

# MDCPC PERIODIC TRAINING MODULAR COURSE MATRIX

PCV





# THE DRIVER

## A PROFESSIONAL DRIVER'S PERSONAL DEVELOPMENT

- Teamwork
- Confidence
- Communication
- Leadership Skills

## HOW DRIVER BEHAVIOUR CAN REDUCE INCIDENTS

- Risk Taking Driving Behaviour
- The Effects of Anger on Driving
- In-Cab Distractions
- Speeding

## UNDERSTANDING INFLUENCES ON DRIVER BEHAVIOUR TO REDUCE INCIDENTS

- External Driving Distractions
- Optical Behaviour
- Speeding
- Effects of Road Predictability

## DELIVERING EXCELLENT CUSTOMER SERVICE

- The Importance of Customer Service
- Representing the Company
- Delivering Excellent Customer Service
- Dealing with Difficult Customers

## UNDERSTANDING MENTAL HEALTH IN THE WORKPLACE

- An Introduction to Mental Health
- An Introduction to Depression
- An Introduction to Bullying
- Stress and the Workplace

## IMPROVING DRIVERS' UNDERSTANDING OF MENTAL HEALTH

- An Introduction to Mental Health
- An Introduction to Depression
- An Introduction to Anxiety
- An Introduction to PTSD

## IMPROVING DRIVERS' PHYSICAL HEALTH

- Diet, Mood and Driving
- Fatigue: the Importance of a Good Night's Sleep
- The Importance of Exercise
- Illnesses Affecting Drivers

## UNDERSTANDING INFLUENCES ON DRIVERS' PHYSICAL HEALTH

- The Effects of Drugs
- The Effects of Alcohol
- The Effects of Stress
- The Effects of Excessive Screen Time

## HOW DRIVERS CAN REDUCE FUEL CONSUMPTION

- Why Drive Economically and Planning for Efficiency
- Driving Style
- Using the Gearbox for Efficiency
- Fuel Consumption and Efficiency

## UNDERSTANDING THE ROLES & RESPONSIBILITIES OF A PCV DRIVER

- The Importance of Customer Service
- Passenger Safety
- Journeys with Children
- Luggage Handling

## UNDERSTANDING THE DRIVER & CUSTOMER RELATIONSHIP

- Representing the Company
- Physical and Verbal Confrontation
- Disability Awareness
- Racism and Discrimination

## REDUCING MANUAL HANDLING INCIDENTS

- The Spine and Human Movement
- Manual Handling Capabilities
- Risk Assessments
- Manual Handling Techniques



# THE VEHICLE

## REDUCING REVERSING INCIDENTS

An Introduction to the Vehicle Banksman  
Reversing  
Vehicle Banksman Duties  
Guiding the Vehicle

## LOOKING INTO THE FUTURE OF PASSENGER TRANSPORT

Why the Need for Change?  
Assistive Technologies  
Alternatively Fueled Vehicles  
Autonomous Vehicles

## DAILY DUTIES THAT PREVENT VEHICLE INFRINGEMENTS

Company Policies and Procedures  
Tyre Safety  
Vehicle Inspections  
Vehicle Maintenance

## IMPROVING DRIVER SAFETY AND VEHICLE SECURITY

What's the Risk?  
Vehicle Security  
Clandestine Entrants  
Safe Stopping

## USING THE VEHICLE TO IMPROVE FUEL CONSUMPTION

Why Drive Economically and Planning for Efficiency  
Retardation  
Telematics and Fuel Efficiency  
Torque and Engine Power



# THE RULES

## TRANSPORT COMPLIANCE DUTIES

Transport Managers  
O Licensing  
Vehicle Selection  
Insurance

## DAILY DUTIES THAT KEEP DRIVERS COMPLIANT

Driver Licensing  
Weights and Dimensions  
Inspections and Prohibitions  
OCRS

## UNDERSTANDING SMART DIGITAL TACHOGRAPHS TO REDUCE INFRINGEMENTS

Introduction to the Smart Digital Vehicle Unit  
Using the Smart Digital Tachograph  
Faults and Errors  
Enforcement

## REDUCING DIGITAL TACHOGRAPH INFRINGEMENTS

Introduction to the Digital Tachograph  
Using the Digital Tachograph  
Malfunctions and Events  
Enforcement

## REDUCING MIXED DRIVERS' HOURS RULES INFRINGEMENTS

An Intro to Drivers' Hours  
Multi-Manning  
GB and NI Rules  
Mixed Rules

## REDUCING DRIVERS' HOURS RULES INFRINGEMENTS

An Intro to Drivers' Hours  
Driving Limits and Breaks and Rest Periods  
Working Time Directive  
Record Keeping and Enforcement

## IMPROVING COMPLIANCE WITH INTERNATIONAL TRANSPORT DUTIES

International Transport  
Driver Requirements  
Vehicle Requirements  
Insurance



# THE ROAD

## IMPROVING PRACTICAL DRIVING SKILLS

Safe and Economic Driving Overview

Practical Development Drive

Practical Drive 1

Practical Drive 2

## OVERCOMING THE CHALLENGES OF VARYING ROAD CONDITIONS

Driving in Challenging Road Conditions

Winter Driving

Reacting to Road Conditions

Roadworks and Traffic

## OVERCOMING DAILY DRIVING CHALLENGES

Route Planning

The Highway Code

Bridges and Bridge Strikes

Roadworks and Traffic

## IMPROVING HEALTH AND SAFETY WHILST OUT ON THE ROAD

General Health and Safety

Safe Working on the Road

Noise Pollution

COSHH

## REDUCING INCIDENTS IN THE WORKPLACE

General Health and Safety

Assessing the Risks

General Site Safety

Reversing

## DEALING WITH COMMON EMERGENCY SITUATIONS

What's the Risk?

Breakdowns

Bridge Strikes

Fire

## REDUCING INCIDENTS ON DIFFERENT ROAD TYPES

Urban Driving

Rural Driving

Motorway Driving

Cyclists & Vulnerable

Road Users

## DEALING WITH ROAD TRAFFIC INCIDENTS

Making the Scene Safe

Emergency Services

Preserving Life

Traffic Incident Reporting