



DRIVER CERTIFICATE OF PROFESSIONAL COMPETENCE (CPC)

Why and How

Purpose of ScotFLAG Training Sub-Group

1. The Driver CPC was introduced for Large Good Vehicles (LGVs >7.5 tonnes) and Passenger Carrying Vehicles (PCV) drivers throughout the UK in September 2009, as a result of EU Directive 2003/59,. The CPC requires all LGV and PCV drivers to complete 35 hours of periodic training by September 2014 in order to continue to drive professionally.
2. At a meeting held by Skills for Logistics in September 2010, industry representatives and Trade Unions raised concerns that road freight businesses may choose to delay training drivers until 2013, which could lead to problems with the supply / demand for training. This may result in a shortage of qualified HGV drivers from 2014.
3. Although a reserved matter, a lack of qualified HGV drivers would adversely impact the Scottish supply chain, Scottish businesses and hence the potential for achieving sustainable economic growth. For this reason, the Scottish Freight and Logistics Advisory Group (ScotFLAG) set up the Training Sub-Group. Its remit is:

'To monitor progress in delivering CPC training to HGV Drivers in Scotland with the aim of identifying - and seeking solutions to - any potential demand / supply provision before end of first 5 year period in 2014.'

4. The membership of the Sub-Group is:
 - Pam Stott - Chairperson (Transport Scotland Freight Team);
 - Jim May - Secretariat (Transport Scotland Freight Team);
 - Chris Campbell (Skills for Logistics);
 - Phil Flanders (Road Haulage Associations);
 - Chris MacRae (Freight Transport Association);
 - Mick Symon (UNITE); and
 - Willie Wilson (Scottish Government Sectoral Skills).

5. The Group met on 5 April 2011 and 28 June 2011 (minutes of meetings available here www.transportscotland.gov.uk/road/policy/freight/SFLAG/subgroups). The majority of the work to date has been carried out via electronic communication. This is the first report produced by the Group. It:
- identifies what training is required;
 - provides a snapshot of training undertaken to date;
 - proposes some next steps/actions to encourage uptake of training by drivers.

Methodology

6. A desk-top exercise was initially undertaken to identify, gather and then analyse available data. The Draft Report was then circulated to Sub-Group Members, JAUPT and DSA for comment and input. The recommendations on next steps / actions were discussed and agreed at the Sub-Group meeting on held 28 June.
7. The following data sources were used:
- the Driving Standards Agency (DSA) supplied broad UK wide information on drivers (this was a combination of both passenger carrying vehicles, PCVs, and longer goods vehicles, LGVs);
 - JAUPT supplied data on approved trainers and courses within Scotland.

Findings

Background to Drivers' CPC

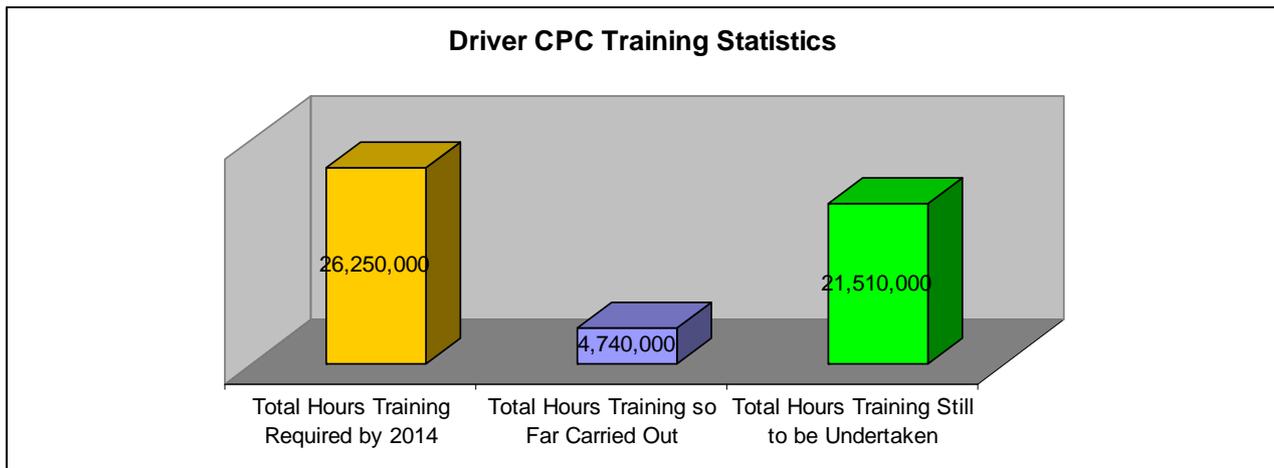
8. The Drivers' CPC aims to
- improve knowledge and skills;
 - continually develop knowledge and skills throughout drivers' working lives;
 - improve road safety through better qualified drivers.
9. The Initial Qualification must be achieved by new LGV and PCV drivers along with their vocational license to enable them to use their license professionally.
10. Subsequently, HGV drivers must undertake 35 hours of periodic training every five years to keep their Driver CPC. (Only approved courses taken with approved training centres will count towards periodic training.)
11. The Joint Approvals Unit for Periodic Training (JAUPT) has been appointed by the Driver Standards Agency (DSA) and is responsible for the approving training courses and for reviewing the quality of courses for Driver CPC. (More detail can be found on Driver CPC at ANNEX A.)

Training Statistics

12. For Great Britain as a whole, the statistics issued by the DSA showed that as of 15 March 2011 a total of 750,000 drivers' required CPC training (150,000 for public

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carrying vehicles (PCV) and 600,000 for longer goods vehicles (LGV)). The training requirements for these drivers is detailed in the matrix below:



13. This meant that in the first 23 months of the cycle, a total of 18% of the required training for both PCV + LGV drivers has been undertaken. These figures can further be broken down. CPC training for PCV drivers was introduced a year earlier than for their LGV colleagues i.e. 2008. The bus industry also has an improving reputation for training its staff. It is reasonable to surmise that although the PCV percentage share of the training could be taken as 20% (150,000 drivers out of a total of 750,000); the reality is different and more likely to be closer to 40%.

14. The approximate training undertaken by LGV drivers could be 2,844,000 hours, which equates to 13.5% of the total training required by the freight industry having been carried out, 38% of the way through the initial 5 year training cycle.

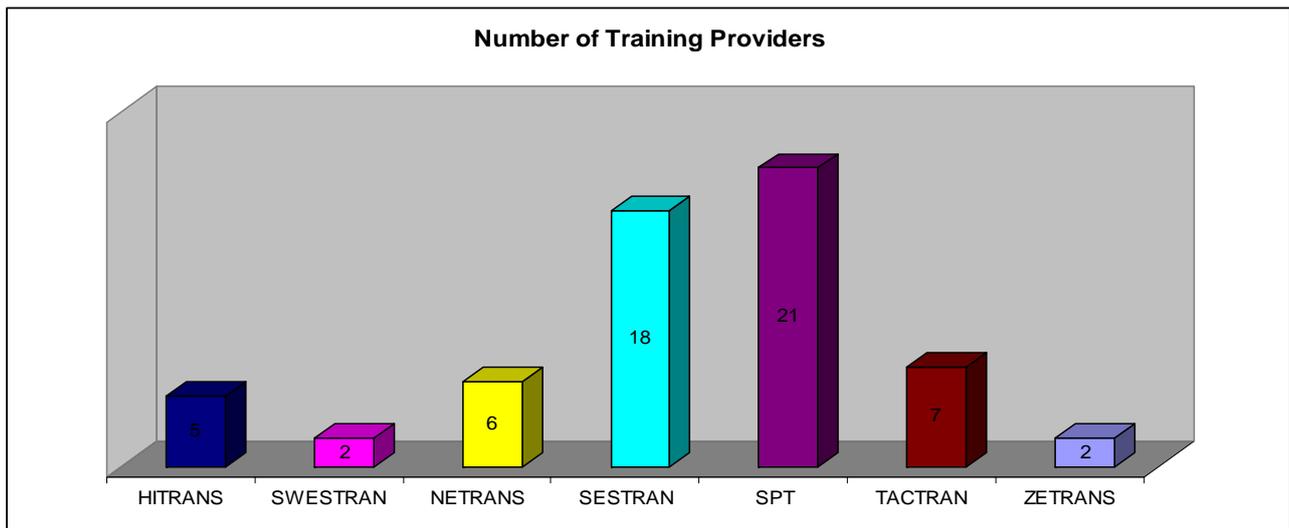
15. As no Scotland specific information is available from the DSA, approximate figures for training taken / to be taken can be calculated using the Barnett formula i.e.:

- Scottish HGV drivers are required to take a total of 2,100,000 hours of training;
- they have so far taken a total of 284,000 training. (13.5%).

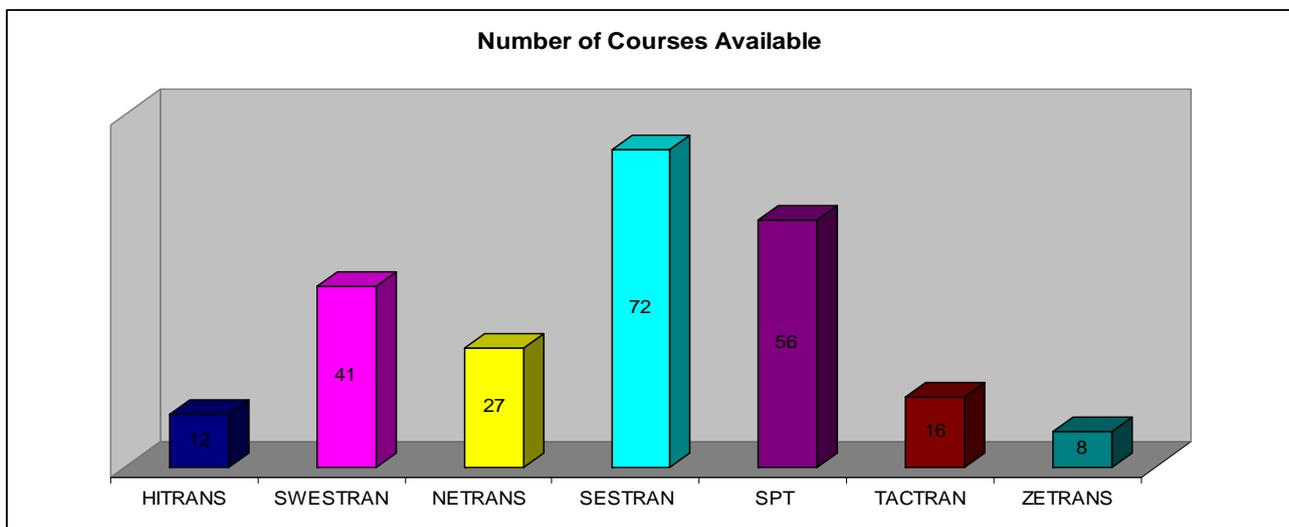
JAUPT Providers and Courses

16. The availability of training providers and Driver CPC courses has been broken down geographically for Scotland via Regional Transport partnerships i.e.

- Highlands and Islands Transport Partnership (HITRANS);
- South-West of Scotland Transport Partnership (SWESTRAN);
- North-East of Scotland Transport Partnership (NESTRANS);
- South-East of Scotland Transport Partnership (SESTRAN);
- Strathclyde Partnership for Transport (SPT);
- Tayside and Central Scotland Transport Partnership (TACTRAN);
- Shetland Transport Partnership (ZetTrans).



Numbers supplied by JAUPT - <http://www.drivercpc-periodictraining.org/en/approved-centres-courses/>



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17. More detailed information on training providers, and the courses they offer can be found in Annex B.

Driving Standards Agency (DSA) Activity

18. The DSA gave a presentation on their activity in relation to the Drivers' CPC at the Department for Transport's Road Freight Forum meeting held on 22 June 2011. Their view was that, according to their statistics, a good proportion of drivers were now engaged, although there is no room for complacency.

19. Points covered in the presentation included:

- **Identification of Key Risks**
 - insufficient drivers trained by 2014;
 - poor quality of training available negatively impacting on uptake
 - lack of awareness of need for training in hard to reach groups
 - demand/supply issues arising as a result of rush to complete training in run up to 2014

- **Details of JAUPT and DSA plans to address risks in 2011-12 period**
 - Risk targeted approach to audit and quality assurance process
 - Expansion of Quality Assurance team
 - JAUPT to conduct an additional 360 unannounced audits
 - Development of a dedicated QA Team within DSA
 - DSA to conduct an additional 250 unannounced audits
 - Maintain VOSA's enforcement commitment at roadsides and in Operator approval process

- **Communications**
 - DSA will continue to promote DCPC, working in partnership with industries
 - Key messages to industry = Not going away, Will be enforced, Don't leave it too late

Next Steps / Actions

20. Transport Scotland officials will remain in contact with DSA, seeking quarterly updates on training volumes in order to monitor progress.

21. The ScotFLAG Training Sub-Group will continue to monitor the situation and will meet when required.

22. A seminar will be facilitated by Transport Scotland – before March 2012 - to discuss the issues industry are facing regarding Driver CPC. This will be attended by a mixture employers, trade union representatives, Skills for Logistics and trade associations. Representatives from the Driving Standards Agency (DSA) will also be invited to attend.

23. A copy of the report will be published on the Transport Scotland website and forwarded to the Department for Transport for information.

BACKGROUND - DRIVER CERTIFICATE OF PROFESSIONAL COMPETENCE (CPC)

What is Driver CPC

1. The Driver CPC is for LGV and PCV drivers who drive professionally throughout the UK. It has been developed as a requirement of the EU Directive 2003/59, which is designed to improve the knowledge and skills of professional LGV and PCV drivers throughout their working life. There are two parts to the legislation:
2. The Initial Qualification must be achieved by new LGV and PCV drivers along with their vocational licence to enable them to use their licence professionally. [Click here to download an information leaflet](#)
3. Periodic Training; 35 hours of training every 5 years must be attended by all professional drivers.

Who Will be Affected

4. An individual's circumstances will determine how they acquire the Driver CPC.
5. New drivers who acquire a PCV vocational entitlement after the 10th September 2008 and/or an LGV vocational entitlement after the 10th September 2009 will have to obtain the Initial Qualification in addition to their licence to drive professionally.
6. New drivers who undertake a National Vocational Training programme are still able to obtain a vocational licence but can defer the Initial Qualification by up to a maximum of one year whilst, still being able to drive professionally. An example of a National Vocational Training programme would be an Apprenticeship in Driving Goods Vehicles. Drivers intending to use this concession will have to register with the Driving Standards Agency.
7. Existing drivers who held a vocational licence prior to the 10th September 2008 (PCV) or the 10th September 2009 (LGV) are exempt from the Initial Qualification. This is known as "acquired rights".
8. All professional drivers (new and existing drivers) must complete a total of 35 hours Periodic Training every 5 years following their "acquired rights" or Initial Qualification to keep their Driver CPC valid. Existing drivers must complete their Periodic Training by September 2013 (PCV) and September 2014 (LGV).
9. There is a number of Driver CPC exemptions associated with the Directive. These are listed below:
 - vehicles with a maximum speed not exceeding 45 Kph;
 - vehicles used by or under control of the armed forces, civil defence the fire service and forces responsible for maintaining public order;

ANNEX A (Cont)

- vehicles undergoing road tests for technical development, repair or maintenance purposes, or of new or rebuilt vehicles which have not yet been put into service;
- vehicles used in states of emergency or assigned to rescue missions;
- vehicles used in the course of driving lessons for any person wishing to obtain a driving licence or Driver CPC;
- vehicles used for non-commercial carriage of passenger or goods – for personal use;
- vehicles used for carrying material or equipment to be used by the driver in the course of his or her work, providing that driving the vehicle is not the drivers' principle activity.

10. Ultimately, it is up to the driver and their employer to decide if they are covered by these exemptions, and if necessary, justify it to the competent authority. Therefore the JAUPT would strongly advise that if a driver believes they are exempt from the Driver CPC that they should seek independent legal advice.

Joint Approvals Unit for Periodic Training (JAUPT)

11. The Driving Standards Agency (DSA) realised that the implementation of the Periodic Training element of Driver CPC would require an approvals unit to approve Periodic Training centres and courses.

12. Within the two industry sectors that are affected by this legislation, passenger transport and freight transport, there are two organisations called Sector Skills Councils (SSC's). These were set up by the government to help the employers in their sectors improve the skills levels of their workforce. The DSA agreed with these two organisations, Skills for Logistics (freight transport) and GoSkills (passenger transport) that they should manage the Periodic Training approvals process.

13. The two SSC's set up a jointly run organisation called the Joint Approvals Unit for Periodic Training (JAUPT) to manage the approvals process for Periodic Training centres and courses. The JAUPT is based in Milton Keynes and supports training providers or operators who wish to become approved to deliver Periodic Training. This also includes operators who wish to deliver Periodic Training exclusively to their own employees.

Approved Centre and Course Quality Assurance Auditing

14. Every JAUPT Approved Training centre is subject to a Quality Assurance Audit by the Joint Approvals Unit for Periodic Training (JAUPT). The audit visit will consist of a detailed inspection the approved centre's policies & procedures and the systems in place for maintaining quality standards; along with observation of a live training session.

15. The Approved Centre or Consortium Lead will be contacted by a JAUPT auditor to arrange an appointment for the Quality Assurance Audit.

16. During the Quality Assurance Audit the JAUPT Auditor will look at and report on the following:

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- inspection of centre documentation such as: records of training delivered (including name of trainer), evidence of trainer appropriateness to deliver the approved course(s) for example qualifications, the accuracy of records held on sub-centre/consortium member addresses (or any other locations where training is delivered), policies such as H&S, Trainer CPD, Quality Assurance, Equal Opportunities, Data Protection, Vehicle Documentation (if appropriate);
- review of the general management of the centre, including procedures for identity checking of drivers, use of the central driver recording database, use of course evaluations and quality assurance (including systems to manage any multi site delivery);
- discussion with the Driver CPC Course Administrator to go through the administration process for a specific course;
- evaluation of the delivery of a course by attending a course for at least 2 hours at the start or finish;
- general discussion with the trainer regarding procedures, course delivery and staff training;
- general discussion with the drivers attending the course regarding delivery, content and the trainer, where possible.

Driver CPC Training Providers in Scotland

The geographical spread of Driver CPC providers based within Scotland is detailed in the matrixes below placing them within the Regional Transport Partnership areas of responsibility.

Highlands and Islands Transport Partnership (HITRANS):

Name	Training Offered	Telephone	Main Contact	Main Area
Highland Training Services	<ul style="list-style-type: none"> • CPC Driver Training Initial • CPC Driver Periodic 	01463 224271	David Mackintosh	Inverness
INTRANS	<ul style="list-style-type: none"> • Driving for Safety and Fuel Efficiency • Emergency First Aid For Drivers • Manual Handling For Drivers • One Day Periodical Training - Passenger Care • Passenger Care & Safety Module 	07765 212608	Jim McCreath	Inverness
North West Training	<ul style="list-style-type: none"> • Master Driving Module 	01851 705155	Norman MacIver	Marybank
SPW Management Solutions	<ul style="list-style-type: none"> • Driver CPC 	01463 711441	Paul Maddox	Inverness
The North Highland College	<ul style="list-style-type: none"> • Dealing with Customers and Emergency Training • Driving Safely and Hazard Perception Skills • Online Training • Emergency Evacuation 	01847 889533	Katrine Coghill	Thurso

South-West of Scotland Transport Partnership (SWESTRAN):

Name	Training Offered	Telephone	Main Contact	Main Area
Garroch Training	<ul style="list-style-type: none"> • Driver CPC Road Safety Compliance 	01387 274194	Shirley Smith	Cargenbridge
Nithcree Training Services	<ul style="list-style-type: none"> • Counter Balance Lift Truck Experienced Operator • Eco Driving Techniques • Emergency First Aid 	01387 256528	Jo Edkins	Dumfries

North-East of Scotland Transport Partnership (NESTRANS):

Name	Training Offered	Telephone	Main Contact	Main Area
Central Training School	<ul style="list-style-type: none"> • Basic Mechanical Principles & Customer Care • CTS Advanced Driving Systems 	01224 890089	Chris MacNeil	Aberdeen
Dangerous Goods Management	<ul style="list-style-type: none"> • Customer Care • Health & Safety Awareness in Road Transport, Manual Handling 	01224 773776	Lesley Finnie	Aberdeen
McPherson Training	<ul style="list-style-type: none"> • ADR Initial • ADR Refresher • CPC 5 Day Course • Customer Awareness & Service Levels • Health, Safety & Diet • Digital Tachographs • Road Signs, Safety & Security for LGV's • Drivers Hours & Analogue Tachographs • Circle Checking of Vehicles • Manual Handling • Regulations Governing Safe Handling • Safety in Forestry • First Aid for Drivers • Defensive Driving & Fuel Economy 	01343 541211	Richard Allen	Elgin
AquaTerra Training Ltd.	<ul style="list-style-type: none"> • ADR Initial • ADR Refresher • Driver CPC Legislation (Module 1) • Driver CPC Fuel Economy (Module 2) • Driver CPC Load Security (Module 3) • Driver CPC First Aid & Emergencies (Module 4) • Dangerous Goods Safety Advisor 	0845 257 7571	Claire McGillivray Lesley Robinson	Aberdeen and Aberdeenshire
SPS Training Services	<ul style="list-style-type: none"> • Awareness of Transport Emergency Procedures 	01224 569569	Michael Shouls	Aberdeen
Whyte's Transport Training	<ul style="list-style-type: none"> • Advanced Safe and Skilled Driving • Drivers Hours & Legal Duties 	01651 862211	Steven Whyte	Aberdeen

South-East of Scotland Transport Partnership (SESTRAN):

Name	Training Offered	Telephone	Main Contact	Main Area
CTTS Management Ltd	<ul style="list-style-type: none"> • CPC Driver Training Initial • CPC Driver Periodic 	01506 633100	James McEwan	Bathgate
Edinburgh's Telford College	<ul style="list-style-type: none"> • Accident Procedures & Dangerous Goods 	0131 559 4000	Myra Dickson	Edinburgh
Enroute TDS Ltd	<ul style="list-style-type: none"> • Drivers' Hours • Vehicle Maintenance 	01334 657742	Thomas Gracie	Cupar
Fife Partnership Training	<ul style="list-style-type: none"> • Safe & Economical Driving within the Public Sector • Vehicle Defect Reporting & Digisimulator for Drivers 	08451 555555	Tom Robertson	Fife
Fitzcharles Coaches Ltd	<ul style="list-style-type: none"> • Drivers CPC Induction Year 1 	07747 465743	David Fitzcharles	Grangemouth
Forde Training Services Ltd	<ul style="list-style-type: none"> • Analogue Tachographs • Digital Tachographs – Actia, Siemens, Stoneridge • Vehicle & Load Handling Systems • Safe Vehicle Loading • Principles of Safe, Economic & Defensive Driving • Safe, Economic & Defensive Driving • Health & Safety in Transport • Personal Wellbeing and Health & Safety in Transport • Company Procedures & Customer Care • Secure Transport Operations 	01506 862111	Stephen Forde	Broxburn
Impact Training Solutions	<ul style="list-style-type: none"> • Safe Drivers, Accidents-Causes & Responsibility 	0845 459 9930	Ted Rae	Bathgate
Logistics Training Solution	<ul style="list-style-type: none"> • 1 Day SAFED Course • Drivers Hours and Tachograph Legislation • Eco Driving / Defensive Driving • Vehicle Loading & Road Safety 	0780 1285 679	John Brady	Armadale

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Midlothian Council	<ul style="list-style-type: none"> • Incident Procedure & Emergency First Aid 			Midlothian
Moffat & Williamson Ltd	<ul style="list-style-type: none"> • Safe Fuel Efficient Driving 	01382 541159	Henry Duncan	Newport on Tay

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Operational Services	<ul style="list-style-type: none"> • Drivers Hours and Methods of Recording 	01506 776612	Matthew Baxter	Bathgate
Road Haulage Association	<ul style="list-style-type: none"> • CPC Refresher Training Course • Daily Walk-Round Checks • Emergency First Aid • Operator License Knowledge • In Cab – Defensive & Fuel Efficient Driving • National Freight CPC Module 1 • National Freight CPC Module 2 • National Freight CPC Module 3 • National Freight CPC Module 4 • National Freight CPC Module 5 • Practical Safe Loading of Commercial Vehicles 	01733 261456	Pat Glancy	Across Scotland
Sibbald Ltd	<ul style="list-style-type: none"> • Drivers Hours, Analogue & Digital Tachographs • Vehicle and Load Handling Systems • Safe Vehicle Loading • Principles and Techniques of Safe, Defensive & Economic Driving • Health & Safety In Transport • Personal Wellbeing & Transport Health & Safety • Company Procedures and Customer Care • Secure Transport Operations. 	01501 750900	John McMillan	Bathgate
Freight Transport Association	<ul style="list-style-type: none"> • Driver CPC • Awareness of Transport Emergency Procedures • Awareness of Transport Health and Safety • Basic Safe Loading of Goods Vehicles • Customer Care and Code of Conduct for Passenger Operations • Dangerous Goods Awareness • Digisimulator for Drivers • Drivers' Hours, Working Time and Analogue Tachograph Records 	08717 112222	Service Team	Across Scotland

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	<ul style="list-style-type: none"> • Driver Welfare • Driving Skills 			
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Freight Transport Association	<ul style="list-style-type: none"> • Goods Vehicles Manual Handling • Operator Licence Awareness Training (OLAT) • Operator Licensing, Drivers' Hours and Working Time • The Professional Driver: Driving Values • Safe, Environmental and Fuel Efficient Driving • Urban Deliveries • Vehicle Checks and Defect Reporting • Vehicle Operator and Driver Licensing • ADR Dangerous Goods Initial Training • ADR Dangerous Goods Refresher Training 	08717 112222	Service Team	Across Scotland
Train'd Up	<ul style="list-style-type: none"> • Customer Care and DDA • Digital Tacho • Driver Development • Drivers Hours & WTD • Vehicle Checks and Defects 	0845 602 9665	Louise McCallum	Menstrie
Transport Training Skills	<ul style="list-style-type: none"> • "Out in 3" – Emergency Vehicle Evacuation 	0870 850 2832	Kenny Duncan	Edinburgh

Strathclyde Partnership for Transport (SPT):

Name	Training Offered	Telephone	Main Contact	Main Area
AJG Transport Consultancy	<ul style="list-style-type: none"> • Driver CPC Essentials • Driver Essentials including Manual Handling 	07939 674440	Andrea Gardner	Motherwell
Benslie Training Ltd	<ul style="list-style-type: none"> • LGV Essentials • Health & Safety and Fuel Efficient Driving 	07973 439294	Sandra Gilbert	Kilwinning
Bridgend Training Facility Ltd	<ul style="list-style-type: none"> • Daily Walk Around Checks • Drivers Hours & Tachograph 	0141 445 0404	Tom Wallace	Glasgow

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	<ul style="list-style-type: none"> • Emergency First-aid at Work 			
Carntyne Transport Ltd	<ul style="list-style-type: none"> • Driver CPC 	0141 810 8219	Tom Lawson	Glasgow
Dow Waste	<ul style="list-style-type: none"> • Driver Essentials Pt 2 	01236 730730	Brian Wray	Cumbernauld

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Driver Hire Paisley	<ul style="list-style-type: none"> • EU Drivers Hours & RT(WT) 	0141 887 7681	G. Edgerton	Paisley
Graham Robison Transport	<ul style="list-style-type: none"> • LGV Driver Essentials (5 Day Course) • EU and Domestic drivers hours regulations • Periods of availability • Working Time Directive • Rest Periods • Use of Tachograph Equipment • Tachograph Recording • Daily Walk-Round Checks 	01236 422517	Graham Robison	Coatbridge
GTG Training Ltd	<ul style="list-style-type: none"> • ADR • ADR Refresher • Drivers Health & Safety Modular Course • Drivers Hours & Tachograph • Gas-Feed Course 	01419 505669	Billy Hammond	Glasgow
ICU Driver Training	<ul style="list-style-type: none"> • Loading and Unloading • Vehicle Safety 	07831 529700	Chris Upsall	Polmont
JB Management (Scotland)Ltd	<ul style="list-style-type: none"> • Driver CPC 	01292 886664	Evelyn Kozicki	Ayr
Jim Mair Driver Training Ltd	<ul style="list-style-type: none"> • ADR Carriage of Dangerous Goods • First Aid Appointed Person • SAFED 	01560 600060	Chris Bryan	Kilmarnock
JW Filshill Training Centre	<ul style="list-style-type: none"> • Digital Tachograph & Healthy Diet & Fatigue Management 	0141 883 7071	Robin Spalding	Hillington
JW Morrison Haulage Training	<ul style="list-style-type: none"> • Safe & Fuel Efficient Driving Practices 	01357 300414	Andrea McQuade	Strathaven
Killoch Training Centre	<ul style="list-style-type: none"> • 1 Day H & S and Environmental Course • Driver Responsibilities and Manual Handling Training 	01290 700700	Gareth Richards	Cumonck
LAGTA/SPX	<ul style="list-style-type: none"> • Customer Care • Digital/Analogue Tachograph • Emergency First Aid • First Aid at Work (Day 1) 	01698 835426	Gordon McGarvie	Motherwell

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	<ul style="list-style-type: none"> • First Aid at Work (Day 2) • First Aid at Work (Day 3) 			
NATA	<ul style="list-style-type: none"> • Driver Hours & Tachographs 	0141 5481565	John Blake	Glasgow

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	<ul style="list-style-type: none"> • Emergency First Aid Training 			
Orion People Solutions Ltd	<ul style="list-style-type: none"> • Carriage of dangerous goods by road (ADR) • Driver CPC 	01418 837760	Paul Hastie	Glasgow
Ritchies Training Centre Ltd	<ul style="list-style-type: none"> • ADR Refresher Course • Awareness for Drivers Transporting Dangerous Goods in Road Tankers • Carriage of Dangerous Goods • Digital Tacho, Drivers Hours • Emergency First Aid • First Aid for Drivers • Health & Safety 	0141 557 2212	David Ritchie	Glasgow
Robert Wiseman Dairies HQ	<ul style="list-style-type: none"> • SAFED 	01501 745270	George Nicoll	Glasgow
Scotguide	<ul style="list-style-type: none"> • Customer Service (2) & Drive Time Regulations 	0141 204 0444	Kenny Wilson	Glasgow
Thomas Young & Sons (E.T) Ltd	<ul style="list-style-type: none"> • Drivers' Essentials • Manual handling • Accident Reporting 	01698 827700	Carol Wilson	Glasgow

Tayside and Central Scotland Transport Partnership (TACTRAN):

Name	Training Offered	Telephone	Main Contact	Main Area
Angus HGV Training	<ul style="list-style-type: none"> • Fundamentals of Driving Large Vehicles 	01241 411007	Kenneth Bannon	Angus
CJ Lang & Son Limited	<ul style="list-style-type: none"> • Drivers Responsibilities • Driving Standards & Assessments 	01382 512000	Ian Small	Dundee
Road Haulage Association	<ul style="list-style-type: none"> • Certificate of Professional Competence 	01733 261456	Pat Glancy	Edinburgh
David Murray Transport Ltd	<ul style="list-style-type: none"> • Driver Essentials • Safe Loading • Daily Walk-Round Checks 	01241 853766	David Murray	Carnoustie

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Fishers Tours Driver CPC	<ul style="list-style-type: none"> • Fishers Tours Driver CPC Training 	01382 455177	James Cosgrove	Dundee
GoAhead Training HO	<ul style="list-style-type: none"> • Customer Awareness & Interactive Skills Course • Health, Emergency Response and First Aid 	01382 623261	Daniel Watson	Dundee

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Stagecoach Bus UK HO	<ul style="list-style-type: none"> • Dealing With Difficult Customer Situations • Disability Awareness & Social Inclusion • Engineering – Planning for Customer Service • Experience – The Difference • Safe & Skilled Driving 	01738 642089	Dot Hermiston	Perth
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Shetland Transport Partnership (ZetTrans):

Name	Training Offered	Telephone	Main Contact	Main Area
Train Shetland	<ul style="list-style-type: none"> • First Aid at Work 	01595 744749	Fiona Stirling	Lerwick
Drive Shetland Training	<ul style="list-style-type: none"> • Accident Causes Prevention • Basic First Aid • Drive Shetland Modular CPC Training Course • Risk Assessment for Professional Drivers • Safe Use of Lorry Mounted Cranes 	01595 694843	Peter Peterson	Gulberwick