damage can have on both the company image and that of the professional driver.
- The course also includes a drive with an instructor to review driving standards to promote safe driving practices.

Methods of delivery include:

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

Driver CPC - WTR, Drivers Hours & Tachograph Regulations - *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 with power-point presentation, group discussions, group work with flipcharts/whiteboard, practical demonstration of Tachograph equipment including practical session, delegate participation and completion of Tachograph charts & envelopes, course knowledge quiz.

Driver CPC - 'Mix and Match' Course 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 specific training or company requirements or for further information.

Driver CPC - Health and Safety - *PCV and LGV drivers* **3 ½ Hour course – Max 20 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 causes 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 with power-point presentation, group discussion, DVD presentation, course knowledge quiz.

Driver CPC - Manual Handling - *PCV and LGV drivers* **3 ½ Hour course – Max 20 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 with power-point presentation, group discussion, DVD presentation, practical session to promote safe handling techniques, course knowledge quiz.

Driver CPC - Safe Banksman/Reversing Vehicle Operation - *Bus and Coach (PCV) 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 with power-point presentation, group discussion, practical session to demonstrate correct procedures both for drivers and the Banksman, course knowledge quiz.

Driver CPC - WTR, Drivers Hours & Tachograph Regulations Short Re-fresher - *PCV and LGV drivers* **3 ½ Hour course – Max 20 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 with power-point presentation, group discussion, group work with flipcharts/whiteboard, practical demonstration of Tachograph equipment including practical session, delegate participation and completion of Tachograph charts & envelopes, course knowledge quiz.

Driver CPC - Driver Safety Checks and Basic Mechanical Principles - *PCV and LGV drivers* **3 ½ Hour course – Max 20 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 with power-point presentation, group discussion, DVD presentation, course knowledge quiz.

Driver CPC - Driver Legal Awareness - *PCV and LGV drivers* **3 ½ Hour course – Max 20 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
- Understanding the effects of Alcohol in relation to driving.
- 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 with power-point presentations, group discussion, DVD presentation, course knowledge quiz.

Driver CPC - Vehicle Security, Evacuation & Incident Reporting Procedures course - *Bus and Coach (PCV) Drivers*

3 ½ Hour course – Max 20 Drivers

Course provides an understanding of the recommended best practice with respect to vehicle security, dealing with safe vehicle efficient evacuation and incident and focuses on the following key areas:

- Best practice with respect to bus and coach security.
- An understanding of the safe way for efficient vehicle evacuation.
- Provide learners with an understanding of insurance arrangements and incident accident reporting procedures.

Methods of delivery include:

Direct teaching with power-point presentation, group discussion, DVD presentation, practical evacuation course knowledge quiz.

Driver CPC - Defensive Driving - *PCV and LGV drivers*

3 ½ Hour course – Max 20 Drivers

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

- The principles of Defensive Driving and the importance of good concentration and observation.
- The effects of attitude on driving
- The consequences that incidents and damage can have on both the company image and that of the professional driver.
- The course also includes a drive with an instructor to review driving standards.

Methods of delivery include:

Direct teaching with power-point presentation, group discussions with the aim to raise awareness of the importance in improving driving standards, DVD presentation and course knowledge quiz.



Driver CPC - Understanding Dementia – *Open to all plus CPC Approved for PCV and LGV drivers*

3 ½ Hour course – Max 20 Drivers

The Dementia Academy, Hull, has been created to help transform the quality of life for people with dementia and their family carers. The Academy will provide a single point of access for those living and working with people with dementia across Hull to receive information, training and promote workforce development. The Academy itself is a co-operative made up of several local partners. These partners provide members of staff to work with the Academy, for example, a trainer or the use of facilities, etc.

EYMS Bus & Coach Training has worked very closely with the Academy to deliver this short awareness course to drivers and staff of East Yorkshire Motor Services, with the aim to raise awareness of this condition and assisting ***'to make Hull a place to remember'***.

Delivered as a half day approved Driver CPC course, external organisations are very welcome to complete this short course with ourselves, as the course impacts on the effects Dementia has for drivers (all licences) within their roles both within the workplace and personal life. This course assists to highlight to all, the importance of correct behaviour of the driver and maintaining company image within the roles of the driver, people with whom the driver will be dealing with, including colleagues, co-workers and customers.

Course focuses on the following key areas:

- An understanding of the meaning, prevalence and types of Dementia.
- An understanding of the signs and symptoms of Dementia and the conditions that may be mistaken for the condition
- An understanding of communication and the skills to overcome barriers.
- An understanding on how behaviour, past reality and validation impact.

Methods of delivery include:

Direct teaching with power-point presentation, group discussions and DVD presentations.

Driver CPC - One-In-Four - *Bus and Coach (PCV) Drivers* **3 ½ Hour course – Max 20 Drivers**

Course is delivered as a half day session to provide an understanding of mental health problems. Course focuses on the following key areas:

- An understanding of the words associated with mental health problems.
- meaning, prevalence and types of Dementia.
- An understanding of the signs and symptoms of Dementia and the conditions that may be mistaken for the condition
- An understanding of communication and the skills to overcome barriers.
- An understanding on how behaviour, past reality and validation impact.

Methods of delivery include:

Direct teaching with power-point presentation, group discussions, DVD presentations and workbook activities.

Driver CPC - Accident Investigation - *PCV and LGV drivers* **3 ½ Hour course – Max 20 Drivers**

Course is delivered as a half day session to provide learners with an understanding what is the definition of an accident or near miss and the effects of both human and unsafe behaviours can cause. Course focuses on the following key areas:

- An understanding of why incidents need to be investigated both within workplaces or road traffic incidents plus the legal responsibilities.
- Provide learners with a systematic approach to accident investigation.
- Case study to gain more understanding of the importance to recording incident accident details.

Methods of delivery include:

Direct teaching with power-point presentation, group discussions, case study with group activity and DVD presentations.



PCV Licence Training and Driver CPC Initial Qualification

The Driver CPC Initial Qualification

Do you want to drive a bus? New drivers looking to gain a bus, coach or lorry licence need to pass both their PCV or LGV driving tests, as well as the Driver CPC initial qualification, before being able to drive professionally.

We can assist drivers looking to gain a **PCV Licence** by practical training and theory support. The aims of the Driver CPC are to:

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

Gaining a **PCV Licence** and the **Driver Certificate of Professional Competence (CPC) Initial Qualification** has four parts:

- **Part 1** - Theory test. This includes two separate tests, multiple choice and hazard perception. *(Required for the driving licence element).*
- **Part 2** - Driver CPC case studies test. This is a computer-based exercise with seven studies based on real-life situations, e.g. driving in icy conditions. *(Required for the Driver CPC element).*
- **Part 3** - Practical driving ability test.
- **Part 4** - Driver CPC practical demonstration test.

You must pass all four parts to get your **PCV Driving Licence and Driver CPC Initial Qualification**.

We can assist you with all aspects of your PCV training requirements.

To find out more, give us a ring on **01482 592935** or tweet [@EYTraining](https://twitter.com/EYTraining)



IOSH Working Safely course – *Open to all* **One Day course**

Everyone at work should have an understanding of why they must 'work safely'. Working safely is a one-day course for people at any level, in any sector, that need a grounding in health and safety.

Ideal for introducing staff to why health and safety is important, Working safely shows how everyone can make a difference to their own wellbeing and that of others through everyday behaviours. Fun and interactive, the course focuses on best practice rather than legislation. Course focuses on the following key areas:

- Introducing working safely
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

Assessment

- A 10 question, multiple-choice assessment paper.
- Three hazard spotting exercises.
- When you pass, you can choose to receive the IOSH Working safely certificate.



IOSH Managing Safely course – *Open to all* **Five Day course**

Every manager should have an understanding of their responsibilities when it comes to health and safety. This flexible course is ideal for getting managers up-to-speed on the skills they need to tackle safety and health issues in the workplace.

A practical programme, full of step-by-step guidance, Managing safely has a sharp business focus. The hands on, jargon-free format engages and inspires, and has helped a huge range of businesses to raise standards of safety and health. Course focuses on the following key areas:

- Assessing risks
- Controlling risks
- Understanding responsibilities
- Understanding hazards
- Investigating incidents
- Measuring performance
- Protecting our environment

Assessment

- A 25 question, multiple-format assessment paper.
- A risk assessment based project.
- When you pass, you'll be awarded an IOSH managing safely certificate.



The Chartered
Institute of Logistics
and Transport

CILT (UK) Level 3 Certificate of Professional Competence (CPC) for Transport Managers

As a registered centre for The Chartered Institute of Logistics and Transport (CILT) in the UK, EYMS Bus & Coach Training are able to provide the CILT (UK) Level 3 Certificate of Professional Competence (CPC) for Transport Managers (Passenger Transport), which includes a range of subjects related to the business of road transport. The objective of the qualification is for individuals to obtain the competency requirements for the Transport Manager role as laid down in the relevant regulations.

Who is the qualification for?

The qualification is for individuals who want to:

- Enter the profession of Transport Manager, or
- Demonstrate their professional competence to meet Operator Licensing requirements (Holding a CPC is one of the elements an applicant must satisfy for the Transport Commissioner to grant an 'O' Licence).

What entry qualifications do I need?

This qualification is open access and no prior knowledge, skills, understanding or qualifications are required.

Content

The qualification comprises of one mandatory unit with the learning outcomes and associated assessment criteria developed from Annex I of Regulation (EC) No 1071/2009. The unit consists of the following elements, with the full learning outcomes and associated assessment criteria shown in the CILT (UK) Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) standards document available from CILT (UK):

- A - Civil Law
- B - Commercial Law
- C - Social Law
- D - Fiscal Law
- E - Business and Financial Management of the Undertaking
- F - Access to the Market
- G - Technical Standards and Technical Aspects of Operation
- H - Road Safety.

Assessment

The CPC in Passenger Transport consists of two open book written examinations, each lasting two and a half hours. In order to pass a paper a Learner must achieve a minimum score of 60%. To pass the unit and to be awarded the CILT (UK) Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) qualification a learner must pass each examination paper with an average of at least 60% across the two examination papers. Each examination paper is in two parts:

Part A consists of 20 mandatory short-answer questions, requiring answers in the form of a single sentence, a few words or a simple calculation. This part will test knowledge of both national and international areas of the standards.

Part B consists of 4 long-answer/case study type questions (3 to be answered), requiring longer answers in the form of an essay or a more lengthy calculation. This part will test application of knowledge of both national and international areas of the standards. Learners will not be expected to give, nor will they be able to gain marks for demonstration of straightforward knowledge; for example, lists of bullet points of facts.

Course Receipts

All delegates completing a Driver CPC Periodic Training course meeting the ID requirements will be issued with a receipt which details the amount of Periodic Training received in hours, 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 PCV or LGV Driving Licence (subject to course to be completed) which must be produced as both ID and proof that they have the required driving entitlement to attend the course.

Contact us

To make a course booking, or have any questions or additional requirements please contact:

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Alternatively, for more information,
and a full schedule of future
courses, see our website
www.eyms.co.uk and click on 'About
EYMS'

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