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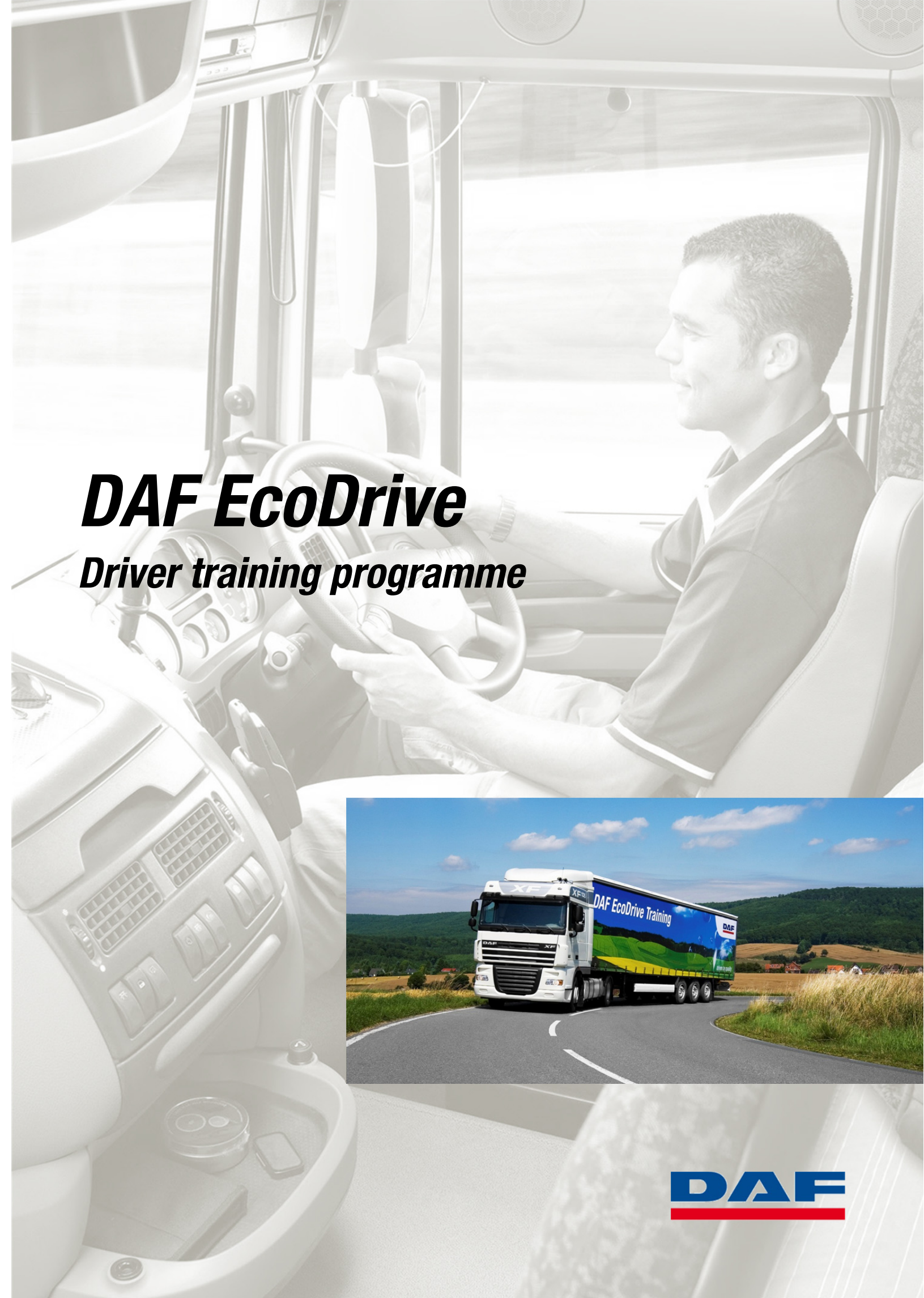
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DAF EcoDrive MET/EcoD/4K/04/11

*driven by quality*

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**DAF**  
A PACCAR COMPANY



# **DAF EcoDrive**

## **Driver training programme**

**DAF**

## *A total transport solution*

### ***DAF EcoDrive Driver Training – with you all the way***

***Because well-trained, professional drivers are more productive and reduce costs...***

DAF's EcoDrive Driver Training is all about improving driver performance – compliance, safety and efficiency – as well as meeting Driver CPC requirements. It means...

- **Reduced fuel consumption**
- **Improved vehicle reliability**
- **Improved driver productivity**
- **Improved health and safety**
- **Less downtime**

A typical annual fuel bill for a 44 tonne truck is £60,000. An improvement of just 3% in fuel consumption alone means a saving of £1,800 – for every driver trained. And, with fuel prices set to rise still further, this is a bottom line business benefit that cannot be ignored.

#### ***Driver CPC training***

A Driver CPC qualification is now required in addition to a vocational driving licence. This means at least 35 hours of approved Driver CPC training every 5 years for all professional drivers (periodic training).

Driver CPC training is aimed at improving road safety by providing better qualified drivers to help reduce road casualties. But there are added benefits too...

- **Lower accident rates**
- **Minimised repair and insurance costs**
- **Improved customer satisfaction**
- **'O' licence protection**
- **Improved driver retention**

#### ***Take advantage of the business benefits of driver training...***

Our DAF EcoDrive Driver Training team have an in-depth understanding of how to get the best from our trucks and can provide professional drivers with Driver CPC approved and qualified training to support your operation.

With flexibility built in, each course can be tailored to suit individual driver and company specific objectives. Both in-class and in-cab training can be provided with minimum disruption to work schedules.

#### ***Contact us***

To find out more about the training we offer, call  
***DAF EcoDrive Driver Training - 0800 1214828***



*With you all the way*

## **DAF in-cab training**

***With the cost of fuel, damage and downtime of paramount importance to most operations, drivers who adopt a safe and fuel-efficient driving style are to be valued.***

DAF EcoDrive Driver Training in-cab programmes are bespoke, depending on the vehicle type and operation. Designed to benefit both the operator and the driver, such training can be delivered on a one-to-one basis or to small groups, on or off-site. Driving assessments can be included and Driver CPC training approval and certification is available, dependant of the mix and content of training to be delivered. Call DAF EcoDrive Driver Training for more information...

- Vehicle familiarisation – LF, CF, XF
- Daily walk-around checks
- Are you sitting comfortably? Seat, steering and mirror adjustments
- Digital information panel – including oil warnings, fuel consumption, trip information
- On-board diagnostics
- Digital tachograph operation
- Operation of traction control, traction assist and dump switch
- Hill start aid
- Effective use of the exhaust brake and MX engine brake
- Cruise control and personal speed limiters
- Tyre pressure monitoring
- AS Tronic and AS Tronic Lite
- Fuel-efficient driving style and items which affect fuel economy
- AdBlue



### ***Driving for the environment***

This product-specific course is a mix of classroom and practical in-cab training and is already Driver CPC approved...

- Vehicle introduction
- Daily checks
- Engine characteristics and vehicle dynamics
- Daily influences - rolling resistance, aerodynamic drag, seasonal, traffic environment, driver
- Driving hints and tips
- Walk-around daily checks
- Assessment, demonstration and comparison drive

(7-hour module)



*With you all the way*

## **DAF Driver CPC classroom training**

**The following courses have been approved by the Joint Approvals Unit for Periodic Training (JAUPT) and will count towards the Driver CPC Periodic Training requirement. Each of the classroom modules listed can be delivered as stand-alone courses or tailored into a specific programme of Driver CPC training with appropriate approvals – and you choose the venue...**

### **Focus on fuel economy and the environment**

Fuel is one of the highest direct costs in running a transport operation, with a potentially huge effect on the bottom line. The need to operate your vehicles as efficiently and safely as possible is therefore of paramount importance. A fuel-aware driver also has a positive impact on the environment with a reduction in CO<sub>2</sub> emissions and other tailpipe pollutants. This training aims to develop an understanding of mechanical sensitivity and the need to reduce overall costs in fuel, tyre wear and on-going maintenance...

- Factors affecting fuel consumption
- Pollutants and legislation
- EGR, SCR and AdBlue
- Economy driving techniques
- The carbon economy
- Other ways to save fuel
- The future of fuel

(7-hour module)



### **Focus on safety and the law**

This course aims to raise awareness of the driver's role in creating and maintaining a safe working environment in line with current policies and legislation...

- Legislation
- Weights and dimensions
- Safe loading
- Axle loads
- Weight distribution
- Multi-drop and diminishing loads
- How to stay safe and legal

(7-hour module)

### **Driver's responsibilities and the law**

Responsibility for compliance with the law lies with both the driver and the employer. Ensuring drivers understand the rules and their personal responsibilities helps to develop a culture of safety and compliance, leading to a reduction in offences and corresponding costs...

- A truck driver's responsibilities
- Daily checks and penalties for non-compliance
- Driving for fuel efficiency
- Truck technology and how to get the best out of it
- Digital tachographs and drivers' hours
- Working Time Directive and mobile workers
- Future technology and legislation

(7-hour module)

### ***Focus on customer care***

Drivers who are aware of the importance of giving customers a positive experience at the point of contact are an asset to any company. This course aims to develop customer care skills and provide the tools to deal with 'challenging' customers...

- Defining the customer and service
- Understanding customers' needs, wants and expectations
- The impact of behaviour and attitude - impressions and 'moments of truth'
- Creating rapport with customers
- Positive use of spoken words, voice and body language
- Effective questioning and listening skills
- Understanding and dealing with awkward or dissatisfied customers

(7-hour module)

### ***Defect reporting, safe loading and duty of care***

This course demonstrates the legal requirements in respect of carrying out daily vehicle checks, defect reporting and safe loading, along with the penalties for non-compliance...

- Legal requirements of driver and operator
- Procedure and legality of carrying out daily checks
- Understanding defect reports
- VOSA
- Fixed penalties
- Loading safely and legally, complying with vehicle and axle weights
- Securing loads on a vehicle
- Load safety and the delivery journey
- Unloading and delivering safely and legally
- Manual handling

(7-hour module)

### ***Drivers' hours, working time and tachographs***

By keeping drivers constantly updated on changes in legislation and the need to maintain legal compliance, the risk of potential hefty fines or the possible loss of the company's Operator's Licence is avoided...

- Introduction to Driver CPC
- EU and domestic drivers' hours
- Legal requirements
- Working Time Directive
- Staying legal and penalties
- Analogue and digital tachographs

(7-hour module)

### ***Digital tachograph and drivers' hours***

The practical course gives an overview of drivers' hours and digital tachographs, covering legislation through to practical use, ensuring driver compliance. This training can be tailored to focus on the type of tachograph system in use by the operator...

- Drivers' hours and Working Time Directive
- Tachograph regulations
- Legal requirements for operator and driver
- VU system overview and operation - Stoneridge and Siemens/Continental
- Manual entries, pictogram and printout evaluation

(7-hour module)



## ***Keeping drivers safe and legal within the workplace***

Drivers need to be aware of the impact that lifestyle choices can have on themselves and other road users, and how simple changes can help prevent accidents and incidents from occurring in the workplace. The legal requirements for health and safety in the workplace are also covered...

- Health and safety origins and UK legislation
- Health and safety – whose responsibility?
- Accidents and simple steps to avoid them – manual handling/on the road
- Personal health
- In-cab comfort and driver fatigue
- In-cab equipment and use of mobile phones, MP3 players and Satnav
- Alcohol and substance abuse
- Attitude and observation of other road users, road rage
- Medical assistance available to professional drivers

(7-hour module)



## ***Mix-and-match 3.5-hour modules...***

3.5-hour modules are available, together with appropriate approvals, to build into semi-tailored 7-hour programmes...

- Accident procedure
- Defect reporting
- Health and safety
- Driver wellbeing

## ***Tailor-made programmes...***

Driver CPC accredited modules to make up a 7-hour programme and supplemented with additional material specific to suit the needs of the company and the operation...

- Fuel-efficient driving and environmental pollution
- Improvements in company driving standards
- Appreciating seasonal impacts and road safety awareness
- Loading vehicles safely and legally (complying with GVW and axle weights)
- Securing loads
- Load safety and the delivery journey
- Unloading and delivery, safely and legally
- Company image and the impact on the customer
- Personal and vehicle appearance
- Internal communications
- Instructions and paperwork - the responsibilities of employers and employees
- Loading, unloading and tidying up external sites and back at base
- Impact of bad customer service
- Acknowledging problems/issues and how to improve
- Dealing with conflicts and complaints – internally and externally
- Attitude and observation of other road users



*Our EcoDrive Driver Training partners...*

## ***Driver CPC approved and certified courses***

- Focus on fuel economy and the environment
- Focus on safety and the law
- Driver's responsibilities and the law
- Focus on customer care
- Drivers' hours, working time and tachographs



**JAUPT approved centre AC00288**

- Driving for the environment
- Defect reporting, safe loading and duty of care
- Digital tachograph and drivers' hours
- Keeping drivers safe and legal within the workplace
- Customer standards and improvements – tailor-made programmes



**JAUPT approved centre AC00415**

## ***In-cab driver and tailored training***

- **EconoDrive – 07801 842100**
- **Training Matters – 07940 562137**
- **Meteor Group – 01844 268394**



### **Contact us**

To find out more about the training we offer, prices, availability and Driver CPC accreditation, call

**DAF EcoDrive Driver Training - 0800 1214828**