



Driver & Vehicle
Standards
Agency

Industry guide to Driver CPC



Contents

1. Overview
2. The Initial Qualification
3. Periodic Training
4. Driver Qualification Card
5. Non-UK drivers
6. Enforcement and penalties
7. Frequently Asked Questions (FAQ)
8. Annexes



This guide was correct when it was published in December 2015. To make sure you've got the latest information, visit www.gov.uk/drivercpc.

Foreword

by the Lead Traffic Commissioner for Driver CPC

I am delighted to provide a foreword to this guide to Driver CPC.

It offers good practical advice on what holding the Driver CPC means for drivers and for operators from now on - five years on from first introduction. I hope all those affected will heed the advice. Traffic Commissioners want Driver CPC periodic training to be a success – we don't want to have to use our powers to suspend drivers and discipline operators.

My advice to drivers and operators on Driver CPC is: embrace it; enjoy it; make it work for you; and if there are problems with a course, report it. Use it to become a better driver - think road safety; fuel economy; load security; and first aid.

I commend this guide to you and wish drivers and operators the very best of training.



Joan Aitken
Lead Traffic Commissioner for Driver CPC
Traffic Commissioner for Scotland



1) Overview

Introduction

If you're a bus, coach or lorry driver, thinking of becoming one or you are a vehicle operator then this guide is for you. It'll give you everything you need to know about the Driver Certificate of Professional Competence (DCPC) - a qualification which will affect most goods and passenger vehicle drivers across the European Union.

The DCPC is obtained by completing the initial qualification (for new drivers) and maintained through regular periodic training carried out throughout a driver's career. Driver CPC should not be confused with operator's CPC which is required for Transport Managers and is a different qualification. The DCPC is required in addition to a vocational driving licence.

This guide reflects the implementation of Directive 2003/59/EC in Great Britain and is intended to be read by those based here. The Driver and Vehicle Standards Agency (DVSA) is the competent authority responsible for administering the scheme in Great Britain on behalf of the Department for Transport (DfT).

Disclaimer

This publication gives general guidance only and should not be regarded as a complete or authoritative statement of the law. The guidance will be updated to reflect any developments in new legislation or case law.

If you wish to check the legal position, you should refer to the main legislation listed in Annex 3 and, if necessary, seek your own legal advice.

Who does it affect and when?

A DCPC is required by drivers of vehicles in categories and sub-categories:

- D1, D, D1+E and D+E for passenger carrying vehicles (PCV) from 10 September 2008
- C1, C, C1+E and C+E for large goods vehicles (LGV) from 10 September

2009 There are a limited number of exemptions (see page 4).

What's it for?

The main aims of DCPC are to:

- improve road safety and reduce casualties
- better trained drivers - who know how to predict hazards, perform safety checks and know how to behave in an emergency
- help the haulage and passenger transport industries by improving staff performance and giving the job of a driver the professional status it deserves; DCPC is intended to help operators recruit, develop and retain their employees
- keep drivers updated; DCPC will give drivers the chance to keep up to date on new rules and regulations, learn and apply new driving techniques, and gain new skills in all aspects of their job throughout their career
- save money and be more environmentally friendly by using less fuel and reducing vehicle wear; DCPC will make organisations more efficient, and at the same time help to reduce the impacts of road transport on the environment

2. Scope and Exemptions

Drivers who use vehicles in the vocational categories C and D listed above are in scope. Pre-1990 licences with equivalent categories (such as HGV, PSV or PSV not for hire or reward) and those driving vehicles on C1 and D1 (101) entitlements obtained by passing a car test before January 1997, are also in scope.

The Directive applies to the activity of driving in-scope vehicles on the public road, so people who hold vocational entitlement but who do not actually drive those vehicles will not be required to hold a DCPC. Nor will those who drive in-scope vehicles only on areas to which the public do not have access.

The DCPC requirement do not apply to drivers of specified vehicles that do not require a vocational driving category to drive them (see Annex 1) nor does it apply to vehicles exempted from the Directive. There are several exemptions from the DCPC requirements as listed below.

Wording of exemption	Description
A vehicle which it is an offence for that person to drive on any road at a speed greater than 45 kilometres per hour in Great Britain under section 89 of the Road Traffic Regulation Act 1984 or in Northern Ireland under the Motor Vehicles (Speed Limits) Regulations (Northern Ireland) 1989;	A driver does not need to hold a DCPC where the vehicle is not allowed to exceed 45 kilometres per hour on any road.
A vehicle which is being used by, or is under the control of any of the following— the armed forces; a police force; a local authority in the discharge of any function conferred on or	Drivers of vehicles that are used by, or are being controlled by, the armed forces, the police, public fire and rescue services or public ambulance services do not need to hold a DCPC. This also applies where vehicles are being used or controlled by a local authority in an emergency civil protection situation.
exercisable by that authority under an order made under section 5 of the Civil Contingencies Act 2004 or regulations made under section 20 of that Act, or (iv) a fire and rescue authority; (V) The prison service	Example Driver A is employed by the local Fire & Rescue Service, so he can drive its vehicles without needing to hold a DCPC. However, if he also works on a casual basis for a Passenger Carrying Vehicle (PCV) or LGV operator, he will need a DCPC when driving PCVs or LGVs for that operator (unless another exemption applies).

<p>A vehicle which is undergoing road tests for technical development, repair or maintenance purposes, or that is a new or rebuilt vehicle which has not yet been put into service;</p>	<p>Drivers of vehicles that are being road tested after being repaired or serviced or for technical development purposes do not need to hold a DCPC. A DCPC is also not required when the vehicle being driven is either new or rebuilt and has not yet been taxed.</p> <p>Examples</p> <p>Driver A works for a company that manufactures chassis for PCVs. When he drives the chassis to another location so that a coach body can be built on it, he does not need to hold a DCPC.</p> <p>Driver B is employed to drive a car transporter delivering new cars (which have not yet been put into service) to garage forecourts. He needs to hold a DCPC as the vehicle he is driving, rather than the ones he is carrying, has been put into service.</p> <p>Driver C delivers newly registered and taxed lorries to customers after they have been painted in the customer's livery. As vehicles are deemed to have been put into service once taxed for use on the road he will need to hold a DCPC.</p>
<p>A vehicle which is being driven to and from pre- booked appointments at official testing centres. This includes driving vehicles carrying a load that is needed for a laden braking test. A load may not be carried when driving to or from official testing centres in any other circumstances.</p>	<p>Driver A is employed as a mechanic by a bus operator. As part of their responsibilities they take empty vehicles that they've prepared to the local testing station (or authorised testing facility) for a pre-booked test. He does not need to hold a DCPC.</p>

<p>A vehicle being driven in the course of a person's work: within 100 kilometres of the driver's base; no passengers are being carried; no goods are being carried except for equipment that is incidental to the safe carriage of goods or passengers, or loading or unloading the vehicle, and driving such vehicles is not the driver's principal activity.</p> <p>If the person driving the vehicle is doing so in the course of carrying out work for an operator or lessor of the vehicle, then the driver must have the permission of that person to drive the vehicle.</p>	<p>Driver A is employed as a mechanic by a local bus company. As part of his responsibilities he moves empty buses between depots in the local area. He does not need to hold a DCPC because driving is not his principal activity and he is not carrying any passengers unless the depots are more than 100Km apart.</p> <p>Driver B is the workshop manager for a road haulier. As part of his responsibilities he occasionally provides driving cover delivering empty trailers to depots across the country. Although driving is not his principal activity he needs to hold a DCPC when he is driving distances exceeding 100 kilometres from his base.</p> <p>Driver C is employed as a valet by a vehicle hire company delivering to and collecting from customers in the local area. Because he does not drive more than 100 kilometres from his employers' premises, he does not need to hold a DCPC.</p> <p>Driver D works as a salesman for a vehicle dealer. He occasionally demonstrates vehicles to customers. He does not need a DCPC because he is driving only short distances without a load or passengers and driving is not his principal activity.</p>
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<p>A vehicle which is being used in a state of emergency or is assigned to a rescue mission;</p>	<p>Drivers of vehicles that are being used as part of an official response to a state of emergency or an officially-recognised rescue mission do not need to hold a DCPC whilst undertaking those particular activities.</p> <p>Examples</p> <p>Driver A is a self-employed LGV driver contracted to deliver goods to local authority road maintenance depots. He needs to hold a DCPC for this work. During severe flooding, the government declares a state of emergency. Driver A is instructed by the local authority to deliver sandbags to shore up local flood defences and prevent a river from bursting its banks. Driver A does not need to hold a DCPC while he is delivering the sandbags as he is part of an official response to a state of emergency but, as he already holds a DCPC, he gains no benefit from the exemption.</p> <p>Driver B does not usually drive LGVs as he works in the planning department of the local authority but he is also involved in delivering sandbags during the state of emergency. He will need to hold an LGV driving licence but is covered by the exemption, so he does not need a DCPC.</p>
<p>A vehicle which is being used in the course of a driving lesson or driving test for the purpose of enabling that person to obtain a driving licence or a DCPC;</p>	<p>Drivers of vehicles who are using the vehicle in order to prepare for, or to take, a licence acquisition or DCPC test do not need to hold a DCPC.</p> <p>Examples</p> <p>Driver A is taking driving lessons in a PCV, in preparation for a practical PCV licence acquisition test, so he does not need to hold a DCPC.</p> <p>Driver B is an LGV driving instructor and sometimes drives a vehicle to demonstrate a particular technique to his trainees. As this occurs during the course of a driving lesson, he does not need a DCPC.</p>

<p>A vehicle which is being used for the non-commercial carriage of passengers or goods for personal use;</p>	<p>Drivers of vehicles carrying goods, materials or passengers on a non-commercial basis (including their personal use) do not need a DCPC. Non-commercial activity is generally considered to be an operation that is not intended to generate a profit in the normal sense of the word.</p> <p>Examples</p> <p>Driver A has hired a self-drive LGV to move home. He does not require a DCPC for this activity because he is transporting his own goods for personal use.</p> <p>Driver B is an LGV owner operator. He transports a friend's new boat from the manufacturer to a holiday home on the coast. He does this as a favour and charges no fee. Driver B does not require a DCPC for this activity because he is using his vehicle for the non-commercial carriage of goods. However, if he is stopped by enforcement staff, he will need to satisfy them that the journey is not a commercial one.</p> <p>Driver C drives a minibus under a D1(101 - Not for Hire or Reward) driving licence transporting farm labourers around a farm on public roads between fields. Driver D needs DCPC as this is a commercial carriage of passengers.</p>
<p>A vehicle which is carrying material or equipment to be used by that person in the course of his work, provided that driving that vehicle is not his principal activity.</p>	<p>Drivers of vehicles which are carrying equipment or material that will be used by them in the course of their work are not required to hold a DCPC provided that driving the vehicle is not their principal activity. This exemption covers not only "tools of the trade" – which is an exemption found in other EU legislation that is intended to exclude a driver from compliance with certain requirements where driving does not constitute the driver's main activity - but also certain goods, such as building materials or cables, which are required for the performance of the main activity of the driver of the vehicle concerned. The materials or equipment must be intended to be used to create, modify or transform something else. They must not be intended to be transported, for example, simply for their own delivery, sale or disposal.</p>

Examples

Driver A is a mobile lorry fitter. He drives a vehicle from one operator's site to another site where he takes his tools from the vehicle in order to undertake his principal activity of servicing LGVs. He would not need a DCPC. If the engineer uses engine diagnostic kit that is fixed within the vehicle, he would also be covered by the

exemption because the vehicle carries material or equipment for his use on site.

Driver B is a self-employed bricklayer and drives his LGV to a building site with a load of bricks. He unloads the bricks and uses them in the construction of a house. He does not require a DCPC because driving the LGV is not his principal activity and he is carrying materials for his use in the course of his bricklaying work.

Driver C drives an LGV with a generator fixed to the bed of the vehicle. Driving is not his principal activity. He drives to road maintenance sites where the generator is used to power site equipment. He undertakes various tasks at the site including monitoring the generator to ensure it is operating correctly and he provides the site with a power supply. Driver C does not require a DCPC.

Driver D works in the stores department of a company that supplies car parts. Occasionally, he is required to drive one of the company's LGVs to deliver parts to retail outlets. Although the driving occupies only a very small amount of his working time, Driver D requires a DCPC when making those deliveries because he is driving a vehicle which is carrying materials that are not for his use.

Driver E is a farmer. On an average of once a month, he transports some of his livestock to a local cattle market for auction. He requires a DCPC when undertaking this activity as he is not carrying materials or equipment to be used by him in the course of his work. The farmer is carrying cattle intended for sale.

Driver F is a farmer. Twice a month he drives an LGV on public roads around his farm, repairing fences. The vehicle carries the tools and materials necessary to make these repairs. Driver F does not require a DCPC because he is carrying materials to be used by him in the course of his work repairing fences.

Driver G is employed by a farmer as a labourer. Twice a day he drives a minibus under a D1 driving licence transporting workers from the local town to various fields on the farm. The driving activity takes up a relatively small proportion of his day. The majority of his shift is spent with the other workers picking crops. Driver G requires a DCPC because he is transporting the other labourers - he is not carrying materials or equipment.

Driver H works for a scaffolding company. He drives a vehicle laden with scaffolding equipment to site where he and his colleagues erect the scaffolding. He does not require a DCPC because he is carrying materials for his use in the course of his work

Driver I works for a scaffolding company. He drives a vehicle laden with scaffolding equipment to site for delivery to colleagues or customer who will erect the scaffolding. He does require a DCPC because he is not carrying materials for his use in the course of his work

Driver J is employed as a mobile crane operator. He drives the vehicle with the crane to a building site, where he operates the crane assisting in the construction of a new factory. Driver I does not require a DCPC because his principal activity is not driving and he is carrying tools and materials (the crane) to be used in the course of his work.

Driver K is employed as a mechanic by a transport company. As part of his responsibilities he drives a lorry containing tools and equipment needed to change wheels at the roadside. He does not require a DCPC because driving is not his principal activity and he is carrying tools and materials to be used in the course of his work.

Exemptions only cover the driver whilst they are engaged in that specific activity. If, for example, a technician who normally only drives lorries and passenger vehicles on road tests wishes to drive a vehicle in order to make a delivery of goods or carry passengers at any time, they will need to hold a DCPC.

The initial qualification



2) The Initial Qualification

Overview

The initial qualification applies to drivers who obtain their vocational driving licence after:

- 10 September 2008 for PCV drivers
- 10 September 2009 for LGV drivers

Drivers who already held a vocational driving category on the relevant dates above have acquired rights – so do not have to take the initial qualification. Those drivers with vocational driving licence entitlements of C1 and D1 (restricted 101 – not for ‘hire or reward’) obtained with category B tests taken before 1 January 1997 also have acquired rights. A driver holding a licence entitlement for category D with a restriction code of 101 (not for ‘hire or reward’) would also qualify as an acquired rights driver.

In the UK, the initial qualification for Driver CPC takes the form of additional test modules that, for most new drivers, will be taken along with their driver licence acquisition tests. The initial qualification covers the whole of the syllabus contained in the Directive (see Annex 2).

For driver licensing, lorries are called Large Goods Vehicles (LGVs) and buses or coaches are called Passenger Carrying Vehicles (PCVs). Before you can train to become a LGV or PCV driver you must normally be aged over 18 and hold a full car licence (category B entitlement). You’ll then need to add the right provisional entitlements to your licence before you can take your tests.

The type of driving licence entitlement you need depends on the ‘maximum authorised mass’ (MAM) of the vehicle you want to drive. vehicles with a MAM of more than 3.5 tonnes but no more than 7.5 tonnes need a C1 licence
vehicles with a MAM of more than 7.5 tonnes need a category C licence
To add a trailer entitlement (+E) to your licence, you’ll need to hold the full entitlement for the vehicle before you take the trailer test.

Example: to drive an articulated goods or passenger vehicle, you are required to pass category C or category D, and then pass category C+E or category D+ E to get the correct licence. You’ll automatically lose your LGV or PCV licence if you lose your car licence entitlement.

* See DVSA publication PSV375 for further information. (Annex 3 – key publications, contacts, legislation)

The Tests

Those who are to drive exempt vehicles can still take the licence-only option and upgrade their qualifications to obtain a DCPC at a later date if necessary, as shown in the table below.

	Module 1 (a&b) Theory test (2½hrs)	Module 2 Case studies (1½hrs)	Module 3 Practical test (1½hrs)	Module 4 Practical test (½hr)
Licence acquisition and DCPC	✓	✓	✓	✓
Licence acquisition only	✓		✓	
Upgrade to DCPC		✓		✓

Module 1 must be completed before module 3; module 2 must be completed before module

On completion of all four modules, the Driver Qualification Card (DQC) will be issued.

The National Vocational Training (NVT) Scheme

Newly licensed drivers on an NVT scheme have the option to defer the DCPC theory and practical tests for up to 12 months. In which case, the driver must carry a NVT concession card as issued by DVSA.

To take advantage of this scheme the driver must:

- be taking part in an approved NVT programme, and
- have passed the driver licence entitlement acquisition modules 1 and 3

This is called an ‘NVT concession’ and can only be used once.

The 12-month concession period starts from whichever of these is latest:

- the start date of the NVT programme, or
- the date the driver passed the DCPC modules 2 and 4

The NVT concession lasts for up to 12 months. It will end sooner if the driver:

- stops participating in the NVT programme, or
- completes the NVT programme

At the end of the 12 months concession period, the driver must either achieve full DCPC status or stop driving professionally.

To apply, download the 'DCPC NVT concession application form', from the gov.uk website and send it to DVSA with the fee of £25. Evidence of registration to an approved training course together with evidence that the driver has passed their licence acquisition tests is also required.

The driver will be sent an NVT concession card to show that they are registered on the NVT scheme. By law the driver must carry the card when driving. The NVT concession card must be returned to DVSA if the driver leaves or completes the course.

The course must be an approved learning programme that lasts for at least 6 months and leads to a qualification which must be:

- based on relevant National Occupational Standards
- at Qualifications and Credit Framework (QCF) level 2 or Scottish Credit and Qualifications Framework level 5
- accredited by a national awarding body that is externally regulated by the Office of the Qualifications and Regulations Examiner or the Scottish Qualifications Authority

Qualifications that currently meet these rules are:

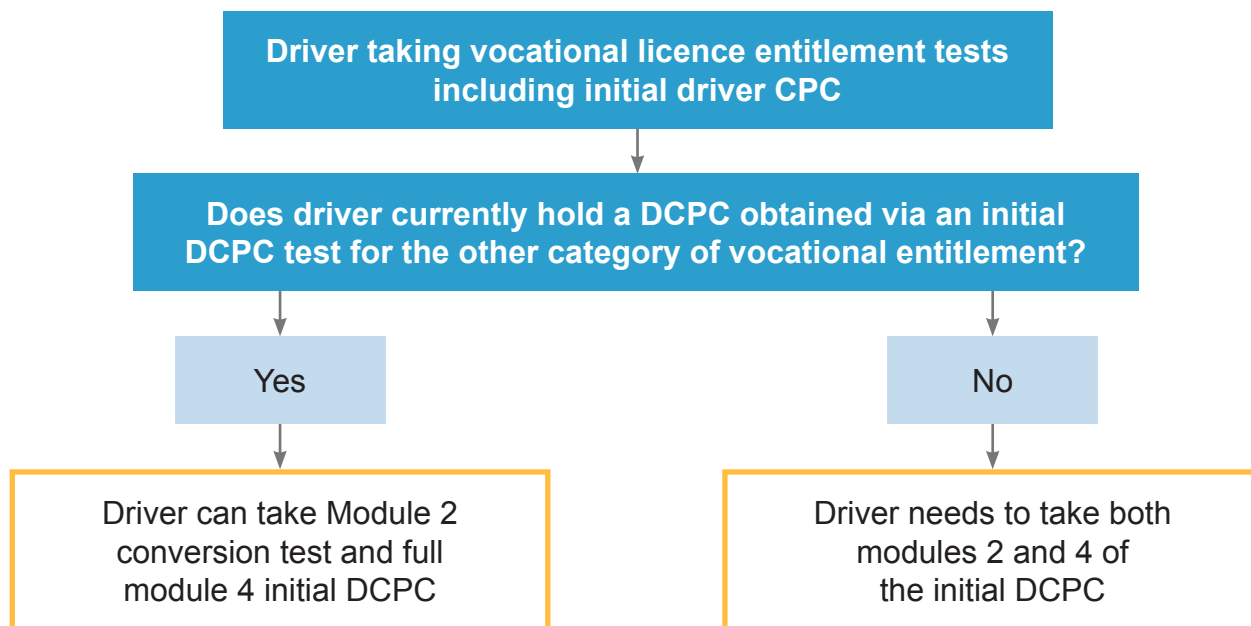
- level 2 award in knowledge for a professional bus or coach driver
- level 2 National Vocational Qualification (NVQ) Diploma in passenger carrying vehicles (bus and coach)
- level 2 Scottish Vocational Qualification (SVQ) in passenger carrying vehicle driving (bus and coach)
- QCF certificate in driving goods vehicles
- BTEC in carry and deliver goods
- SVQ driving goods vehicles

DVSA can consider other relevant qualifications which aren't on this list. If you think this could apply to you contact DVSA using customer.services@dsa.gsi.gov.uk

Once a driver holds the initial qualification in either a PCV or LGV category, they will not have to obtain another to drive other vehicles in the same category or sub-category, even if they need to obtain additional driving licence entitlements. For example a driver with sub- category D1 who has passed the initial DCPC qualification and goes on to acquire a category D will not have to take additional DCPC tests.

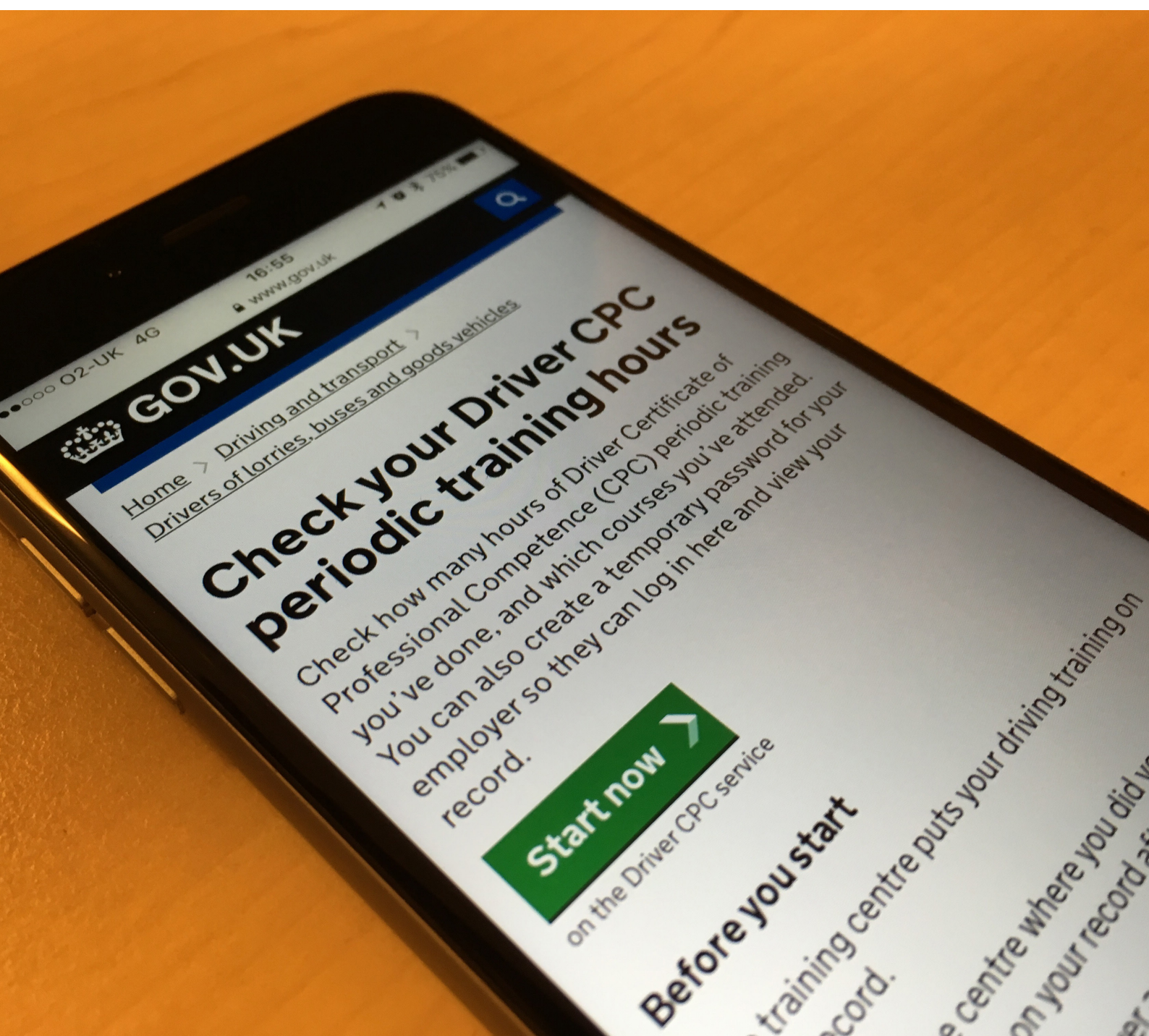
Drivers who obtain a PCV initial DCPC qualification will not have to repeat the common parts of the test to obtain an initial LGV qualification and vice versa. There is a conversion test available

for module 2, but they will have to take and pass the full module 4 practical test . Once qualified, they will receive a new DQC showing this extra entitlement, which will replace the original card.



Drivers who are nationals of an EU Member State must take their initial qualification in the EU country in which they have their normal residence. Nationals of third countries must obtain their initial qualification in the Member State in which the operator they are working for is established or in the Member State which issued them a work permit.

Periodic training



3) Periodic Training

Overview

Periodic training consists of a minimum of 35 hours of approved periodic training, delivered by an approved training provider within each fixed five-year period. Periodic training must be linked to the syllabus though the driver is not required to cover the whole syllabus over each five-year period.

The first five-year periods are:

- New passenger and goods vehicle drivers – five years from the date of obtaining their initial DCPC
- Acquired rights drivers:
 - 10 September 2008 – 9 September 2013 for PCV drivers
 - 10 September 2009- 9 September 2014 for LGV drivers

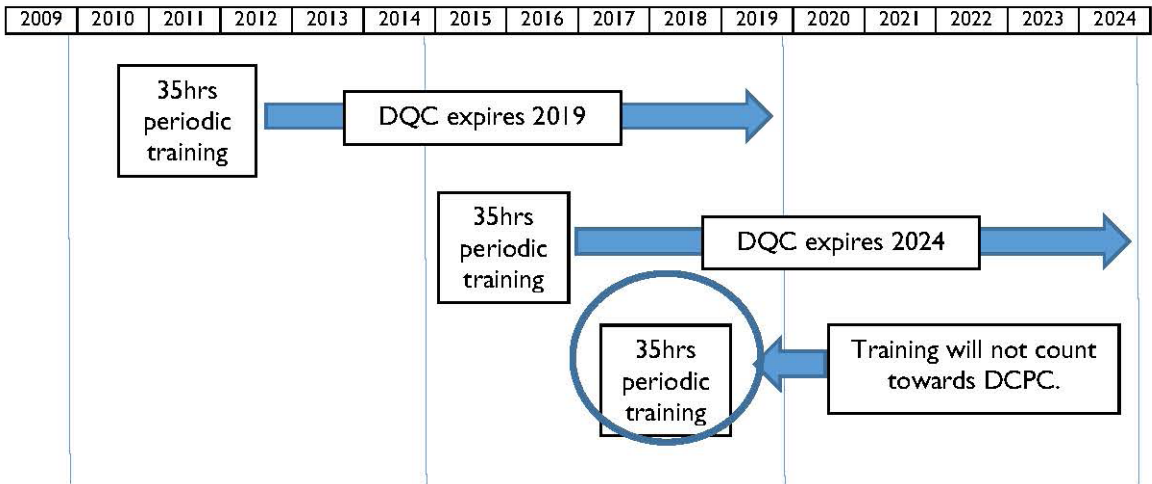
In an attempt to ease the transition for acquired rights drivers who have not yet acquired a DQC they can now obtain their first one either through completion of 35 hours periodic training or through successful completion of the initial qualification. After receiving their first DQC drivers must maintain its validity through attendance of 35 hours periodic training every 5 years. Their next five-year period runs from the date they completed their 35 hours periodic training or the initial qualification.

The Training Timeline

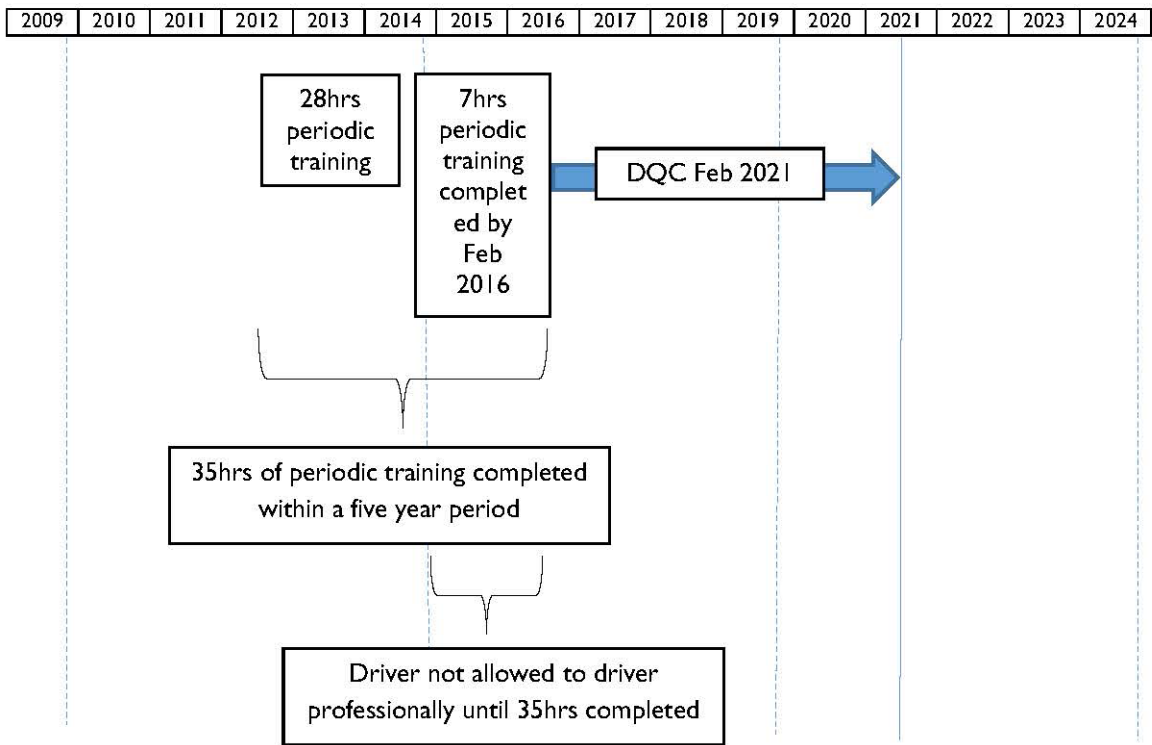
A minimum of 35 hours of approved training must be completed by the end of the relevant five year period. It is important that enough time is allowed to complete the training within the five-year period in order for a driver to be able to continue to drive in-scope vehicles. All drivers will then have to continue to complete 35 hours of training within subsequent 5 year periods.

Periodic training may not be carried over from one fixed five-year period to another – any part-balance will be lost and the driver will be unable to drive until a full 35hrs worth of approved training has been evidenced within a five year window. For example, if an acquired-rights goods vehicle driver completed 35 hours training earlier than necessary in 2010 (they have until 2014 to complete it), their next DQC would have an expiry date of 2019.

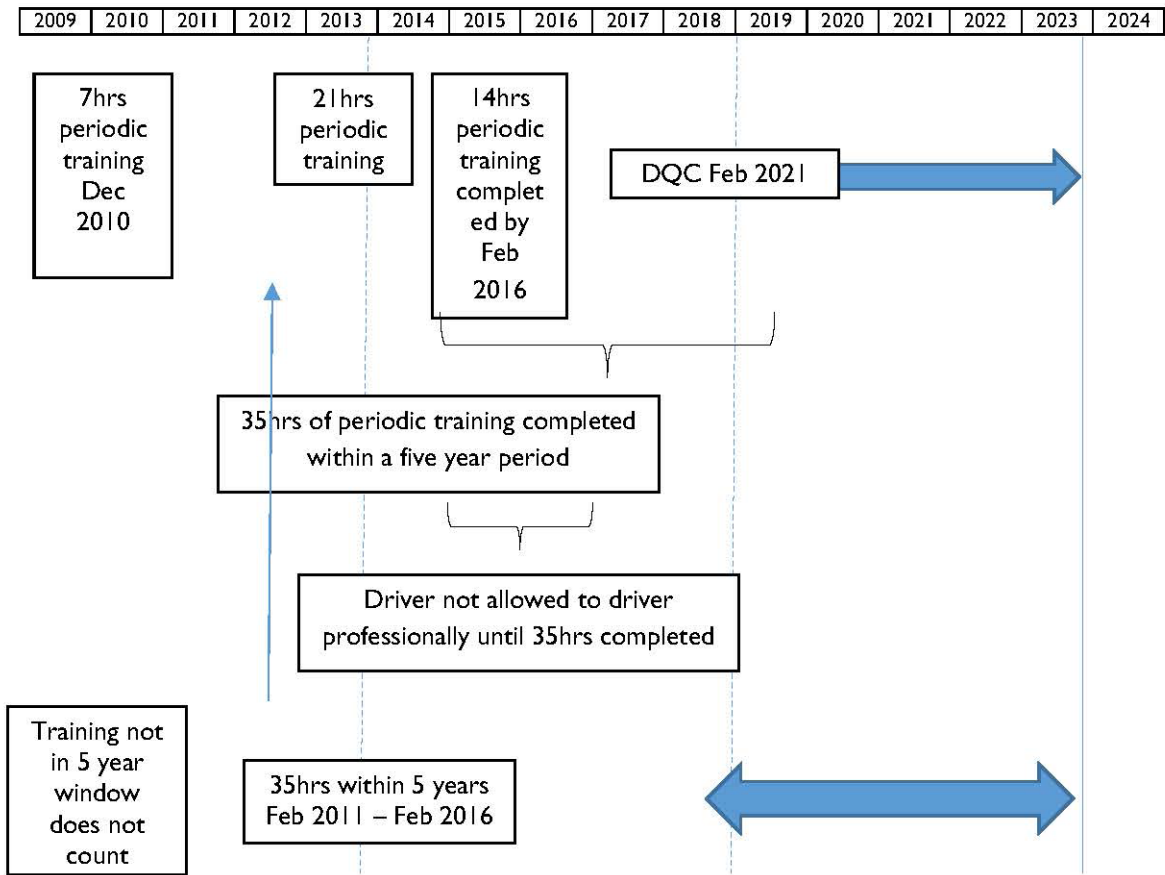
Example - undertaking training too early, periodic training must be completed within the 5 year period prior to the expiry date of the DQC



Example – not all periodic training completed within the five year period

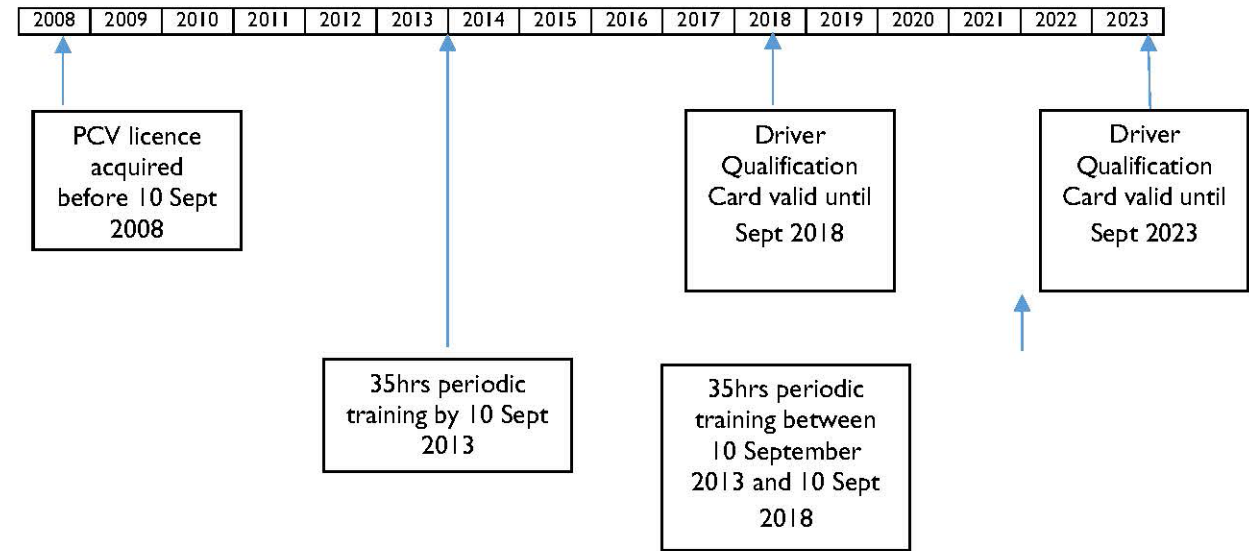


Example – periodic training falling outside of 5 year window

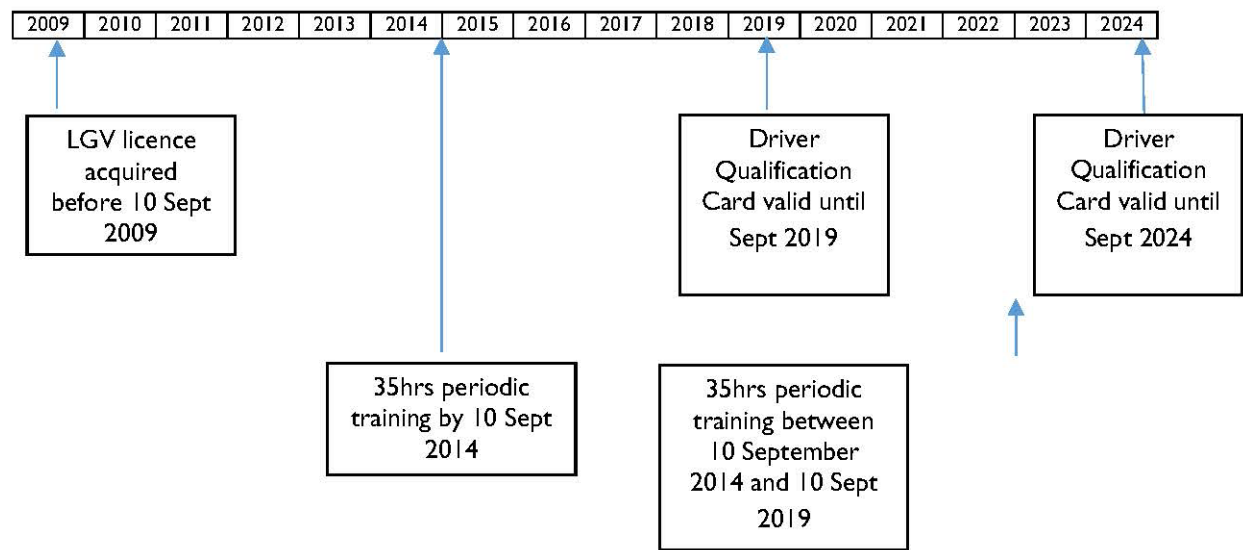


There is complete cross-recognition between goods and passenger driving licence categories for periodic training. So someone who undertakes periodic training for category C vehicles would not have to undergo separate periodic training for category D and vice versa

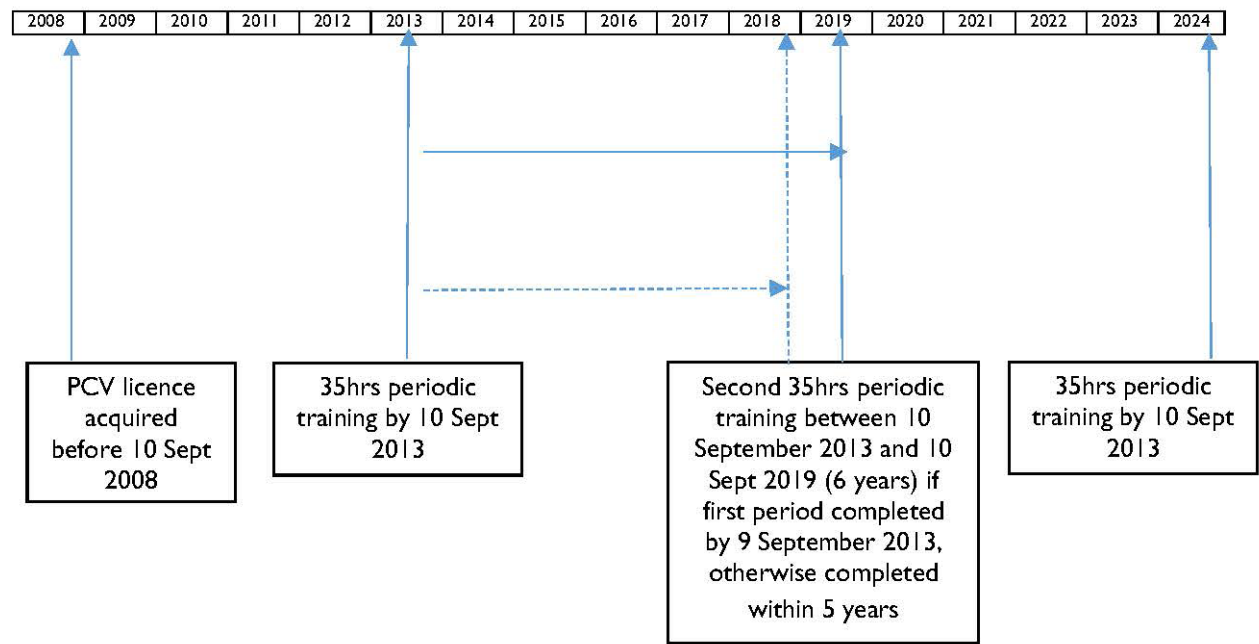
Acquired rights and periodic training (PCV)



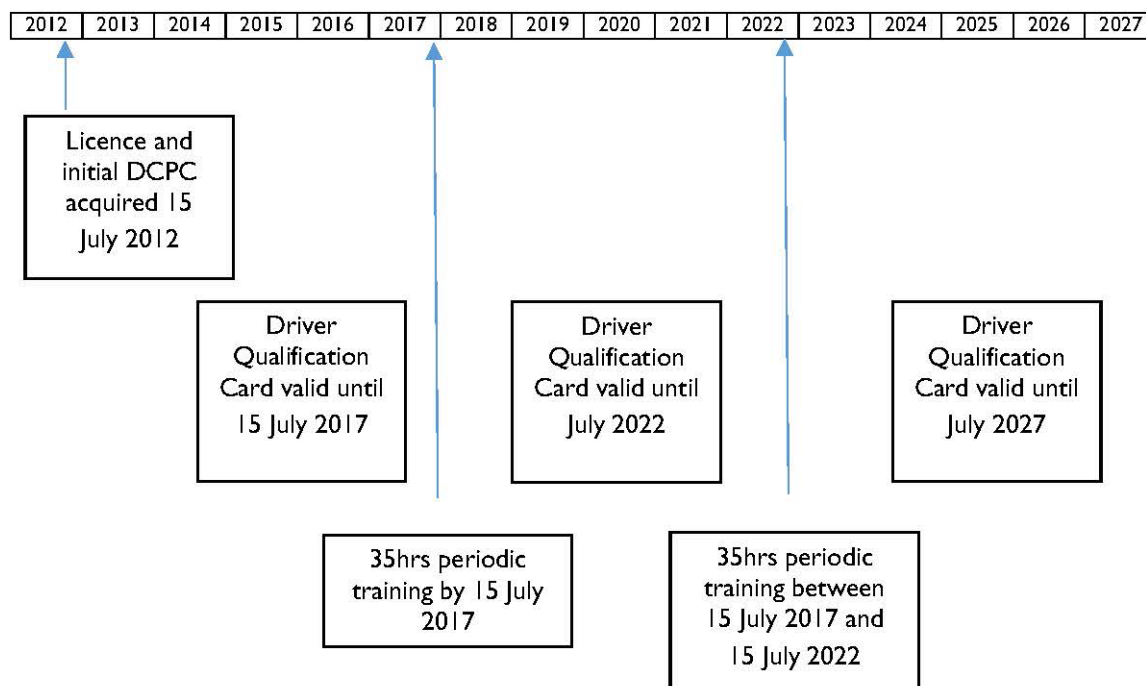
Acquired rights and periodic training (LGV)



Dual acquired right drivers (both LGV and PCV licence entitlements)



Initial DCPC driver and periodic training



Where a driver completes 35 hours of periodic training before the expiry date indicated on their existing DQC, the new card will show an expiry date that extends for a further 5 years. Drivers will not therefore be disadvantaged by completing periodic training early in each 5 year cycle.

Periodic Training Courses

The 35 hours of periodic training may be split into smaller courses, usually of 7 hours length (some courses are modular and with DVSA approval can be delivered in 2 sections of 3.5 hours within a 24 hour period) and taken at any time during the 5 year period. There is flexibility in relation to course content, provided it is linked to the core syllabus contained in the European Directive (see Annex 2), for instance:

- courses may be repeated within the five-year period, although this is not generally considered best practice it may be appropriate for some individuals
- the training format can be tailored – it may include workshops or be classroom- based, in-yard or in-vehicle training, provided the driver has direct contact with an instructor
- it is possible for training to ‘double up’ with training delivered to achieve other qualifications, such as National Vocational Qualifications

Training can be designed to suit the development needs of the driver or operator at that time provided it has the relevant approvals.

Identity of the course delegate

It is a requirement that drivers attending periodic training courses provide one of the following forms of ID:

- A photocard driving licence (plus paper counterpart until 8/6/2015);
- An old-style paper driving licence plus valid passport;
- digital tachograph card or
- a driver qualification card (DQC)

The key purpose of this requirement is to enable the course provider to confirm the identity of the trainee. As the course provider will ultimately, via the data upload, make a declaration to DVSA that Driver A completed Course Z for DCPC periodic training purposes, the course provider needs to establish that the course attendee was indeed Driver A.

DVSA recognises that there will be a limited number of circumstances where, for valid reasons, a driver is unable to produce the necessary ID at the start of the periodic training course. These may include situations where, for example, a new driver is awaiting receipt of a first driving licence, DVLA is holding the licence pending a medical review, a driving licence has been revoked for a specified period etc.

In this circumstance, the course provider may apply a limited amount of discretion if they wish. They may allow the driver to take the training course and produce the ID documentation later but, until the ID requirements have been met:

- the obligation on the course provider to update DVSA's database does not apply
- a certificate indicating DCPC periodic training has been completed should not be issued
- the training cannot count for DCPC purposes

There is no obligation upon course providers to make use of this discretion especially as it imposes an additional burden in that they will need to have arrangements in place to ensure that the ID documentation presented after the course relates to the actual trainee on the course. These could include, for example, a requirement that the driver must produce the ID documentation within a specified number of days.

How to get details of training record

It is possible to check how many hours of periodic training a driver has completed, and which courses they attended. This can be done via gov.uk by searching for 'check your DCPC periodic training

hours'. A driver would need to have already registered on the web site to be able to use this function. To register, the driver will need their driving licence number and their home address post code. A password will be sent to the address on their driving licence. Once a driver has registered they may also create a temporary password for their employer so they can log in and view their record,

All training carried out by the driver should be visible on the training record after a maximum of 5 working days as per the below.

The driver should contact the training provider if the details are not showing on the training record. A driver may email DVSA using DCPC_CC@dsa.gsi.gov.uk to report bad practices or service at a training centre.

Driver qualification card

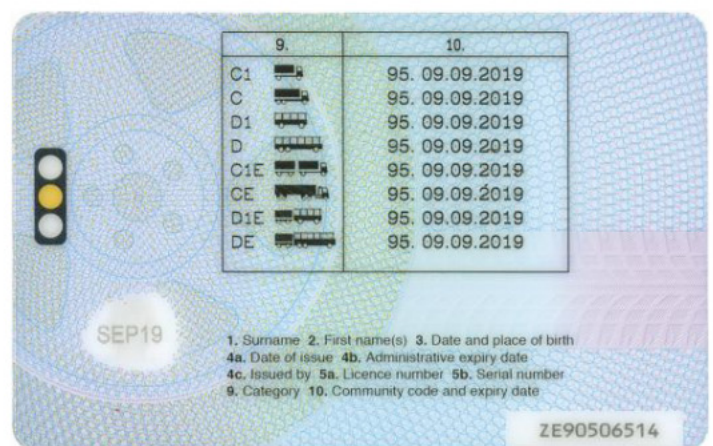
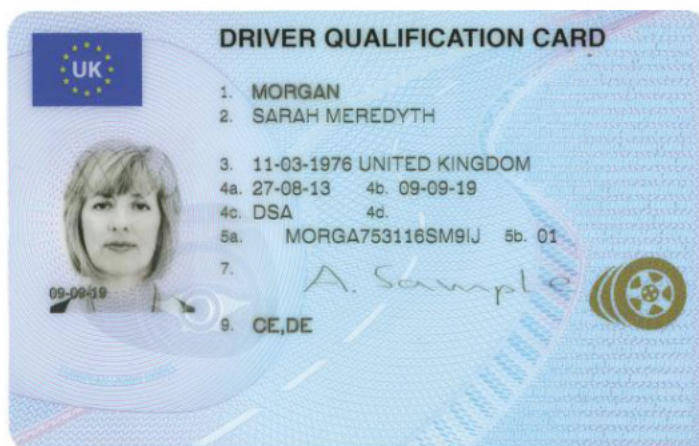


4) Driver Qualification Card (DQC)

New drivers who have obtained the initial DCPC qualification or drivers who have completed 35 hours of periodic training within the relevant fixed five-year period will be issued with a DQC to evidence DCPC entitlement. Those who drive in-scope must by law carry their DQC (once issued) when driving relevant vehicles and produce this when requested by a DVSA examiner or the police.

DQCs will only be issued to holders of photo-card licences on acquisition of their initial qualification or completion of 35 hours of periodic training. Holders of paper licences will need to update to a photo-card style licence before the DQC is issued, although this update can be carried out at the same time. Further information on charges for licences and the DQC can be found via www.gov.uk

The DQC shows that a driver holds a DCPC which is valid until the date shown on the reverse of the card. This may be longer than a five year period in certain circumstances, for example early completion of a further 35 hours of Periodic Training will automatically trigger the re-issue of a DQC with a revised expiry date; this card replaces the previous one. Periodic training must only be undertaken within the five year period before the expiry date of the new DQC otherwise the driver would not be able to drive professionally until the necessary periodic training was completed.



A DQC has a similar appearance, style and set of security features as a GB driving licence.

1. Surname
2. First name
3. Date and place of birth
- 4a. Date of issue 4b. Administrative date of expiry 4c. Issued by
- 5a. Licence number 5b. Serial Number

- 7. Signature
- 9. Category
- 10. Community code and expiry date

Things all drivers must remember

carry your card with you at all times when driving relevant vehicles
complete the required 35 hours of periodic training before the expiry date on DQC
report any changes to your personal details to DVLA (change of name or address)

Replacing a lost, stolen or damaged card

If a card has been lost, stolen or damaged, a driver must report it to the DVSA as soon as possible to request a replacement card. There will be a £25 charge to replace and issue new cards, payment must be made before the application for a replacement card is considered complete.

A driver must email DVSA at: dcpc.complaints@dsa.gsi.gov.uk including:

- name
- driving licence number
- date of birth
- address
- telephone number

DVSA staff will then call the driver back. The driver will need a credit or debit card to pay the fee for their replacement DQC. They can keep driving professionally while they wait for their replacement DQC to arrive only once the fee has been paid. A driver should contact DVSA if the DQC doesn't arrive within 20 days.

A driver can also apply by writing to the DVSA at the address below:

Driver CPC
DVSA
PO Box 280
Newcastle Upon Tyne
NE99 1FP

Non-UK drivers



5) Non-UK drivers

Does the Regulation apply to foreign drivers?

All Member States in Europe are required to introduce the Driver CPC Directive. In the UK, enforcement of the Regulation will be performed equally whether the vehicle is UK or foreign registered or if the driver is a UK national, from another Member State, or employed or used by an organisation established in the EU.

Confirming training undertaken by non-UK drivers

There are two methods for member states to indicate the completion of training and the fact that a driver has a qualification, a DQC or the use of code 95 on a licence. Below is a table showing the method used by individual member states

Member States that enter code 95 in the driving licence	Austria, Belgium, Germany, Greece, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Slovenia
Member States that use a DQC that may also have code 95 on it	Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, France, Hungary, Ireland, Portugal, Romania, Slovakia, Spain, Sweden,
Both above options used	Finland
Code 95 on licence and entered on card for non-resident drivers	Luxembourg
Code 95 entered on certificate of professional competence, will be entered on driving licence in the future	Norway

Non-UK drivers in the UK

Non-UK drivers resident in the UK who may not have completed the necessary training in their home member state may complete their periodic training and obtain a UK DQC from DVSA. In order to do this the driver must hold a driving licence from an EU member state or one of 'the third countries' and complete at least their last 7 hours of periodic training in the UK. The 'third countries' are Gibraltar, Guernsey, Iceland, Isle of Man, Jersey, Liechtenstein, Norway and Switzerland.

The driver must then apply to DVSA for a UK DQC using form DQC1 (available from DVSA at customer.services@dsa.gsi.gov.uk) with proof of training carried out in the UK plus all other relevant training. Once issued with a UK DQC the driver can continue to complete their periodic training in the UK.

Drivers who have completed their periodic training, or initial DCPC, in another EU member state should have proof of the qualification. In some cases this will be in the form of a DQC, similar to the UK, or in other cases the proof of the qualification will be a code 95 on the drivers' driving licence photo card. This will be in the format of '95, DD/MM/YYYY' against the vocational entitlement where DD/MM/YYYY is the expiry date of the qualification.

Enforcement and penalties



6) Enforcement and Penalties

Who is responsible for training?

Whilst it is the driver's responsibility to ensure that they undertake relevant training within the stated time periods and have obtained the required documentation it is also the vehicle operator's responsibility to ensure that the drivers they employ, whether directly or via an employment agency, have the relevant training and can produce evidence of DQC acquisition.

So, what happens at a roadside check?

Both DVSA Examiners and the police have the power to require the production of DCPC documents. In the UK drivers will be issued a DQC once initial qualification or periodic training has been completed. Newly licenced drivers on a National Vocational Training scheme will be issued with an NVT Concession card by DVSA. Drivers from member states that may have a code 95 marked on a driving licence. Enforcement officers will require the driver of an 'in scope' vehicle to be able to provide such documentation when requested.

What happens if the document cannot be produced?

An offence has been committed by the driver. This offence may be dealt with by way of a fixed penalty notice (£50 at time of writing) or may lead to prosecution, in which case, the maximum fine in Magistrates Court is a level 3 fine (at the time of writing up to £1 000).

A driver of an 'in scope' vehicle who has not obtained the initial qualification (where required) or has not undertaken the necessary periodic training also commits an offence. Current DVSA policy is to prosecute drivers who drive an in scope vehicle without having obtained their DQC. The maximum penalty in a Magistrates Court is a level 3 fine.

Whilst at the time of writing there is no power to prohibit a driver who commits either of the above offences from driving they will be advised that to continue their journey could lead to further offences being committed.

Any conviction under this legislation will result in a report being submitted to the Traffic Commissioner, who may wish to hold a driver conduct hearing where the driver's vocational entitlement may be suspended or revoked.

What happens to the Vehicle Operator?

If a fixed penalty is issued to a driver of a vehicle which is specified on an operator licence, the appropriate number of points will be added to the vehicle operator's Operator Compliance Risk Score.

If a vehicle driver has failed to undertake the required training, investigations will be carried out with the operator. If an operator has been found to have caused or permitted a driver to use a vehicle without having completed the required training, an offence is committed.

These offences carry a maximum penalty in Magistrates Court of a level 3 fine. Should an operator order a non-qualified driver to continue a journey, following the detection of an offence, a further offence is committed. A conviction will also result in a report being submitted to the Traffic Commissioners office for their consideration. Traffic Commissioners have the power to revoke, suspend or curtail an operator's licence.

It is suggested that operators employ a robust system for checking driver compliance with both initial qualification and periodic training requirements and that copies of all relevant documents and certificates are kept. Periodic reviews of both driver licence and training status should be carried out by the operator for all driving staff. Operators are advised to keep records of DCPC checks and be able to produce them if requested. Employment agencies are also advised to ascertain training status of their employees and regularly update their records.

What about false certificates and DQCs?

A person commits an offence if they:

- knowingly make a false statement for the purpose of obtaining a DQC
- forges, alters, uses or lends with intent to deceive a DQC or a NVT document

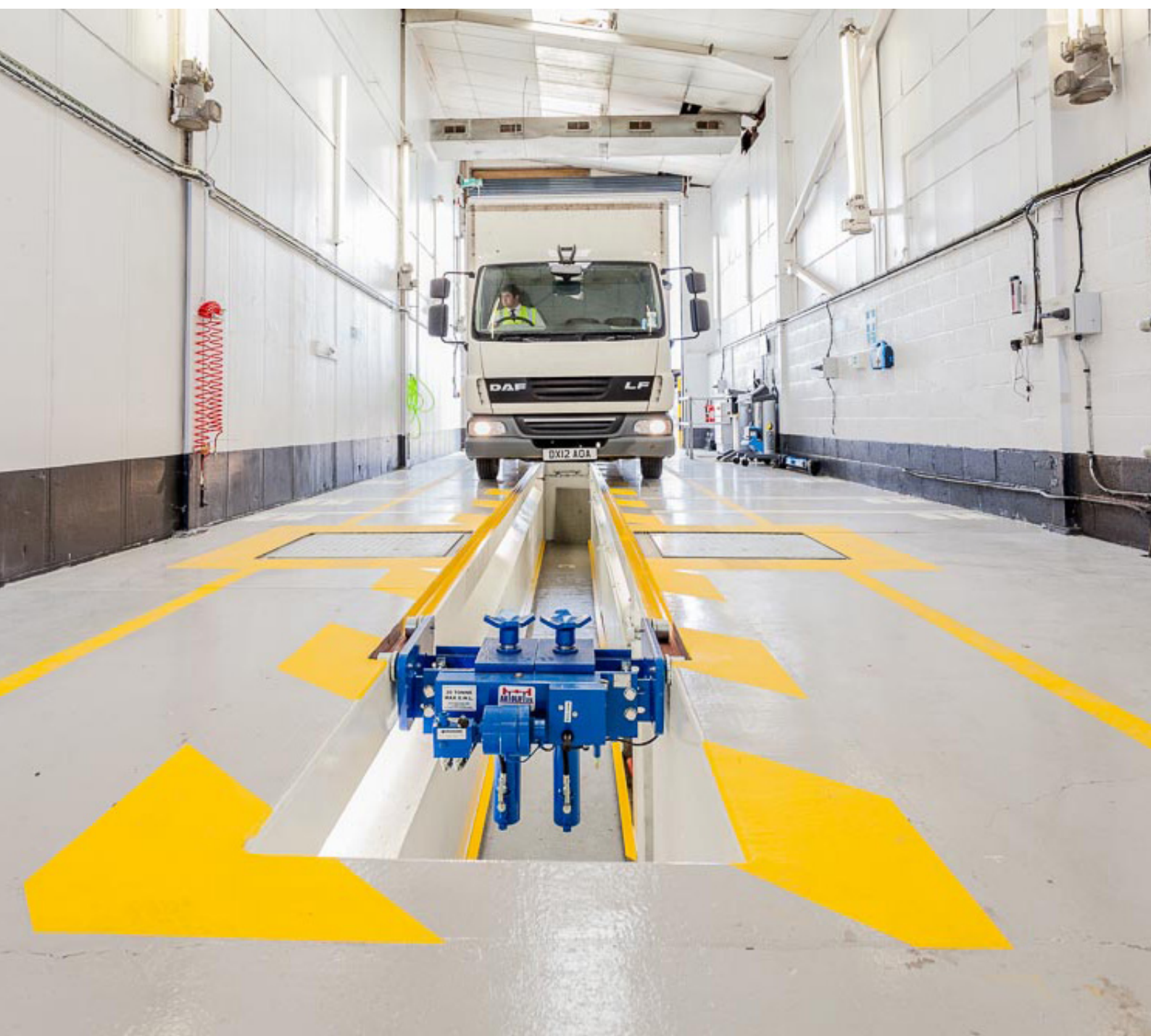
Where it is believed that a forged or false document or DQC has been produced to an examiner or constable, they have the power to seize the card or document. Should subsequent investigation determine that an offence has been committed a level 5 fine (at the time of writing a maximum of £ 5000) and or a custodial sentence of up to 2 years may be imposed.

Surrender of a certificate or card

If DVSA becomes aware of an error on a DQC or a certificate, it may require the holder to surrender the document. Where the holder of a document fails to surrender it, an offence is committed. When the

holder of a document changes their name, for example, by Deed Pole or marriage, they must return the document to DVLA without delay.

Frequently asked questions



7) Frequently Asked Questions (FAQs)

Can a driver with either a suspended or revoked licence undertake periodic training?

Driver with suspended vocational entitlement;

A suspended licence will have 'suspended' stamped across the paper counterpart with the suspension dates shown. Although the vocational entitlement is suspended, the licence is still a valid 'token' of identity and meets the ID requirements. This allows the driver to complete classroom based training which can be uploaded and count towards the driver's 35 hours training should their suspended licence be reinstated. Drivers undertake this training at their own risk; if their licence is ultimately revoked any training is invalid.

As the driver's vocational entitlement has been suspended, they won't be able to complete any on-road driving training. Drivers should bear in mind DVLA intend to abolish the paper counterpart as of 8 June 2015; further detail of this change can be found at <https://www.gov.uk/government/news/driving-licence-changes>

For a driver with a revoked vocational entitlement;

Where a driver has had their vocational entitlement revoked, they must surrender their licence to DVLA and won't be able to present it as identification. In this situation, the course provider may use (if they so wish) a limited amount of discretion, as detailed above. The driver may attend a classroom based course but the training can't be uploaded (the hours won't count towards their DCPC periodic training) until their licence is returned and they can present it as identification. There is no obligation upon course providers to make use of this discretion.

However, a driver who has had their licence revoked may still be in possession of a valid digital tachograph card or DQC which are both acceptable forms of identification for classroom-based periodic training. When the training provider attempts to upload the training hours to the Recording and Evidencing system they will be rejected, DVSA will subsequently despatch a letter to the driver explaining that these hours could not be uploaded to their online periodic training record.

Is there a difference between a suspended licence for disciplinary reasons and a licence suspended for medical reasons in reference to the uploading of training records?

No, there is no difference. As a suspended licence, for whatever reason, still fulfils the purpose of driver identity the training records can be uploaded normally. Obviously a driver with a suspended licence would not be able to carry out any training that would involve on road driving activities in a vehicle covered by the suspended licence

Can a driver carry on driving whilst waiting for the DQC to arrive, even after the deadline date, assuming all training was completed before the stated date?

The regulations state that a driver does not have to produce a DQC at a roadside check if the driver is awaiting the issue of the card following an application to the competent authority. An application to the competent authority would be completed when the record for the final hours of the 35 hours of periodic training has been uploaded to the DVSA database system.

If a driver is awaiting the issue of their DQC after completing 35 hours of periodic training, they should refer to their uploaded hours online. See “How to get details of training record” in the “Periodic Training” section of this guide. If 35 hours have not yet been uploaded, the driver is not able to drive unless they hold an existing DQC which has not yet expired. If any training hours do not appear on the record when expected, a driver should contact their training provider.

If a driver is driving an in-scope vehicle but has not completed any periodic training, is the insurance on the vehicle invalid?

Advice from the British Insurers Brokers Association suggest that most insurance policies require driver to hold a relevant valid licence, rather than referring to a qualification.

However it is strongly advised that individual policies are checked by vehicle operators.

If a driver delivers a LGV or PCV on trade plates would they be exempt from Driver CPC?

The use of trade plates in themselves is not an exempt activity for Driver CPC, however if the driver was just delivering an empty vehicle they may not require a DQC under another exempt activity. This would be driving a vehicle within 50 kilometres of the drivers' base provided;

- no passengers are being carried,
- no goods are being carried except for equipment that is incidental to the safe carriage of goods or passengers, or

loading or unloading the vehicle, and

- driving such vehicles is not the driver's principal activity
- the driver has the relevant permission to drive the vehicle

I have a driver who drives both buses and lorries and has held vocational entitlements for both since 2005, how is he affected? Will he need to record two sessions of periodic training?

The DCPC covers both passenger and freight but this can be confusing due to the different dates involved with acquired rights drivers. In certain circumstances a driver with 'dual acquired rights' may be able to harmonise the date differences between passenger and freight

If the Driver has dual acquired rights and completed the first block of periodic training by the passenger deadline of 09/09/2013 then they have 6 years from 10/09/2013 to complete the next 35hrs of periodic training. If the periodic training was completed after this date then they only have the standard 5 years. This begins 5 years previous to their entitlement expiry. So if the expiry date is 09/09/2019 then the second block cannot begin till 10/09/2014. Any training taken before this date would be invalid and not count towards extension of DCPC entitlement.

If they only have freight acquired rights then their second block of training can be started from 10/09/2014. Any training taken before this date would be invalid and not count towards extension of DCPC entitlement.

Once periodic training is completed the entitlement will always extend by 5 years. So for Lorry and Dual Acquired Rights holders once the second block of periodic training is complete they will receive 5 additional years to 09/09/2024.

What do I do if I believe the periodic training delivered was sub-standard?

If you have any concerns or issues surrounding training you have taken or training delivered by an approved centre, you can email;

DCPC_CC@dsa.gsi.gov.uk

What do I do if my training records have not been uploaded?

First contact the training provider but if you still have any concerns

about the quality of training or a provider delivering training that may not be approved you can email;

DCPC_CC@dsa.gsi.gov.uk

If a driver misses the deadline for the 35hrs of periodic training do they lose the hours already recorded and have to start again?

No; though Driver CPC periodic training is valid for a rolling five year period from the date the final session of period training, or the initial qualification, was completed. The dates of validity are clearly marked on the DQC. Drivers would not be able to drive professionally in the interim period between the deadline and the time the training was completed and records uploaded.

What happens to the qualification for a non-UK driver who exchanges their licence for a UK licence?

If the driver has a code 95 on their licence a DQC will automatically be issued with the new UK licence. The expiry date of the DQC will remain the same as that stated with the code 95.

If the driver has a qualification card from the non-UK country after receiving the replacement licence the driver must send a letter to DVSA including the DQC requesting a replacement UK DQC quoting the new UK driving licence number. The letter to be sent to DCPC at DVSA (address in Contacts section of this guide). DVSA will send you a new DQC with the same number as your UK driving licence.

Can training taken for ADR (carriage of dangerous goods on roads) be used as part of the periodic training hours?

Make sure the course is approved as a DCPC periodic training course as well as an ADR course. If this is the case and training is delivered by an approved DCPC centre then the training will count towards the driver's 35 hours of periodic training.

Annexes



8) Annexes

Annex 1 – Vehicles exempt from vocational driver licensing

Drivers may be exempt from the need to hold category C or C plus E entitlement for certain vehicles but note the normal age restrictions still apply.

Exemption	Definitions
Any road construction vehicle used or kept on the road solely for the conveyance of built-in road construction machinery	<p>‘Road construction vehicle’ means a vehicle which:</p> <ul style="list-style-type: none"> • is constructed or adapted for use for the conveyance of road construction machinery which is built in as part of, or permanently attached to, that vehicle and • is not constructed or adapted for the conveyance of any other load except article and materials used for the purposes of such machinery <p>‘Road construction machinery’ means a machine or device suitable for the use for the construction and repair of roads and used for no purpose other than the construction and repair of roads</p>
Any engineering plant other than a mobile crane	<p>‘Engineering plant’ means moveable plant or equipment being a motor vehicle or trailer specially designed and constructed for the special purposes of engineering operations, and which cannot, owing to the requirements of those purposes, comply with all the requirements of the Road Vehicles (Construction and Use) Regulations 1986 and which is not constructed primarily to carry a load other than a load being either excavated materials raise from the ground by apparatus on the motor vehicle or trailer or materials which the vehicle or trailer is specially designed to treat while carried thereon</p>
A works truck	<p>‘Works truck’ means a motor vehicle (other than a straddle carrier) designed for use in private premises and used on a road only in delivering goods from or to such premises to or from a vehicle on a road in the immediate neighbourhood, or in passing from one part of any such private premises to another or to other private premises in the immediate neighbourhood or in connection with road works while at or in the immediate neighbourhood of the site of such works. DfT advises a distance of 1,000 road yards</p>

An industrial tractor	<p>‘Industrial tractor’ means a tractor, not being an agricultural motor vehicle, which:</p> <ul style="list-style-type: none"> • has an unladen weight not exceeding 7,370kg • is designed and used for work primarily off roads, or for work on roads in connection only with road construction or maintenance (including any such tractor when fitted with an implement or implements designed primarily for use in connection with such work, whether or not any such implement is of itself designed to carry a load) and • has a maximum speed not exceeding 20mph
An agricultural motor vehicle, which is not an agricultural or forestry tractors	<p>‘Agricultural motor vehicle’ means a motor vehicle which is constructed or adapted for use off roads for the purpose of agriculture, horticulture or forestry and which is primarily used for one or more of those purposes, not being a dual-purpose vehicle</p>
A digging machine	<p>‘Digging machine’ means a vehicle which is designed, constructed and used for the purpose of trench digging, or any kind of excavating and shovelling work, and which:</p> <ul style="list-style-type: none"> • is used on public roads only for that purpose or the purpose of proceeding to or from the place where it is to be or has been used for that purpose and • when so proceeding does not carry any load except such as is necessary for its propulsion or equipment
Goods vehicle used for limited road use	<p>A goods vehicle which, in so far as it is used on public roads:</p> <ul style="list-style-type: none"> • is used only in passing from land in the occupation of a person keeping the vehicle to other land in the occupation of that person and • is not used on public roads for distances exceeding an aggregate of 9.7 kilometres in any calendar week
Mini artic	<p>An articulated goods vehicle the unladen weight of which does not exceed 3.5 tonnes</p>
Limited road use for agriculture, horticulture or forestry	<p>A goods vehicle, other than an agricultural motor vehicle, which:</p> <ul style="list-style-type: none"> • is used only for purposes relating to agriculture, horticulture or forestry; • is used on public roads only in passing between different areas of land occupied by the same person and • in passing between any two such areas does not travel a distance exceeding 1.5 kilometres on public roads

Light recovery vehicle	<p>A goods vehicle fitted with apparatus designed for raising a disabled vehicle partly from the ground and for drawing a disabled vehicle when so raised (whether by partial superimposition or otherwise) being a vehicle which:</p> <ul style="list-style-type: none">• is used solely for dealing with disabled vehicles;• is not used for the conveyance of any goods other than a disabled vehicle when so raised and water, fuel, accumulators and articles required for the operation of, or in• connection with disabled vehicles and• has an unladen weight not exceeding 3.5 tonnes
Mobile project vehicle	<p>A mobile project vehicle on behalf of a non-commercial body:</p> <ul style="list-style-type: none">• to or from the place where the equipment it carries is to be or has been, used, or the display or exhibition is to be, or has been, mounted or• to or from the place where a mechanical defect in the vehicle is to be, or has been, remedied or• in such circumstances that by virtue of paragraph 22 of Schedule 2 to the Vehicle Excise and Registration Act 1994 the vehicle is not chargeable with duty in respect of its use• on public roads <p>The person driving the vehicle must have held a relevant category B licence for an aggregate period of not less than 2 years and is aged 21 or over 'Mobile project vehicle' means a vehicle which has a maximum authorised mass exceeding 3.5 tonnes, is constructed or adapted to carry not more than eight persons in addition to the driver and carries principally goods or burden consisting of:</p> <ul style="list-style-type: none">• play or educational equipment and article required in connection with the use of such equipment or• articles required for the purposes of display or of an exhibition, and the primary purpose of which is use as a recreational, educational or instructional facility when stationary

Minibus driven by volunteer	<p>A vehicle driven on behalf of a non-commercial body for social purposes but not for hire or reward of a class included in sub-category D1 which has no trailer attached and has a maximum authorised mass not exceeding 3.5 tonnes, excluding any part of that weight which is attributable to specialised equipment intended for the carriage of disabled passengers, and 4.25 tonnes otherwise, provided the driver:</p> <ul style="list-style-type: none"> • has held a relevant category B licence for an aggregate period of not less than 2 years; • is aged 21 or over; • if he/she is aged 70 or over, is not suffering from any relevant disability in respect of • which the Secretary of State would be bound to refuse them a Group 2 licence and • receives no consideration for driving the vehicle
Vintage goods vehicle	A goods vehicle manufactured before 1 January 1960, used unladen and not drawing a laden trailer
Vintage passenger vehicle	A passenger-carrying vehicle manufactured more than 30 years before the date when it is being driven and not used for hire or reward or for the carriage of more than eight passengers
Steam vehicle	A goods vehicle propelled by steam
Haulage of lifeboats	A goods vehicle used for no other purpose than the haulage of lifeboats and the conveyance of the necessary gear of the lifeboats that are being hauled
Visiting forces	A goods vehicle in the service of a visiting force or headquarters as defined in the Visiting Forces and International Headquarters (Application of Law) Order 1965
Goods vehicle driven by a constable	A goods vehicle driven by a constable for the purpose of removing or avoiding obstruction to other road users or other members of the public, for the purpose of protecting life or property (including the vehicle and its load) or for other similar purposes
Passenger vehicle driven by a constable	A passenger carrying vehicle when it is being driven by a constable for the purpose of removing or avoiding obstruction to other road users or other members of the public, for the purpose of protecting life or property (including the vehicle and its load) or for other similar purposes
Fire services for the Crown	A vehicle designed for fire-fighting or fire salvage purposes which is the property of, or for the time-being under the control of, the Secretary of State for Defence, when being driven by a member of the armed forces of the Crown

Annex 2 – Directive 2003/59/EC syllabus

Advanced training in rational driving based on safety regulations

All licences

1.1 Objective: to know the characteristics of the transmission system in order to make the best possible use of it:

- curves relating to torque, power, and specific consumption of an engine, area of optimum use of revolution counter, gearbox-ratio cover diagrams.

1.2 Objective: to know the technical characteristics and operation of the safety controls in order to control the vehicle, minimise wear and tear and prevent disfunctioning:

- specific features of hydraulic vacuum servobrake circuit, limits to the use of brakes and retarder, combined use of brakes and retarder, making better use of speed and gear ratio, making use of vehicle inertia, using ways of slowing down and braking on downhill stretches, action in the event of failure.

1.3 Objective: ability to optimise fuel consumption:

- optimisation of fuel consumption by applying know-how as regards points 1.1 and 1.2

Licences C, C+E, C1, C1+E

1.4 Objective: ability to load the vehicle with due regard for safety rules and proper vehicle use:

- forces affecting vehicles in motion, use of gearbox ratios according to vehicle load and road profile, calculation of payload of vehicle or assembly, calculation of total volume, load distribution, consequences of overloading the axle, vehicle stability and centre of gravity, types of packaging and pallets; main categories of goods needing securing, clamping and securing techniques, use of securing straps, checking of securing devices, use of handling equipment, placing and removal of tarpaulins.

Licences D, D+E, D1, D1+E

1.5 Objective: ability to ensure passenger comfort and safety:

- adjusting longitudinal and sideways movements, road sharing,

position on the road, smooth braking, overhang operation, using specific infrastructures (public areas, dedicated lanes), managing conflicts between safe driving and other roles as a driver, interacting with passengers, peculiarities of certain groups of passengers (disabled persons, children).

1.6 Objective: ability to load the vehicle with due regard for safety rules and proper vehicle use:

- forces affecting vehicles in motion, use of gearbox-ratios according to vehicle load and road profile, calculation of payload of vehicle or assembly, load distribution, consequences of overloading the axle, vehicle stability and centre of gravity.

2. Application of regulations

All licences

2.1 Objective: to know the social environment of road transport and the rules governing it:

- maximum working periods specific to the transport industry; principles, application and consequences of Regulations (EEC) No 3820/85 and (EEC) No 3821/85; penalties for failure to use, improper use of and tampering with the tachograph; knowledge of the social environment of road transport: rights and duties of drivers as regards initial qualification and periodic training.

Licences C, C+E, C1, C1+E

2.2 Objective: to know the regulations governing the carriage of goods:

- transport operating licences, obligations under standard contracts for the carriage of goods, drafting of documents which form the transport contract, international transport permits, obligations under the Convention on the Contract for the International Carriage of Goods by Road, drafting of the international consignment note, crossing borders, freight forwarders, special documents accompanying goods.

Licences D, D+E, D1, D1+E

2.3 Objective: to know the regulations governing the carriage of passengers:

- carriage of specific groups of passengers, safety equipment on board buses, safety belts, vehicle load.

3. Health, road and environmental safety, service, logistics

All licences

3.1 Objective: to make drivers aware of the risks of the road and of accidents at work:

- types of accidents at work in the transport sector, road accident statistics, involvement of lorries/coaches, human, material and financial consequences.

3.2 Objective: ability to prevent criminality and trafficking in illegal immigrants:

- general information, implications for drivers, preventive measures, check list, legislation on transport operator liability.

3.3 Objective: ability to prevent physical risks:

- ergonomic principles; movements and postures which pose a risk, physical fitness, handling exercises, personal protection.

3.4 Objective: awareness of the importance of physical and mental ability:

- principles of healthy, balanced eating, effects of alcohol, drugs or any other substance likely to affect behaviour, symptoms, causes, effects of fatigue and stress, fundamental role of the basic work/rest cycle.

3.5 Objective: ability to assess emergency situations:

- behaviour in an emergency situation, assessment of the situation, avoiding complications of an accident, summoning assistance, assisting casualties and giving first aid, reaction in the event of fire, evacuation of occupants of a lorry/bus passengers, ensuring the safety of all passengers, reaction in the event of aggression; basic principles for the drafting of an accident report.

3.6 Objective: ability to adopt behaviour to help enhance the image of the company:

- behaviour of the driver and company image: importance for the company of the standard of service provided by the driver, the roles of the driver, people with whom the driver will be dealing, vehicle maintenance, work organisation, commercial and financial effects of a dispute.

Licences C, C+E, C1, C1+E

3.7 Objective: to know the economic environment of road haulage and the organisation of the market:

- road transport in relation to other modes of transport (competition, shippers), different road transport activities (transport for hire or reward, own account, auxiliary transport activities), organisation of the main types of transport company and auxiliary transport activities, different transport specialisations (road tanker, controlled temperature, etc.), changes in the industry (diversification of services provided, rail-road, subcontracting, etc.)

Licences D, D+E, D1, D1+E

3.8 Objective: to know the economic environment of the carriage of passengers by road and the organisation of the market:

- carriage of passengers by road in relation to other modes of passenger transport (rail, private car), different activities involving the carriage of passengers by road, crossing borders (international transport), organisation of the main types of companies for the carriage of passengers by road.

Annex 3 – Key publications and contacts

DVSA customer services email: customer.services@dsa.gsi.gov.uk
For complaint about uploads or standard of periodic training:
DCPC_CC@dsa.gsi.gov.uk

DCPC at DVSA:
DCPC team - Driver and Vehicle Standards Agency
PO Box 280

Newcastle-Upon-Tyne
NE99 1FP
0300 200 1122

For general information about DCPC, DVSA or DfT: www.gov.uk

The Joint Approvals Unit for Periodic Training (JAUPT)

9 Warren Yard
Warren Park
Stratford Road
Milton Keynes
MK12 5NW

Telephone: 0844 800 4184 – for general enquiries Email:
enquiries@jaupt.org.uk

Websites: www.jaupt.org.uk www.drivercpc-periodictraining.org

DCPC legislation available on www.legislation.gov.uk

Main Regulation;

The Vehicle Drivers (Certificates of Professional Competence)
Regulations 2007

Regulation amendments;

The Vehicle Drivers (Certificates of Professional Competence)
(Amendment) Regulations 2008

The Vehicle Drivers (Certificates of Professional Competence)
(Amendment) (no. 2) Regulations 2008

The Vehicle Drivers (Certificates of Professional Competence)
(Amendment) Regulations 2010

The Vehicle Drivers (Certificates of Professional Competence)
(Amendment) Regulations 2011

The Vehicle Drivers (Certificates of Professional Competence)
(Amendment) Regulations 2013

Visit our websites:

for commercial customers and private motorists
www.gov.uk

for corporate information
www.gov.uk/dvsa

Contact us:

E-mail
customer.services@dsa.gsi.gov.uk

Customer Service Centre
0300 200 1122*

Monday to Friday - 8am to midday