



Pertemps
Driver Training
the face of logistics




Driven by Excellence

WELCOME



Pertemps Driver Training was founded in **2009** as a solution to the increased demand throughout the UK for skilled, trained and compliant Drivers. A clear but simple business strategy was built; enhance commercial Driver skills, improve Driver behaviour and reinvest profits into the next generation of Drivers.

Our Driver Behavioural specialists are key to offering road safety solutions to reduce risk and improve fleet quality and compliance within the **business partnerships** we build. We recognise a “one size fits all” approach is not an effective strategy therefore we focus on the choices a Driver makes behind the wheel that will affect their risk levels. Embedding within a business aids in understanding the customer’s requirements, allowing us to **tailor our support and training programmes** to ensure they have a greater impact on improving road safety.



Rapid growth has seen Pertemps Driver Training's portfolio of courses expand and continual development of bespoke solutions created. Should our range of products not meet a business's needs our development team are always on hand to support in creating the required solution.

Pertemps Driver Training is part of the **Pertemps Network Group**. Founded in 1961 by Connie Watts, Pertemps is an independent family run business which has grown to become one of the largest providers of staffing solutions in the UK. **Pertemps Driving Division** works closely with some of the most recognised logistics, transport and haulage operators within the UK. We employ over **7,500** commercial Drivers which puts Pertemps in a unique position to firstly understand the market and secondly to offer bespoke training solutions to meet business challenges.



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CAR



ON ROAD COACHING

One to one in vehicle training and coaching package designed to target specific Car Driver risks.

- Safe Driving
- Post Collision
- UK Familiarisation
- Speed Awareness
- Eco Driving
- Grey Fleet Drivers



SAFE DRIVING

An on road course designed to look at behavioural risks faced by Car Drivers every day, how to recognise the early signs and importantly developing strategies that work to reduce those risks. Topics include fatigue, time management, mobile phone use and all weather driving.

- Identification of individual Drivers risks
- Safe and practical solutions to manage the risks better

ON ROAD TRAINING



POST COLLISION

Unfortunately collisions are a common occurrence and can be costly both emotionally and financially. We work with the Driver addressing the reasons behind a collision, which is often behavioural rather than due to a lack of skill. We help provide strategies to reduce further incidents.

- Slow Manoeuvring and Reversing
- Collision - Forward
- Collision - Parking



UK FAMILIARISATION

This course is designed for those who are working in the UK for a short time and will be required to drive, along with those who have moved to the UK and do not feel confident with the road layouts. The course will help those individuals to have a better understanding of the different road types and rules governing the UK roads.

- UK laws affecting driving
- Overview of the Highway Code
- Confidence in negotiating different types of roads and road layouts such as roundabouts
- Refresher for those who have lived abroad for a while



SPEED AWARENESS

Speeding fines, generated by company Drivers, can be an unwelcome cost to any business. If an intervention is not put in place there is a high chance that the same Drivers will commit further speeding offences. We offer bespoke on road training to help Drivers tackle the behaviours behind their driving and to highlight safe practices around speeding.



ECO DRIVING

Vehicle running costs can be one of the largest business expenses. We offer on road training which can provide some simple yet highly effective tips and techniques to help Drivers reduce the fuel, wear and tear on a company vehicle. This can aid in keeping vehicles running for longer and reducing workshop downtimes.



GREY FLEET DRIVERS

Grey Fleet Drivers are employees that drive their own vehicle on company business. As a diligent company you understand the need to ensure Grey Fleet Drivers are well informed, safe and considerate Drivers.

- Awareness of speed limits and Highway Code
- Vehicle familiarisation (vehicle controls)
- Vehicle checks and safe vehicle loading
- Defensive driving
- Consequences of speeding
- Correct positioning of the vehicle on the road
- Correct use of signals, mirrors and gears
- Manoeuvring, reversing and parking



DRIVER RISK PROFILING



DriversMetrics™ Online assessment and e-learning package. Helps to identify situational, behavioural and poor coping factors which are known to increase a Drivers risk of being involved in a collision.

- Hazard Awareness
- Aggression
- Driving Excitement
- Self Evaluation
- Driving Focus
- Fatigue
- Work Related Risk



FLEET AUDIT

A report that will highlight “ Duty of Care “ within your organisation relating to driving matters and to ensure your fleet is a safe one.

- Identify possible risks
- Show how to reduce risks
- Inform you of new legislation
- Full and detailed plan of action
- Helps to “ Protect “ your fleet and your business



DVLA LICENCE CHECKING

Health and Safety legislation is very clear when it comes to checking driving licences; you need to have comprehensive and robust systems in place to ensure your Drivers are legal to drive your vehicles. We can provide peace of mind – you can be assured that as experts, the checks are carried out correctly and in accordance with the legislation.

Our service includes:

- Drivers licence status and entitlement to drive
- Category detail / details of disqualifications
- Drivers licence validity / expiry alerts



CLASSROOM WORKSHOPS

Group based which addresses behavioural risks known to affect a group of Drivers or can be used to increase general awareness within the organisation.

- Drink and Drug Driving
- Mobile Phone Use
- Hazard Awareness
- Parking / Manoeuvring
- Speeding
- Seasonal Driving
- Bespoke



DRINK AND DRUG DRIVING

A workshop designed to help Car Drivers understand how driving can be affected, including the effect of the morning after. We provide a practical understanding of alcohol units in an interactive way. We also consider the dangers of driving under the influence of both illegal and prescription or over the counter medication and provide useful tips to help combat the risks both to themselves and others.



MOBILE PHONE USE

This is one of the most common causes of collisions. Most people have a mobile phone and we live in a society where we can be contactable 24/7. Driving is no exception and we consider how Drivers can reduce the risks whilst at work and socially. We consider the legislation of when a phone can be used safely. Behavioural psychology is applied to help Drivers make safer choices.



HAZARD AWARENESS

Poor hazard awareness is often linked to fatigue and Driver distraction so we consider ways Drivers can increase levels of concentration and be better able to scan for hazards – both expected and unexpected with practical exercises and commentary driving techniques.

80

SPEEDING

This workshop is suitable for any Driver, even if they have not been actually caught speeding. It offers knowledge, tips to manage speed in modern vehicles and importantly looks at why Drivers speed and the motivational factors behind their choices. It considers how Drivers can each manage their own personal risk factors.



SEASONAL DRIVING

The UK is known for its diverse climate, whether it is sun, snow or flooding. Whilst avoidance is always best, we look at ways a Driver can deal with adverse weather conditions should the worst happen.



PARKING AND MANOEUVRING

Whilst they are usually low speed, the workshop looks at how Drivers can reduce the chances of an incident and considers how they can manoeuvre in a safer way or whether there are better options available.

VAN



ON ROAD COACHING

One to one in vehicle training and coaching package designed to target specific Van Driver risks.

- Safe Driving
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LGV



Driver CPC is a qualification for LGV (HGV) Drivers who drive professionally in the UK and Europe. It's been developed under EU Directive 2003/59, which is designed to improve their knowledge, skills and ultimately safety of professional LGV Drivers. Providers address this requirement differently and with varying thoroughness.

Our approach is designed to give Drivers the maximum benefit for the time they spend with us training.

Bespoke training - we pride ourselves in building partnerships with Transport Operators and can offer a bespoke DCPC course writing service to meet your precise needs, be that in the classroom or on the road.

No one does Drivers CPC training quite like us! We're sure you won't find another provider who combines such enthusiasm for Driver training with such experience, skill and integrity. Or such a thorough approach to developing professional Drivers in an interesting, engaging way. That's why we never cut corners with our DCPC training. We believe we have the best and most inspiring trainers in the business.

We currently have a suite of 10 JAAPT approved, 7 hour classroom based training courses plus 2 on-road modules. We also offer initial DCPC and can conduct DCPC Module 4 examinations at our Driving Academy.

All courses contain interactive team exercises, films (many created especially for Pertemps Drivers Training) and case studies. Courses can be delivered on your site or at one of our training centres.



A DRIVERS DAY

- Drivers' Hours (EU and Domestic)
- Working Time Regulations
- Analogue Tachographs
- Digital Tachographs
- Vehicle Safety Checks
- Defect Reporting
- Graduated Fixed Penalties
- Collision Reporting
- Visual Perception



BE GREEN - BE SAFE

- Eco Driving
- Why Save Fuel And The Big Picture
- Saving Fuel
- The Facts About Eco Driving
- How To Reduce Fuel Consumption
- Driver Fatigue
- Speed Awareness
- Basic Refresher On Drivers' Hours
- Evaluating The 'Day To Day' Risk



STAY SAFE - STAY LEGAL

- Manual Handling Regulations & Guidelines
- Assessing Risks
- Moving And Lifting Objects
- Working Together
- Using Lifting Aids
- Anatomy Of An Injury
- Lone Working & Security
- Safe Loading
- Vehicle Walk-Around Checks



ON THE ROAD (THEORY)

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- Customer Care
- The Brand Image
- Driving Licences
- Endorsements & Penalty Points
- Dealing With Road Occurrences
- Highway Code
- Dealing With Stressful Situations
- Safety And Security
- Drink & Drug Driving

HEALTH & SAFETY (WHAT YOU NEED TO KNOW)



- Health & Safety Legislation
- Legal Responsibilities
- RIDDOR
- Dangerous Goods Overview
- PPE
- Site Safety
- Loading Bay Safety
- Falls From Vehicles
- Fire Safety

THE MEANING OF LIFE (FIRST AID)



- Fears Of First Aid
- Scene Safety
- Chain Of Survival
- Stop Think Act
- Barriers
- Cardiac Arrest
- Adult CPR
- AED
- First Aid At Regulations

7.5T VEHICLE FAMILIARISATION

(one or two day options available)



Day 1 topics include:

- Vehicle Familiarisation & Safety Checks
- Digital Tachographs
- Loading & Security
- Slow Manoeuvring
- On Road Vehicle Familiarisation

Day 2 builds and reinforces the skills and knowledge learned on day one and further develops a Drivers approach to Urban and/ or Rural Driving situations. The course also covers eco-driving techniques.



THE ROAD TO DELIVERY DRIVING



- Route Planning
- Parking Legislation
- Bridge Strikes
- Immigration
- Vehicle Technology
- Braking Systems
- Future Vehicle Technology
- Cyclists
- Tail Lift Safety

SAFE DRIVING ESSENTIALS



- Road Collision Statistics
- Speed Awareness
- Defensive Driving
- Good Reversing Guide
- Vulnerable Road Users
- Night Driving
- Collisions Involving Deer
- Eye Sight Standards
- Medical Standards



NEW DRIVER CPC TRAINING COURSES

Pertemps Driver Training are always looking to provide Drivers with innovative and interactive Driver CPC courses.

Working in partnership with The Honest Truth road safety Charity, we have built an interactive and totally unique DCPC course that deals with on road situations that commercial Drivers encounter on a daily basis.

“The Honest Truth”
about safer driving
small changes save lives
Registered Charity Number 1160918

THE HONEST TRUTH FOR COMMERCIAL DRIVERS

- Vehicle Familiarity
- Safe Loading
- Country Roads
- Night Driving
- Driving Under Pressure
- Manoeuvring
- Vulnerable People

Please Note: a proportion of the course fee will be donated to The Honest Truth to help fund training sessions for young Drivers.



All Drivers will have noticed the construction of smart motorways on the UK's motorway network. This course has been designed to provide Drivers with a better understanding of how to use smart motorways safely and efficiently. Learning is delivered in a style aimed to improve defensive driving techniques and Driver behaviours.



SMART MOTORWAYS FOR LGV DRIVERS

- Types of smart motorways
- Design features including refuge areas
- Signs including Red X Markings
- Safety Benefits
- Driving Behaviours
- Defensive Driving
- Role of Highways England



LICENCE ACQUISITION

Pertemps Driver Training can offer all categories of **LGV** and **PCV** licence acquisition across the UK, utilising our network of experienced Instructors.

We pride ourselves in helping learner Drivers through the complicated world of licence acquisition. With our dedicated team of training coordinators we are always available to guide learners through **every step of the process.**

From an individual Driver looking to upskill to a new category of licence through to an established transport operator looking to create their next generation of Drivers... **we have the experience, capability and flexibility to meet your requirements.**



LGV



YARD SAFETY TRAINING

The safety of yard staff and Drivers is important to everyone in the logistics industry. Those who work around commercial vehicles know that Drivers and workplace safety doesn't stop at the yard gate – that it takes more than the Drivers' mess room bulletin board to promote safety. Falls from vehicles and reversing, forklift incidents and trips happen too often and most are avoidable. That's why we designed our half-day Yard Safety Training course. It helps employees and employers meet their legal obligations and reduces the risk of accidents in transport yards.

- Pedestrian walkways
- Forklift truck (FLT) and LGV awareness
- Loading and unloading procedures
- Load restraints
- Curtain security and safety
- Curtain straps
- Central poles
- Safety in bad weather
- Relevant manual handling techniques connected with the above

SHUNTER TRAINING

The Health and Safety at Work Act (1974) requires employers to provide adequate training, instruction and supervision for all employees. Manoeuvring and reversing vehicles on site is a major cause of workplace collisions and can lead to serious or fatal injuries. Yard Shunter Drivers should be trained in safe practices in order to minimise the risk of collisions.

Employers will be able to demonstrate that they have met their duty of care under Health and Safety Legislation. Each delegate will be formally assessed with the results communicated to employers by a detailed assessment report.

- Daily checks (tractor unit & trailer)
- Understanding work safety procedures
- Vehicle and trailer controls
- Coupling & un-coupling of trailer
- Manoeuvring
- Reversing
- Blindside reverse
- Parking (including safe parking of trailers)

COMPLIANCE AUDITING

Our compliance audits have been designed to give a 'snapshot' of the operator's systems. The audits follow a similar structure to those conducted by DVSA Examiners and will aid the operator to check their systems are compliant to legislation.

Above all, our audits are designed to be flexible and sections can be added or removed to meet your operational requirements. At the end of an on-site visit, the Auditor will give a brief verbal summary of findings. A comprehensive audit report will then be issued within five working days, containing detailed summary of the audit findings and where appropriate, system improvement advice.

OUR STANDARD AUDIT COVERS THE FOLLOWING AREAS:

- Digital Tachograph Data Control
- Drivers Management
- Tachograph Analysis Systems and Compliance
- Drivers Training
- Agency Drivers
- Drivers Entitlements (including DCPC)
- Tachograph Equipment
- Road Transport Regulations



OTHER COURSES:

We have a range of Classroom and On-road LGV coaching courses and assessments. We pride ourselves on tailoring every course to the needs of you and your Drivers. Courses include:

- Driver Assessments
- Speed Awareness
- Eco Driving
- Drink and Drug Driving Workshops
- Digital Tachograph Workshops
- Tachograph Infringement Workshops

Collisions unfortunately happen! Pertemps have a range of post collision coaching/training courses:

- Post Collision – Reversing
- Post Collision – Forward
- Post Collision – Slow Manoeuvring & Parking
- Post Collision – Other Incident



TRUCK DRIVER RISK PROFILING

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- Driving Excitement
- Self Evaluation
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- Fatigue
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DVLA LGV LICENCE CHECKING:

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Our service includes:

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- Drivers licence validity
- Expiry alerts

SUPERCARS



HIGH PERFORMANCE VEHICLE COURSE

The joy of driving a high performance vehicle is not easily matched, and is likely to be the highlight of anyone's day. For many, the purchase of a supercar is significant; it can mark the moment a person reaches a life goal or achieved a dream.

Whatever great things the car represents for the individual, Pertemps high performance Driver-coaches help Drivers know how to adjust driving style to maximise enjoyment and minimise risk.

Our Ethos: For all Driver training, in any vehicle, Pertemps will adapt the course delivery to be relevant to the individual.

AT COMPLETION OF THIS COURSE THE DRIVER WILL HAVE AN UNDERSTANDING OF:

- The benefits and correct use of performance systems fitted to the vehicle
- The potential pitfalls of incorrect use of these technologies
- How to adjust driving style to suit a rear-wheel-drive vehicle
- How driving style needs to adapt to manage the vehicle characteristics
- What is a bad habit and how to avoid them
- The risks they are likely to take and situations that may promote risks

THE DRIVER WILL BE ABLE TO DEMONSTRATE:

- Enhanced concentration and anticipation
- The management of escape routes
- Predictable, compliant driving which compliments the brand or personal reputation
- Suitable planning and adjustments made to meet the demands of the vehicle characteristics
- How to promote stability through the vehicle
- Ideal cornering technique
- How to identify problematic surface conditions and adjust driving style to avoid grip issues
- How to lose a tail / unwanted attention, without risk to brand or personal reputation
- Subtlety in built up environments



"Our overall aim is for the Driver to have the confidence and skills to make the most of their high performance vehicle on public roads while avoiding incidents and protecting reputation"

Sandra Macdonald-Ames
Pertemps National Trainer Manager



SUMMARY

We hope you find our brochure interesting and would be delighted to hear from you.

If our range of products do not meet your specific requirements our development team are on hand to build the ultimate bespoke solution your business requires.

Our portfolio continues to grow and we welcome the opportunity to engage with new businesses and potential new clients.

Please call the Pertemps Driver Training team on
0800 032 0728

Alternatively you can reach us by email on
driver.training@pertemps.co.uk



