



CPC ICRS29969 - Customer Care and Safe Urban Driving

Aims

The intention of this course is to ensure each candidate is aware of and sufficiently knowledgeable in customer care specific to the transport industry. It provides a rounded instruction on safe urban driving. Every driver of a Large Goods Vehicle, who is driving for financial gain (a job!) – must, by law, train for 35 hours (that’s 5 days), every 5 years. This course is designed to provide 7 hours of this training towards the 35 hours total required.

Who Attends

Candidates must hold a current valid Professional Driving Licence.

Course Content

- Customer care in transport
- Drivers’ role in customer service
- Understanding your customer
- Customers’ demands
- Resolving problems
- Customer communication
- Vulnerable road users
- Pedestrianised areas
- Stopping in built up areas
- Risk to cyclists
- Blind spots

Course Duration

This is a 1 day course.

Maximum Candidates

Maximum attendees: 20 candidates

Qualification Obtained

Seven (7) hours added to the candidates Professional Driver record.

Entry Requirements

Attendees must hold a Professional Driver Licence, to check your Driver CPC periodic training hours, please visit [Check your Driver CPC periodic training hours - GOV.UK \(www.gov.uk\)](#)

Please note that training hours cannot be repeated within the 5 year period and each session booked must not be a unit already held on your licence