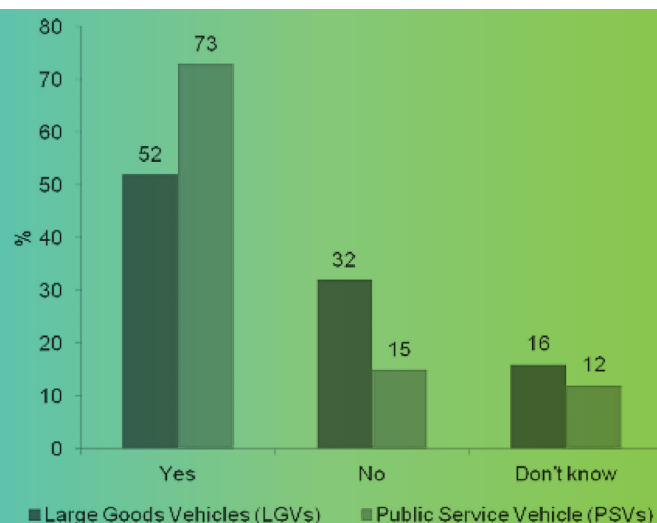



# Driver Certificate of Professional Competence Interim Evaluation



Prepared by:   
Paul Davison  
Consultant

  
Cath Houldin  
Consultant

  
Peter Hayes  
Senior Consultant

Checked by:   
Geoff Clarke  
Associate Director

Approved by:   
Jo Christensen  
Regional Director

#### Driver Certificate of Professional Competence Interim Evaluation

Rev No	Comments	Checked by	Approved by	Date
1	Internal Draft for Review	GC	JC	31/08/12
2	Review following client comments	GC	JC	30/11/12

AECOM House, 179 Moss Lane, Altrincham, Cheshire, WA15 8FH  
Telephone: 0161 927 8200 Website: <http://www.aecom.com>

Job No 60268363

Reference

Date Created November 2012

This document has been prepared by AECOM Limited for the sole use of our client (the 'Client') and in accordance with generally accepted consultancy principles, the budget for fees and the terms of reference agreed between AECOM Limited and the Client. Any information provided by third parties and referred to herein has not been checked or verified by AECOM Limited, unless otherwise expressly stated in the document. No third party may rely upon this document without the prior and express written agreement of AECOM Limited.

p:\ukmcr1-tp\projects\transport planning - driver cpc interim evaluation\task 8 - reporting\dsa draft report v2.docx

# Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
1.1	Background .....	2
1.2	Research Objectives.....	2
1.3	Structure of the Report .....	3
<b>2</b>	<b>Methodology .....</b>	<b>5</b>
2.1	Introduction .....	5
2.2	Stakeholder Consultation.....	5
2.3	Research with Operators .....	5
2.4	Research with Drivers.....	6
<b>3</b>	<b>Stakeholder Research .....</b>	<b>8</b>
3.1	Introduction .....	8
3.2	Awareness & Understanding .....	8
3.3	Implementation .....	8
3.4	Course Choice .....	9
3.5	Administration .....	9
3.6	Audits.....	9
3.7	Enforcement .....	10
3.8	Subsidies .....	10
3.9	Alternatives and Improvements .....	10
3.10	Other research sources .....	10
3.11	Scheme Anomalies.....	11
3.12	Impacts .....	11
3.13	Opinion .....	11
3.14	Issues .....	12
<b>4</b>	<b>Operator Views and Attitudes .....</b>	<b>15</b>
4.1	Introduction .....	15
4.2	Quantitative Driver Survey .....	15
4.3	Depth Interviews .....	15
4.4	Industry Breakdown .....	15
4.5	Awareness of Driver CPC .....	18
4.6	Driver CPC Training and Evaluation .....	22
4.7	Driver CPC Periodic Training Courses and Costs .....	32
4.8	Impacts of Driver CPC .....	36
<b>5</b>	<b>Driver Views and Attitudes.....</b>	<b>45</b>
5.1	Introduction .....	45
5.2	Sample Profile .....	45
5.3	Awareness and general views of Driver CPC .....	47
<b>6</b>	<b>Summary of Findings.....</b>	<b>70</b>
6.1	Introduction .....	70
6.2	Awareness and Perception .....	70
6.3	How training is undertaken and evaluated .....	70
6.4	Outstanding Training Requirements .....	72
6.5	Courses and Costs .....	73
6.6	Impacts of Driver CPC .....	74
	<b>Appendix A – Stakeholder Depth Interview Topic Guide .....</b>	<b>76</b>
	<b>Appendix B – Operator Survey and Depth Interview Topic Guide .....</b>	<b>78</b>
	<b>Appendix C – Driver Survey and Focus Group Topic Guide .....</b>	<b>80</b>

## **1 Introduction**

Capabilities on project:  
Freight  
Social and Market Research

# 1 Introduction

## 1.1 Background

The need for a Certificate of Professional Competence for Transport Managers has existed for many years. In a bid to further improve the professionalism of road transport the EU developed a Directive, aimed at drivers. The UK Government introduced the Certificate of Professional Competence scheme for drivers of with Large Goods Vehicle (LGV) and Passenger Service Vehicles (PSV) in compliance with EU Directive 2003/59, which was adopted in July 2003. It makes it mandatory for all professional Large Goods Vehicle (LGV) and Passenger Service Vehicles (PSV) drivers to hold a Driver's Certificate of Professional Competence (Driver CPC). The Driver CPC scheme for PSV drivers was implemented in September 2008, followed by a similar scheme for LGV drivers in September 2009.

Drivers who already held a vocational licence on the implementation dates were deemed to hold Driver CPC through 'acquired rights'. New PSV and LGV drivers are required to pass an initial qualification comprising four hours theory testing and two hours practical testing, as well as holding the appropriate vocational driving licence. All drivers holding a licence need to complete 35 hours of approved training every 5 years if their Driver CPC accreditation is to remain valid. There is no criterion within the scheme for training to be undertaken at regular intervals during the 5 year period. It can be undertaken for example during just one 5-day week block.

It is anticipated that Driver CPC has impacted on driver knowledge, skills, motivations, attitudes and behaviours but it is unclear how positive this has been and whether the change can be assessed either qualitatively or quantitatively. The DSA published results showed that for the year starting from April 2009, 4,773 people passed the DSA Conducted module 4 (CPC) with a Pass Rate of 79.8%.

In 2008, the Driving Standards Agency (DSA) commissioned the creation of an evaluation framework to measure the impacts and benefits of the Driver CPC scheme. This produced a pre-policy baseline position and an evaluation framework which combines primary and secondary data. Primary data provides indicators of how the Driver CPC scheme is impacting on driver attitudes and behaviours, and on how operators are reacting to the scheme. The DSA has commissioned AECOM to undertake this study which is aimed at achieving a better understanding of the impacts by speaking to drivers, trainers and operators to assess experiences of the training, both practically and operationally. It is also important to see whether Driver CPC scheme has affected driver recruitment, retention, overall training levels and other issues such as use of foreign drivers, effect on accident levels, customer complaints and driving offences.

This research provides an interim evaluation of the Driver CPC scheme to measure impact since the baseline position in 2008.

## 1.2 Research Objectives

The objectives of the research were to:

- Obtain the views of LGV and PSV drivers and on their experiences of conducting the initial qualification process, the approach adopted to comply with Driver CPC periodic training requirements and their experiences of undertaking this training.
- Establish from operators if they provide training programmes for their drivers and their views on the impact of the scheme on recruitment and retention of drivers and any benefits they have realised as a result of the training.

To meet these objectives the interim evaluation involved two main tasks:

- Consultation with industry stakeholders to review data they may hold which could potentially be used to inform the evaluation; and
- To conduct qualitative and quantitative primary research with a sample of operators and drivers of PSV's and LGV's to obtain their views on and experiences of the scheme.

Capabilities on project:  
Freight  
Social and Market Research

### **1.3 Structure of the Report**

This report presents the findings from the interim research undertaken with stakeholders, operators and drivers. A description of the research methodology is presented in Chapter Two and the views and opinions of the stakeholders consulted are presented in Chapter Three. The subsequent chapters are structured as follows:

- Chapter 4: Operator Views and Attitudes;
- Chapter 5: Driver Views and Attitudes; and
- Chapter 6: Summary and Conclusions.

## **2 Methodology**

Capabilities on project:  
Freight  
Social and Market Research

## 2 Methodology

### 2.1 Introduction

Our approach to the study took the form of three key areas of research:

- Stakeholder consultation;
- Research with Operators; and
- Research with Drivers;

### 2.2 Stakeholder Consultation

We spoke to a range of interested stakeholders in order to access and analyse secondary data of relevance to the study and to provide contextual information of relevance to the research. The following organisations were approached and agreed to participate in depth interviews with a member of our research team:

- Freight Transport Association (FTA);
- Road Haulage Association (RHA);
- Sector Skills Councils including Skills for Logistics;
- Confederation of Passenger Transport (CPT);
- Driver Training Companies;
- Driver Agencies;
- Traffic Commissioners;
- VOSA;
- CILT and their relevant Forum Groups;
- Police; and
- Bus Passenger User Groups.

A topic guide was prepared as the basis for the stakeholder interviews. Key question areas were covered with each stakeholder to obtain their views on the Driver CPC scheme and to identify any secondary data they may hold or be aware of which could inform the evaluation. These included:

- General issues facing industry;
- Overview of Driver CPC Scheme;
- Impact of Driver CPC;
- Driver Training Courses; and
- Evidence Provision.

A copy of the topic guide can be found in Appendix A

### 2.3 Research with Operators

A two staged approach was used in order to consult with operators, qualitative research taking the form of depth interviews and quantitative data derived from an online survey.

#### 2.3.1 Qualitative Research with Operators

Twenty-one depth interviews were undertaken with operators. These face-to-face interviews explored in detail views on Driver CPC scheme and areas such as training provision.

The topic guide for the depth interviews covered areas including:

- General Issues facing operators;
- Driver CPC in general;
- Driver CPC training and evaluation;
- Driver CPC training courses and costs; and
- Impacts of Driver CPC

Capabilities on project:  
Freight  
Social and Market Research

A copy of the topic guide and survey questionnaire can be found Appendix B.

### 2.3.2 Quantitative Survey with Operators:

This took the form of an online survey with a sample of 111 operators to obtain key details on their views towards the scheme. Interviews were undertaken with two main groups of operators:

- PSV Operators: those with one or more drivers who hold class D licences and are therefore able to drive fare paying buses and coaches; and
- Freight Operators: those with one or more drivers who hold class C or C+E licences and are therefore eligible to drive rigid or articulated vehicles respectively.

Seventy seven questionnaires were completed by PSV Operators and 34 by LGV Operators.

## 2.4 Research with Drivers

As with operators a two staged approach was used with drivers:

- Qualitative Research: to provide depth and detailed information; and
- Quantitative Survey: to provide a measure of impact with drivers since the baseline.

### 2.4.1 Qualitative Research with Drivers

Two focus groups were undertaken with drivers at a truck stop, along with one focus group with PSV drivers at a bus depot

As it was difficult to undertake a second focus group with PSV drivers due to change over and shift times preventing the majority of drivers from being available at the same time, additionally depth interviews were carried out at Altrincham Bus Station to provide more qualitative feedback from the PSV industry. The problem of variable shift patterns was common to many bus operators and therefore the methodology was adapted for practical reasons.

Topics covered during the qualitative research included:

- Awareness of Driver CPC;
- Driver CPC Training;
- Training Evaluations;
- Training Costs; and
- Impact of Driver CPC.

### 2.4.2 Quantitative Survey with Drivers

Face to face surveys were undertaken at a number of truck stops and bus stations across the country. These included:

- Washington Services (North East);
- Lymm Services (North West);
- Toddington Services (South East);
- Watling Street Café (South East);
- Stockport Bus Station (North West); and
- Altrincham Bus Station

In addition, a small number of driver interviews were conducted at company sites such as Arriva.

In total, a face to face survey of 216 drivers included 79 PSV drivers and 137 LGV drivers was undertaken.

### **3 Stakeholder Research**

Capabilities on project:  
Freight  
Market Research

## 3 Stakeholder Research

### 3.1 Introduction

As part of the Interim evaluation a number of stakeholders were contacted and asked to provide their views on Driver CPC. In addition AECOM attended a total 13 interviews, which were conducted between the 6<sup>th</sup> and 26<sup>th</sup> of June 2012. Stakeholders included industry associations, training providers, Department for Transport & the Vehicle and Operator Services Agency (VOSA). The aim of the interviews was to access and analyse secondary data of relevance to the study and to provide contextual information of relevance to the research.

The interviews covered the following topics: general industry issues, industry opinion of Driver CPC, implementation and the effect of Driver CPC.

Driver CPC is a hot topic in the industry and stakeholders were forthcoming with their views. Overall there is an acceptance that Driver CPC has been positive for the driving profession but there are some areas that require improvement.

### 3.2 Awareness & Understanding

There is near universal agreement that the level of awareness around Driver CPC is not sufficient. The road transport industry has a large number of small organisations who are difficult to reach. Despite various communications being sent by trade associations and in the trade press it is felt that many of these operators and drivers would not read them so would not be fully aware of what is required. For example, currently some drivers do not know that it is their responsibility to ensure they complete the 35 hours training.

Many of the stakeholders felt that the marketing of Driver CPC is poor and efforts through the trade associations and trade press are not sufficiently effective to ensure that all drivers were fully aware of what Driver CPC is and what it means for them.

It was suggested by stakeholders that an advertising campaign is expensive and that central government is limited in the amount it can spend on such campaigns however stakeholders are adamant that something must be done. They felt that any such campaign must explain what drivers and operators must do before the deadline and what penalties they face if they continue to drive beyond the deadline without having completed the 35 hours training. Stakeholders highlighted the need for any campaign to be appropriate to the driver.

Another method of raising awareness that was suggested by stakeholders would be for the traffic commissioners to write to every O licence holder, this was suggested by a number of stakeholders. They felt that newsletters and emails are likely to be ignored.

### 3.3 Implementation

Stakeholder felt that there is some flexibility in how Driver CPC can be delivered; as such it has been implemented in a variety of ways. This section discusses views on the frequency of training, course providers and course availability.

The most commonly stated frequency for training by stakeholders is one day per year, this enables organisations to spread the cost and benefits over time. They felt that spreading the cost over 5 years can also reduce the risks associated with losing drivers to competitors. Some organisations have chosen to operate in a different way that suits them. One coach company completed the 5 days training in one week for all drivers during a half term. Some companies are using NVQs to reduce the cost of Driver CPC training; this often means that Driver CPC courses are taken over a period of around 6 months.

Larger companies generally run their own training in-house using employees as trainers and training managers. Medium size companies may run training in house but may also use external training providers. The smaller companies are most likely to use external training providers.

Capabilities on project:  
Freight  
Market Research

### 3.4 Course Choice

The Stakeholder research found that courses are sometimes chosen to match specific business needs; this may include fuel efficiency or compliance. However, stakeholders felt that some companies were choosing courses based purely on cost, regardless of the course relevance or the benefits - effectively performing a box ticking exercise.

The stakeholder interviews revealed that operators are selecting their courses in a number of ways. Some are choosing the cheapest course, regardless of the subject matter. Others are opting to run courses that align with their business needs. Hence, in the passenger transport sector the most popular courses included customer service, disability awareness and first aid. In the goods transport sector Safe and Fuel Efficient Driving and equivalent courses are particularly popular as are driver's hours and safe loading.

### 3.5 Administration

The administration of courses is the responsibility of the Joint Approvals Unit for Period Training (JAUPT). The stakeholders were asked to explain their experience of course approvals, re-approvals, centre accreditation and audits.

The process for having courses approved is considered by stakeholders to be generally good if a little onerous. The requirements are thought to be set out clearly and most stakeholders found it easy to follow. It is seen as quite a bureaucratic process with attention paid mainly to administrative items such as timings and rooms rather than the course content. One problem stated is that for minor changes JAUPT have rejected courses which delays the turnaround time for course approval. Some stakeholders felt that more flexibility to make changes without having to completely resubmit courses is required.

Course re-approvals were also seen as relatively straightforward, however one stakeholder had an issue where no changes had been made to the previous year but the course was still rejected. It is felt that a more serious issue was that courses cannot be adjusted midyear. They stated that if a trainer wants to make any adjustments to their course then it must be completely reapproved with the associated costs.

An example of where part of a course might need to be changed was EU Passenger Rights legislation in the bus industry. It was felt that as the legislation has not been finalised it cannot go into new training courses. Once it becomes law many trainers stated they would like to include it in their courses but would not be able to afford to update the cost until the end of that cycle.

Centre accreditation is also seen as a largely administrative process given the lack of pre-audits or formal qualification process.

### 3.6 Audits

Stakeholders made a number of comments about the audit process. It is felt that the audit process was slow to get going but was now established and working relatively well. Auditors are required to visit accredited centres and audit a course at least once every five years. It was felt that there is nothing to stop auditors visiting the same centre more than once, particularly if they are running multiple courses.

The JAUPT audit process was again perceived to be bureaucratic, with auditors not interested in the course quality or content, more focused on facilities and the learning environment. The auditors were described as 'thorough' but there were some criticisms that they were not professionally competent in the industry.

There were reports in the trade press of the United Road Transport Union had their training approval withdrawn earlier this year. Several stakeholders felt that this may have encouraged other organisations to raise standards and ensure compliance.

It was stated that there is no pre-audit and the application to become an accredited training provider is largely administrative. In addition it was stated that trainers do not require a training qualification and recommendations on their suitability can be given by their employer. This is not seen as a transparent way of ensuring training is delivered to a high standard. It was pointed out by one stakeholder that a pre-audit would increase the cost of being a training provider by £500 which would then be passed on in increased course fees.

Capabilities on project:  
Freight  
Market Research

Another criticism was the perception that some training centres may be slipping through the audit process and being audited late, in extreme circumstances running training courses for up to five years without being audited. Some stakeholders felt that these organisations should be prioritised as audit targets using a risk rating. Aligned to this point is that organisations who run lots of courses tend to get audited a lot even if all of their audits show they are running high quality, compliant courses.

### **3.7 Enforcement**

At the time of research no firm decision had been made on the level and type of sanction to give to those drivers/companies with drivers that did not meet their training quota. Various fines have been mentioned in the trade press ranging from £30 to £1,000 for non-compliance and aimed at the driver, the operator or both. VOSA and the Traffic Commissioners are responsible for enforcing Driver CPC compliance through roadside checks.

Most stakeholders felt that the £30 fine was too low as this is significantly lower than the cost of Driver CPC itself.

Some stakeholders felt that a strong message needs to be sent so that drivers are encouraged to comply and that a weak enforcement regime risked undermining Driver CPC. Organisations who had made efforts to comply and ensure their drivers are trained feel it would be unfair if there was leniency for those that had not. Alternatively, a small number of stakeholders feel that enforcement needs to be balanced with possibly a period of grace once the deadline has passed, particularly as other countries may be behind.

### **3.8 Subsidies**

Subsidies were discussed with a number of stakeholders. The point was raised that Driver CPC could not be directly government funded as it is a legal requirement but Driver CPC incorporated into another course such as NVQ could be subsidised. The general feeling amongst stakeholders was that anything that could be done to reduce the cost would help the industry but most stakeholders thought that any widespread subsidy programme was unlikely.

A number of methods of subsidy were mentioned including; funded apprenticeships, tax breaks or rebate and direct payment.

### **3.9 Alternatives and Improvements**

A number of alternatives to the current format of Driver CPC were discussed by the stakeholders. There was some support for the French and Irish models which have 5 standard courses, one taken each year. The idea of 'core' courses was also suggested, that a percentage of the courses would be compulsory.

There is a suggestion from stakeholders that in-cab training has a greater benefit and should be encouraged, although the increased cost of this was mentioned.

Several stakeholders felt that although testing was omitted originally for a good reason, it should be included in the future, which they felt make Driver CPC more rigorous.

### **3.10 Other research sources**

Through the stakeholder interviews a number of additional research sources were identified. This included

case studies from the bus and coach industry, which look to identify how other operators have responded to the CPC requirement and ensured their drivers are fully trained, and any issues that arose.

Other research sources suggested include the People 1st State of the Nation 2012 – Passenger Transport Industry Review, which analyses labour market trends, skills, education and training within the industry and offers possible solutions to deal with the challenges the sector faces. It reports that driver training contributed 28% to the gross value added by industry 2008-10.

Course plans were also suggested as a potential source of information in relation to Driver CPC, which would reveal the how extensively topics were covered, the amount of information imparted to the drivers and the way in which courses are structured. These could be derived from operators which undertake their own training or those companies which provide training internally.

Capabilities on project:  
Freight  
Market Research

### 3.11 Scheme Anomalies

The stakeholder interviews highlighted a number of anomalies that exist with Driver CPC. These included:

- The identification documents required for drivers to attend courses, currently only photo ID or passport is allowed, not even the Driver Qualification Card can be used.
- Courses being run as CPC when they aren't appropriate or allowed. For example, transport manager's courses or Tanker ADR training.
- Exemptions such as driving a bus on the way to a test.
- When the dates on their licence are non-standard. For example C1 holders with grandfather rights till 2019 who have 6 years to complete 5 days training but are unsure when they can start training. This also relates to drivers who are passenger and goods qualified with two separate dates, their driver qualification card may last until 2022 and so they cannot start the next round of CPC training until 2017.

### 3.12 Impacts

The stakeholder interviews revealed a varied opinion of the impact of Driver CPC training. The benefits that could potentially be achieved through Driver CPC training include, but are not limited to, improved fuel efficiency, fewer accidents, compliance and improved customer service. Some of these benefits are difficult to measure and quantify.

Stakeholders had some evidence of improvements in fuel efficiency and customer service. More anecdotally they felt that compliance should see an improvement, as well as accident reduction and insurance premium reduction.

Safe and fuel efficient driving was discussed as a course that has benefits that have been demonstrated. However, such a course would normally be accompanied with a fleet wide fuel efficiency programme so the benefit of training itself is difficult to identify.

Go Skills/People First found that one organisation had a 20-25% return on investment in their first year of training. Furthermore, one company achieved a 25% improvement on mystery passenger scores following a customer service based CPC course.

Stakeholders felt that Driver CPC is impacting on non CPC training as it has generally been replaced and rebranded as CPC training. Where non-CPC training is still being conducted the amount has reduced significantly as training budgets are reduced. At the same time it was felt that Driver CPC has reduced the need for non CPC training in many cases.

Stakeholders also felt that retention of drivers is and has been a big problem in both passenger and goods transport. Operators are reluctant to fund training for drivers who could easily move to another company. They felt that one way to reduce the risk of this happening is to spread the cost of training over 5 years and delay final training until close to the deadline. It was felt that if a driver leaves having completed or partially completed a course the company may have to pay for another driver's training.

Furthermore, stakeholders felt that Driver CPC has resulted in some older drivers being inclined to leave the industry entirely instead of completing the required training. Several stakeholders felt that older drivers had stronger opposition to Driver CPC as they felt that they had less to learn and should not be forced to complete the training. To avoid this it was stated that some have chosen to retire.

### 3.13 Opinion

The interviews revealed what some of the stakeholders thought about Driver CPC. Four main themes were explored: the flexibility of the course, any change in perceptions since 2008, whether it was a burden or a benefit for operators and the upcoming deadlines.

Opinion of Driver CPC has not changed a great deal with those that were against it then still to be won round. Overall it is seen as a good idea but not implemented in the best way. In some cases it was felt that drivers have changed their opinions once they have gone on training courses that were relevant and engaging. It was felt that younger drivers were more positive about Driver CPC as they were more used to the format than older drivers. Amongst the reasons stated for the negative perceptions are the lack of testing and lack of credibility of some trainers with many seeing Driver CPC format as work in progress.

Capabilities on project:  
Freight  
Market Research

It was suggested that the organisations that have looked carefully at their needs when selecting their training courses have received the biggest benefits but many still see it as a legislative burden in an industry that has had a significant amount of legislation brought in over time. It was felt that this means that many of those who are putting their drivers on courses are only doing it to meet the requirements rather than embracing it fully as an opportunity to improve their operations and their driver's skills.

Some organisations and people believed that the deadline will not be enforced. One stakeholder said that he had been offered a bet of £1,000 that it would be relaxed in some way. Another stakeholder said that there should be some period of grace and leniency for drivers caught without the Driver Qualification Card after the deadline. However, two trade associations stated they were strongly opposed to the deadline being relaxed as their members had made the effort to ensure that their drivers had completed the required training and any leniency would be unfair on compliant drivers and companies.

### **3.14 Issues**

The interviews uncovered a number of issues, most notably the upcoming deadline for completion of periodic training, the perceived barriers to greater acceptance of Driver CPC, weaknesses in the course structure and the quality of courses. It was felt that this may impact on driver retention.

The fact that it is a legal requirement means that many operators see Driver CPC as a burden that they must comply with rather than as a way to upskill their drivers.

Most stakeholders stated that the biggest issue is ensuring that all drivers have completed the required 35 hours before the deadline in 2013 for PSV and 2014 for LGV drivers felt that there is a risk that some organisations are leaving it too late and will struggle to have all their drivers compliant in time.

However, it is not clear how big this problem is, or may be. It is difficult to ascertain how many drivers have taken the decision to leave the industry rather than complete the training, how many drivers aren't fully aware of the legal requirements and how many are leaving it to the last minute. One interviewee stated that he believed at least one large PSV operator would struggle to meet their training quotas and may be forced to seek some form of exemption once the deadline passes. However, another stakeholder said that there is sufficient training capacity to train all drivers before the deadline so this should not be a limiting factor.

The interviews identified a number of potential barriers to a greater acceptance of Driver CPC. The cost of training drivers is felt significant in itself, at the same time a driver is off the road and therefore either a vehicle is not being used or a replacement driver has to be found. For smaller operators, it was stated that balancing these issues can be even more difficult.

Feedback also suggested that Driver CPC can also cause tension between operators and drivers. This is mainly related to deciding who pays for the training and who gets the benefit. For example, it was stated that if a driver pays, or completes Fuel Efficient driving training in his own time, then any operational benefit is received by the operator, in the form of increased fuel efficiency. In addition, it was suggested that many drivers are resentful that they are required to undertake training on a skill they have been successfully carrying out for many years.

The idea of Driver CPC is to provide drivers with Continued Professional Development. This is widely seen as a positive move but some stakeholders feel that Driver CPC falls short in this regard. The lack of any testing in periodic training is cited as a weakness of Driver CPC, as drivers simply have to attend a session to 'pass' the training. It was suggested that this can also cause anomalies if Driver CPC is combined with other training courses which do include a test as drivers may fail a training session but still get their 7 hours CPC.

Another identified weakness is perception that some of the courses are of low quality and little relevance.

Aligned to this is the structure of Driver CPC, where stakeholders suggested it is possible for a driver to complete the same course that has little relevance to their job five times to meet the requirement. Opinions on this flexibility were divided. Some suggest that it was good because companies could tailor the courses to their specific business needs and operators had the option to give drivers refreshers on

Capabilities on project:  
Freight  
Market Research

particular courses. On the other side of the argument this flexibility was seen to weaken the perception of Driver CPC with some stakeholders feeling that there should be some core courses specified.

There are also reported issues with the quality of trainers and courses although most stakeholders felt that the number of complaints about poor quality trainers had reduced in the last year. It was stated that there is currently no requirement for trainers to hold a professional qualification in driver training and it is difficult to ascertain where some of the course material and information has come from. One stakeholder suggested that a central point of approved material and information would be a useful reference resource for producing training courses.

The length of courses (7 hours) was also raised as an issue, some stakeholders felt that this was a long period of time for people who were not used to classroom based activities. Some felt that splitting it into 3.5 hour or 5 hour sections might be beneficial in some cases.

Some stakeholders were concerned by the DSA figures showing that significantly more people have completed the practical initial test than completed all 4 modules of the initial CPC training. They felt that many drivers did not know they had to complete all 4 modules.

An industry magazine reported that a West Midlands Truck Driver had launched a petition to get Driver CPC abandoned, citing too much legislation in the industry and questionable benefits of an obligatory scheme

## **4 Operator Views and Attitudes**

Capabilities on project:  
Transportation  
Social and Market Research

## 4 Operator Views and Attitudes

### 4.1 Introduction

This chapter looks at the views and opinions of operators towards Driver CPC scheme. This element of the study comprised of depth interviews and an online survey undertaken with both PSV and LGV operators.

### 4.2 Quantitative Driver Survey

In total, 111 operators completed the online Driver CPC survey, including 77 LGV operators and 34 PSV operators. The response rate to this online survey is remarkably close to the relative percentage of licensed vehicles on the road (source DfT Licensing statistics). In 2011 there were 383,941 LGVs and 168,062 PSVs totalling 552,003 vehicles. Freight represents 69.6% of this total. In order to achieve this representative sample, persuasive intervention was required during the survey period. This involved contacting PSV operators by telephone and asking them to complete the online survey.

### 4.3 Depth Interviews

Twenty-one in-depth interviews were conducted with key individuals at LGV and PSV operators across the country. An even split of PSV and LGV operators was chosen to ensure that the feedback represented the views of both types of operator affected by DCPC. In addition it was ensured that feedback was received from a variety of regions across the UK.

The purpose of the depth interviews was to develop a robust understanding of the industry's perception of Driver CPC, the programmes strengths and weaknesses and any lessons that can be learned going forward. Depth interviews offer the advantage of being able to explore the subject in greater detail, as face-to-face interviews greater potential for expansion of answers than would be expected from a survey.

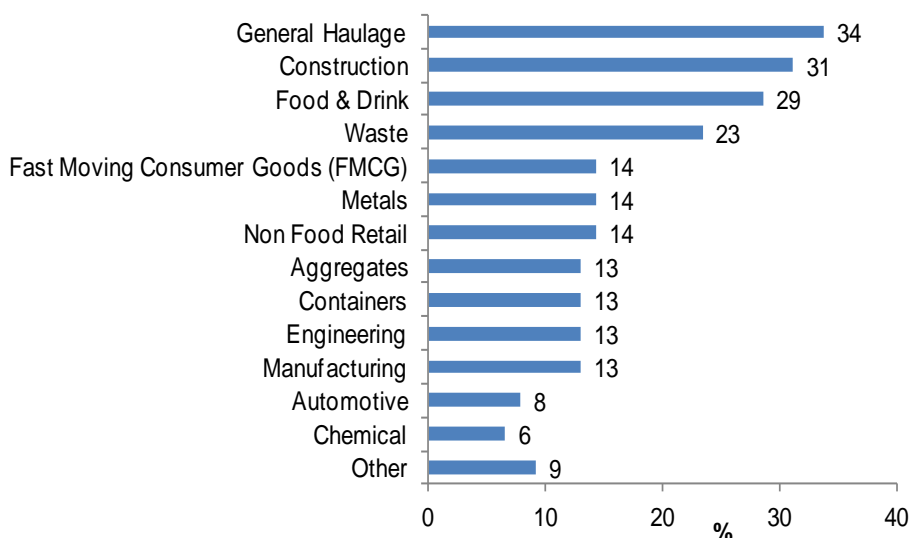
Operators involved in this element of the study were partly drawn from those who had already submitted the online questionnaire and had indicated they would be willing to contribute further to the study.

### 4.4 Industry Breakdown

#### 4.4.1 LGV

LGV Operators were asked which types of goods they transported. General haulage were the most common type of goods transported (34%), followed by construction (31%) and food and drink (29%). This commodity split is a reasonable representation of industry.

**Figure 4.1 Type of Goods Transported**

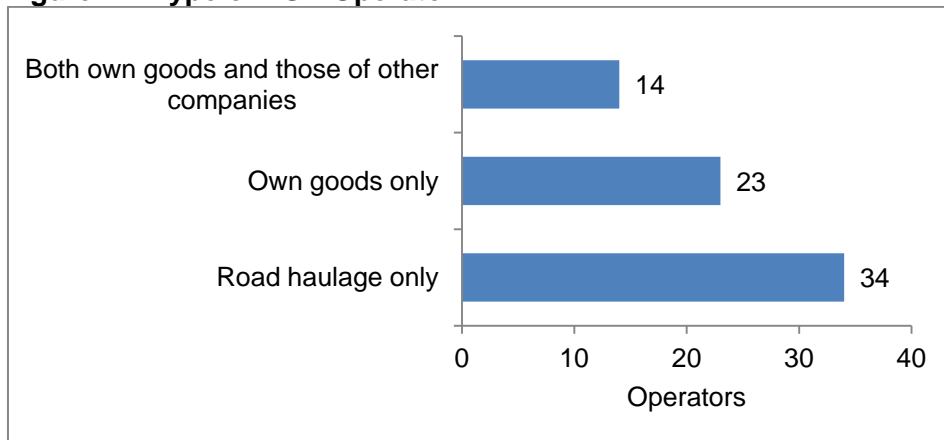


Base: 77 Respondents could give more than one answer  
What type of goods does it transport?

Capabilities on project:  
Transportation  
Social and Market Research

LGV Operators were asked if they transport for third parties, own goods or both. Figure 4.2 demonstrates that nearly half of respondents (34 out of 71) who responded are in the 'hire and reward' sector.

**Figure 4.2 Type of LGV Operator**



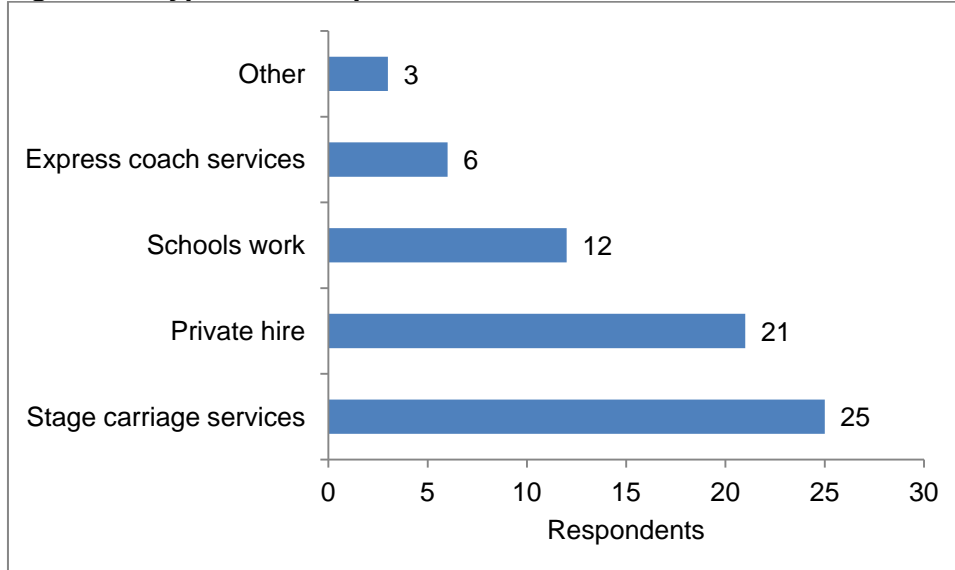
Base = 71

*Is your company a road haulage company carrying ONLY the goods of other companies for hire or reward, or does it carry the goods that it owns or manufactures itself?*

#### 4.4.2 PSV

Respondents were asked how their PSVs were used. Nearly three-quarters (74%) of respondents stated that they operate stage carriage services (regular bus services) and nearly two-thirds (62%) also conduct private hire work.

**Figure 4.3 Type of PSV Operator**



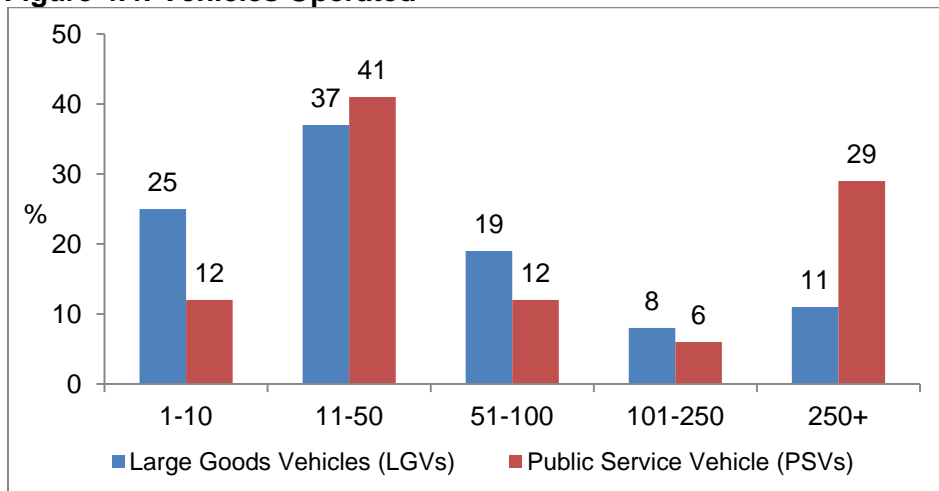
Base=34 Respondents could give more than one answer

*How are your PSVs used?*

Figure 4.4 shows that the largest companies surveyed were generally PSV operators, with 29% of PSV operators comprising of over 250 vehicles. This is to be expected as the bus industry is dominated by larger operators than the freight market, with around 7 large bus companies operates from many bus depots around the country. The most common type of operator surveyed operated between 11-50 vehicles, the smallest companies were most likely to be LGV operators.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.4: Vehicles Operated**

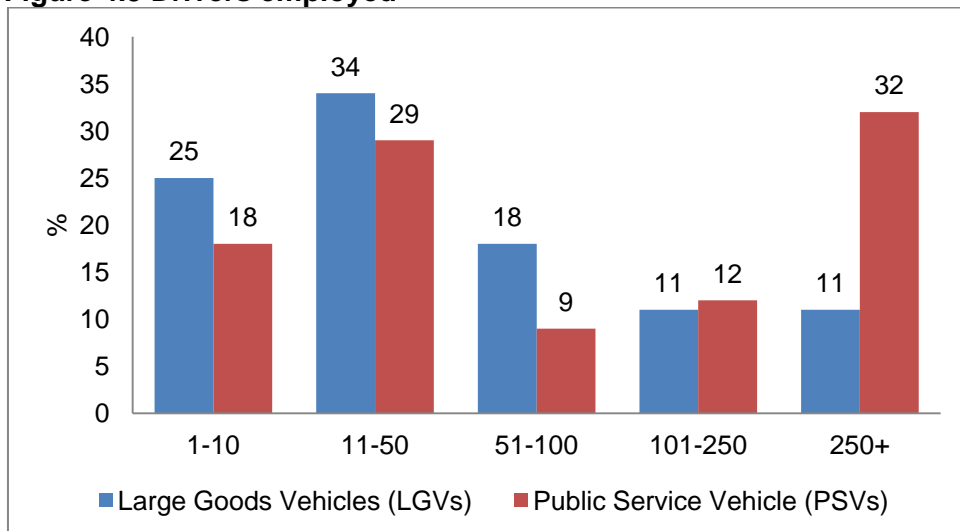


Base: 75 (LGV), 34 (PSV)

*How many vehicles does your organisation operate?*

Figure 4.5 demonstrates that the spread of drivers associated with each company largely mirrors that of the number of vehicles operated.

**Figure 4.5 Drivers employed**



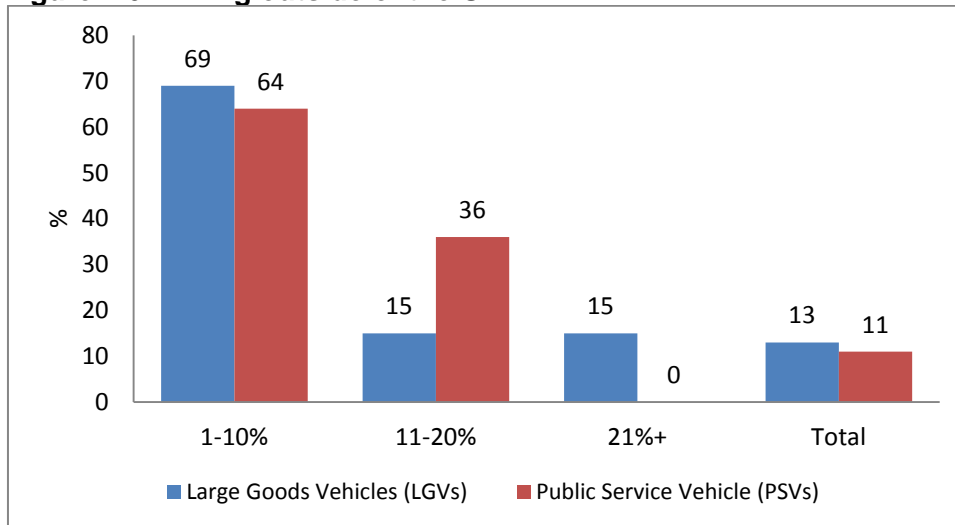
Base: 75 (LGV), 34 (PSV)

*How many drivers do you employ?*

Capabilities on project:  
Transportation  
Social and Market Research

Only a small proportion of staff at organisations surveyed spent time outside of the UK (31% of LGVs and 36% of PSVs). This is consistent with expectations.

**Figure 4.6 Driving outside of the UK**



Base: 77 (LGV), 34 (PSV)

What percentage of your staff drive vehicles outside of the UK?

#### 4.5 Awareness of Driver CPC

All respondents to the online survey were already aware of Driver CPC, suggesting efforts to raise awareness of the scheme to operators has been successful.

Results from the depth interviews confirm this awareness. The majority of PSV operators contacted were clear on the September 2013 deadline with one exception stating October 2013. All LGV operators were clear that the deadline for compliance was September 2014.

Despite this, there was mixed opinion as to whether Driver CPC had been marketed and communicated sufficiently. Some operators believed that JAUP and DSA have not done enough to get the message across to operators and drivers. One operator went as far as to say that many people in the industry are still not aware of the requirements. However three operators were more positive stating that the scheme had been well advertised and sufficient to 'start operators on their DCPC journey'.

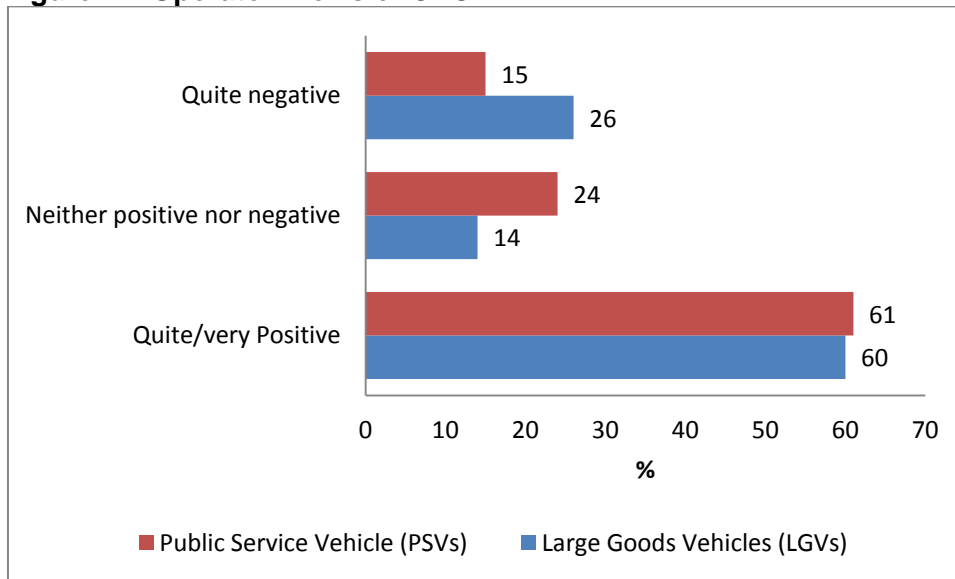
*'We certainly knew about it and I think the marketing and communication was sufficient to start companies on Driver CPC journey'*

*'No, there are a lot of people who still won't know about the requirements'*

Figure 4.7 demonstrates that the majority of respondents were either quite or very positive (61% of PSV Operators, 60% of LGV Operators) about the scheme, with less than a quarter of respondents overall having a negative opinion. This suggests that Driver CPC has generally been well received by operators in the industry. LGV operators were however more negative (26%) than PSV operators (15%).

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.7 Operator Views of CPC**



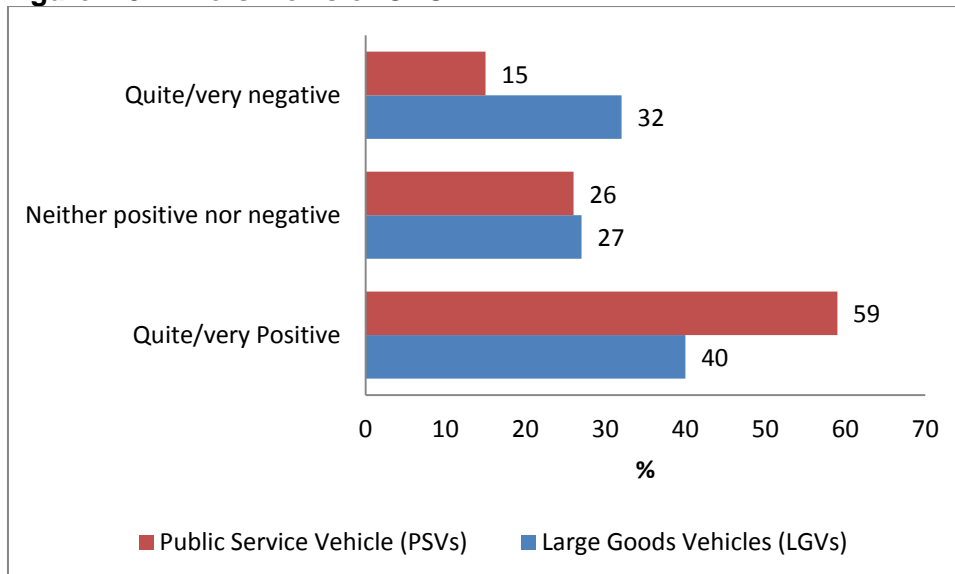
Base: 77 (LGV), 34 (PSV)

*What are your views towards Driver CPC?*

The depth interviews also showed that the general opinion towards the establishment of Driver CPC was positive. Operators believed it will be beneficial to regulate driving standards, with one operator stating that this is long overdue. Operators also believe receiving a certificate for a professional qualification will be valuable to drivers.

Figure 4.8 shows that operators felt that drivers have a slightly more negative opinion of Driver CPC, particularly LGV drivers (32%). However, overall more respondents felt that drivers were positive rather than negative about the initiative. The difference between passenger and freight is significant here and may reflect training provision being funded.

**Figure 4.8 Drivers views of CPC**



Base: 77 (LGV), 34 (PSV)

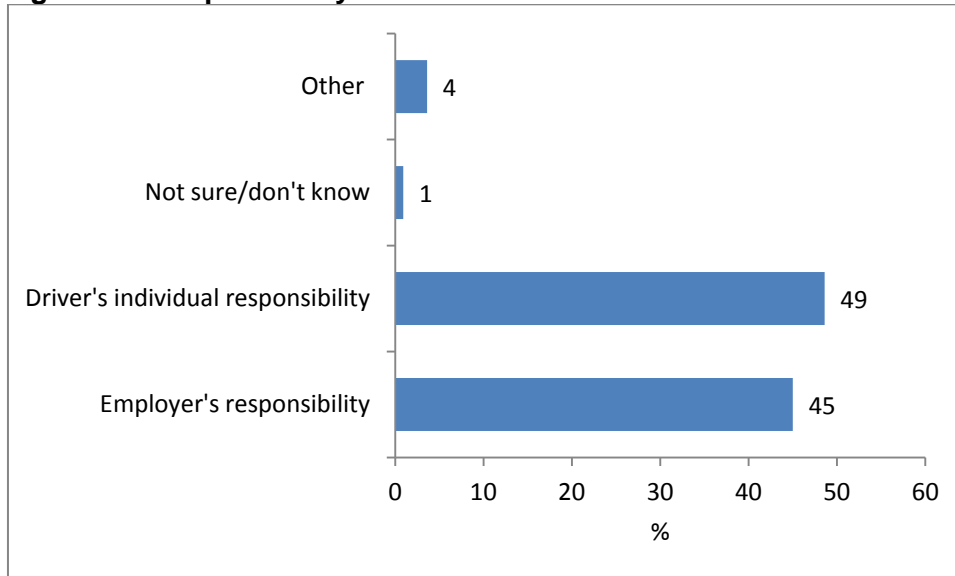
*Based on any reactions you have received from drivers are their views towards the DCPC...*

Capabilities on project:  
Transportation  
Social and Market Research

The depth interviews showed similar findings. The consensus from the operators was that driver attitudes towards Driver CPC are generally positive despite initial scepticism. According to operators the fact that managers also had to take the 35 hour training and that the training is relevant to the job helped drivers see the benefits of Driver CPC. However one operator stated that not all drivers were as positive, with around half showing a keen interest and the rest uninterested.

Operators were asked whose responsibility they thought it was to ensure drivers have completed their CPC requirements. The response was evenly split between those that thought drivers have responsibility (45% and those that felt it rested with the employer (49%).

**Figure 4.9 Responsibility for CPC**



Base: 109

*Whose responsibility do you think it is to ensure that drivers have Driver CPC*

Despite this, operators still often ensured that employees undertook the requisite training. The following reasons were given:

*'it is the drivers responsibility to obtain the DCPC however as a company we want to ensure that training is being done correctly and the drivers are compliant' (Small HGV operator)*

*'it is the drivers responsibility to ensure that they get the accredited DCPC, however as a company we fund the training making sure they are compliant' (Large HGV operator)*

However feedback from the operator interviews showed that the vast majority of operators felt as though it was the driver's responsibility to ensure they complete DCPC training, with one operator believing that it was also the operator's responsibility to ensure the drivers they employ have the qualification.

Table 4.1 demonstrates that awareness of courses relating to legislation, vehicle checks and driving skills was highest; perhaps reflective of the fact they apply equally to both LGV and PSV operators. Clearly courses such as passenger safety and comfort and disability awareness are only offered for PSV drivers in the same way as the carriage of dangerous goods is only an option for LGV drivers, which are reflective of the answers given.

Capabilities on project:  
Transportation  
Social and Market Research

**Table 4.1 Topics are included in Driver CPC Syllabus?**

	<b>LGV Operators</b>	<b>PSV Operators</b>
Carriage of dangerous goods	56%	24%
Customer Service	68%	94%
Disability awareness	32%	85%
Driving skills	88%	94%
First aid	61%	50%
Health, safety and emergencies	89%	71%
Industry environment	57%	29%
Legislation	92%	53%
Passenger safety and comfort	36%	97%
Personal health and wellbeing	72%	50%
Profession driver/company issues	69%	47%
SAFED/ Eco-driving	85%	76%
Vehicle checks	93%	79%
Vehicle loading and unloading	92%	68%
Vehicle systems	76%	62%
None of the above	3%	3%
Total	3%	24%
<b>Base (n)</b>	<b>77</b>	<b>34</b>

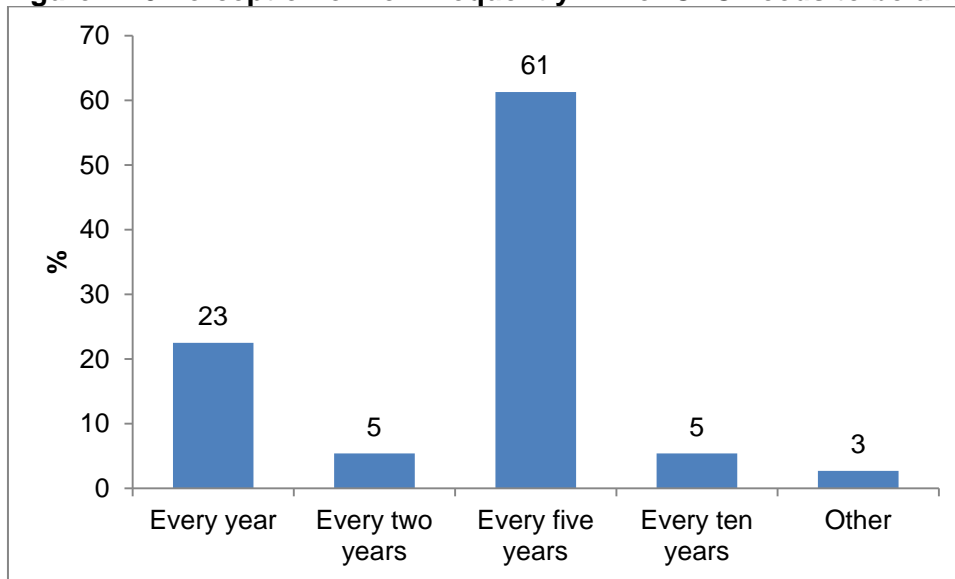
When asked if it was a legal requirement for driver to completed Driver CPC within the required 5 year period, 92% operators who responded 'yes' suggesting that efforts to publicise the importance of the scheme have been successful.

Authorities appear not to be checking for driver qualification cards as all operators interviewed stated that none of their drivers had ever been checked. One operator went as far as to say that none of the drivers for the companies he worked with had been checked. In addition, the majority of operators (86%) who completed the survey had not experienced a driver being asked to show their qualification card.

Figure 4.10 demonstrates that two-thirds (61%) of respondents knew the training requirement for Driver CPC is that it is completed every five years. Only 10% of thought it was longer than that, suggesting that the vast majority of operators were aware of associated timescales. Of interest was that 25% responded that the training is every year. This is more a practical application of the rules rather than a legal requirement.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.10 Perception of how frequently Driver CPC needs to be undertaken**



Base: 108

*How frequently do you think periodic training needs to be undertaken for Driver CPC?*

#### **Key Themes - Awareness**

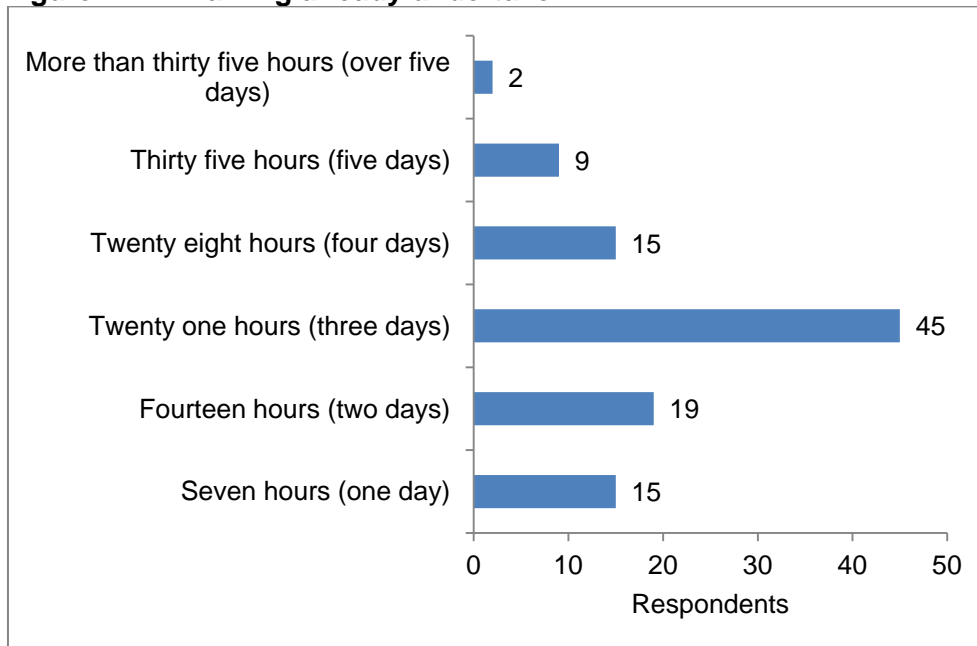
- **Good awareness of Driver CPC amongst operators**
- **Mixed opinions on the effectiveness of marketing and communication initiatives targeting all necessary audiences**
- **Operators generally positive about Driver CPC – and thought drivers are too (Although LGV operators more likely to be negative)**
- **Opinion divided as to where operators felt responsibility on completing Driver CPC lies**
- **A good understanding of the subject matter covered by Driver CPC courses**
- **Lack of checking of qualification cards**

#### **4.6 Driver CPC Training and Evaluation**

Operators reported that the majority of their drivers had completed over three days training and therefore were on course to meet the deadline by next year and this is very encouraging. However, it also highlights that around 15% of drivers still have a significant amount of training to undertake to meet the deadline, based on the fact they have only completed one day's training so far.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.11: Training already undertaken**



Base: 105

*On average, how many hours training have these drivers undertaken?*

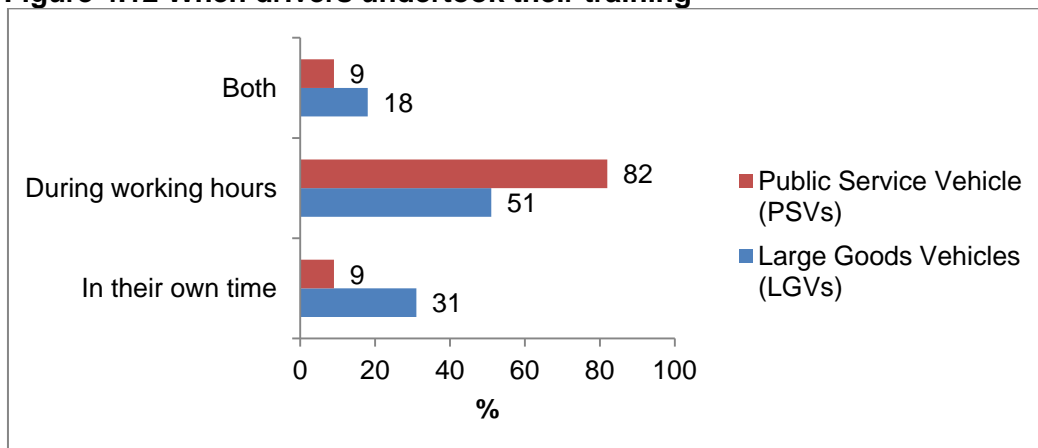
Depth interviews with operators revealed similar findings, whilst the amount of training drivers had already received appearing to be quite high. One operator had developed a structured course, and as a result all their drivers are at the same stage of 4 years (28 hours) of training. Another operator stated that 13% of their drivers had completed 3 days, 66% had completed 4 days and 21% the full 35 hours. A number of PSV operators are already fully compliant with Driver CPC as all their drivers are fully qualified, whilst other operators appear to be on track to meet the deadline. One operator mentioned the Olympics as a potential issue as their drivers would be occupied when normally it would be 'down time' utilised for training.

However there does seem to be an issue arising when new drivers are employed as they therefore may be recruited with no DCPC training against their name completed. One operator stated that only 1% of newly employed drivers had the full DCPC training. Getting these drivers fully trained by the deadline may be an issue.

Figure 4.12 demonstrates that whilst the majority of all drivers undertake training during scheduled working hours, the PSV industry is much better in providing all of Driver CPC training during paid working hours (>80%) whereas in the freight sector it is only just over half (51%). This may also account for the more positive attitude towards Driver CPC amongst PSV drivers.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.12 When drivers undertook their training**



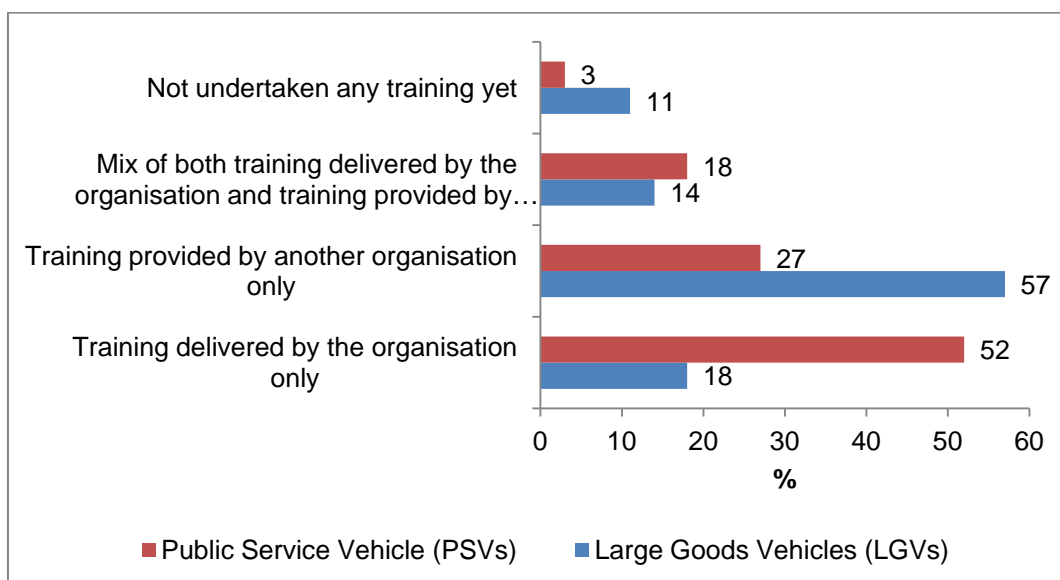
Base: 111

*Did your drivers undertake their training...?*

Similarly results from the depth interviews revealed that training was carried out in work time in the majority of cases. However one operator stated that this was not possible due to costs of resourcing, and therefore drivers have to do the training in their own time.

Figure 4.13 demonstrates that other organisations play a major role in the delivery of Driver CPC training. However, there is a clear distinction between LGV and PSV operators, with the latter group much more likely to undertake training themselves. This can be attributed in part to the size of operations in the bus sector, with seven large companies dominating the industry and more able to undertake training due to greater resources.

**Figure 4.13 How Driver CPC is undertaken**



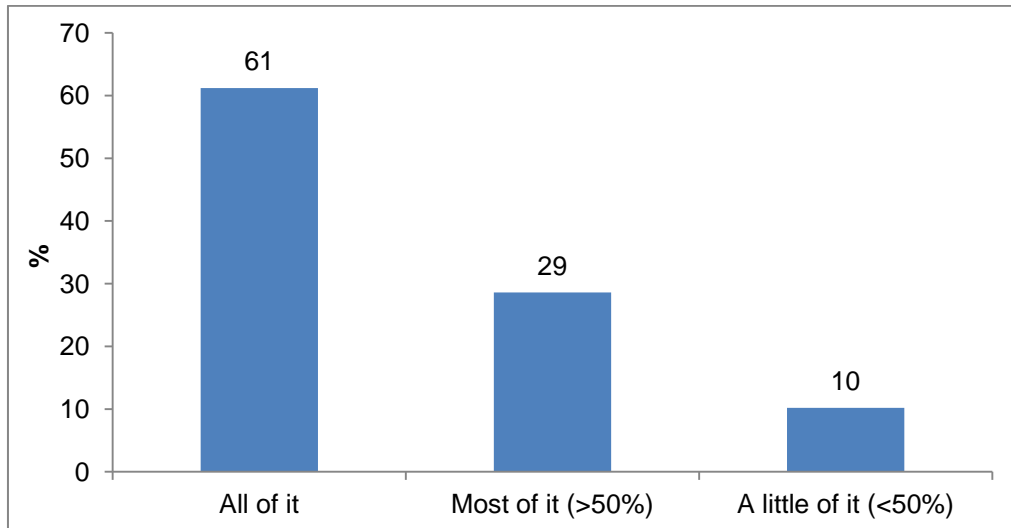
Base = 111

*How is Driver CPC periodic training undertaken within your organisation?*

Capabilities on project:  
Transportation  
Social and Market Research

Figure 4.14 demonstrates that of those who provide training internally, almost two-thirds of respondents stated that *all* training was undertaken internally with a further 29% stating that *most* training was internal.

**Figure 4.14 Internal Training**



Base: 62

*How much training do you provide internally?*

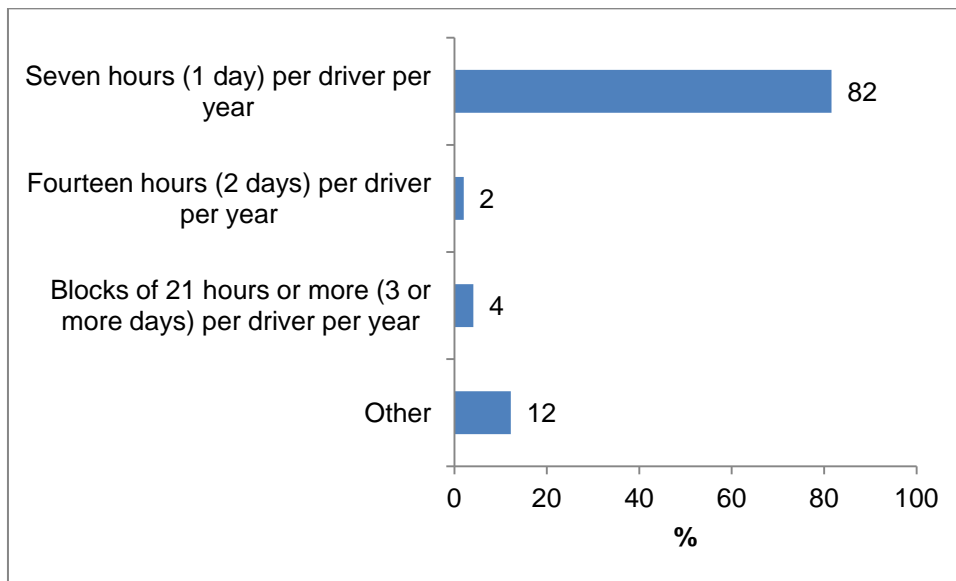
The depth interviews showed that running internal courses was seen as advantageous for many reasons. Generally the ability to be able to select trainers and monitor the sessions enabled companies to ensure the quality of training provided. Also it was seen as cheaper than using external providers.

The depth interviews highlighted that the scheduling for Driver CPC training is largely consistent across the operators consulted, with most scheduling one day (7 hours) of training a year. The reasons for this were cited as; minimising the chance of drivers duplicating training and spreading the costs and benefits. However one operator trained drivers for two days a year. The majority of PSV operators administered courses one day per year, with the exception of one operator that provides newly employed drivers the full course in 5 days.

The survey demonstrated this consistency further, as shown in Figure 4.15 a significant majority of training is scheduled at 1 day per year (82%). It is likely that this will change as the deadline for compliance approaches and drivers need to undertake a few days training to meet the five day target.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.15 Driver CPC Schedule**

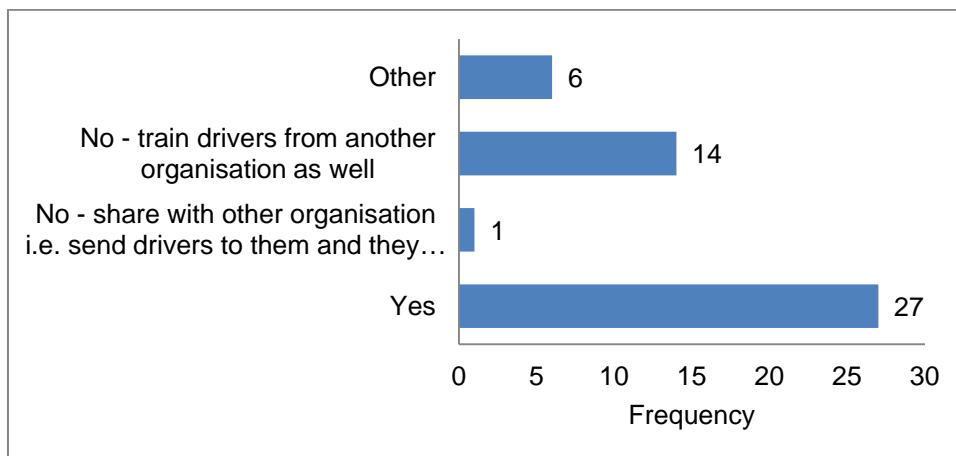


Base: 62

*How is your internal Driver CPC training scheduled?*

Figure 4.16 shows that a small number of operators provided internal training for their employees. However, the majority of respondents only train those drivers from their own organization.

**Figure 4.16 Internal Training – Do you train only the drivers employed by you?**



Base: 48

*Do you train only the drivers employed by you?*

Capabilities on project:  
Transportation  
Social and Market Research

Table 4.2 demonstrates that when selecting a training provider cost is more important to LGV operators than PSV operators when considering training provision (perhaps reflective of the narrow profit margins in the haulage industry), whilst the provision of classroom based courses was more also considered important for LGV operators.

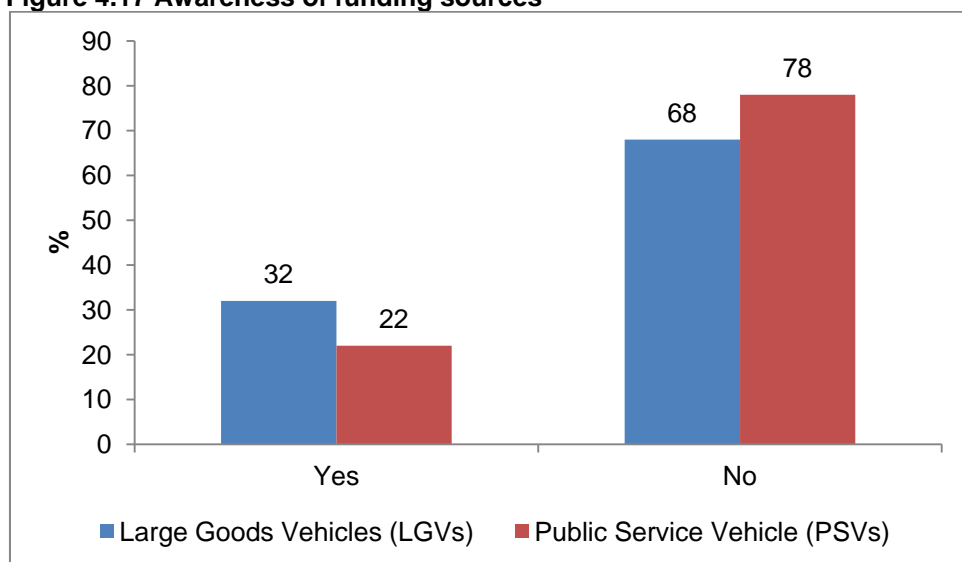
**Table 4.2: How do you choose which training provider to use?**

How do you choose which training provider to use?	LGV	PSV
	Frequency	
Cost	10	3
Quality of Training	13	8
Practical based courses	6	4
Classroom based course	7	3
Timing – to fit with operational needs	6	6
Other	6	13
<b>Base</b>	<b>26</b>	<b>22</b>

#### 4.6.1 Internal training

Respondents were generally unaware of the potential funding sources available for those undertaking internal training (78% of PSV operators and 68% of LGV operators). A small proportion of operators (6 respondents in total) were aware that TfL was a source of Driver CPC funding.

**Figure 4.17 Awareness of funding sources**



Base: 48

Are you aware of funding sources for operators who provide internal periodic training?

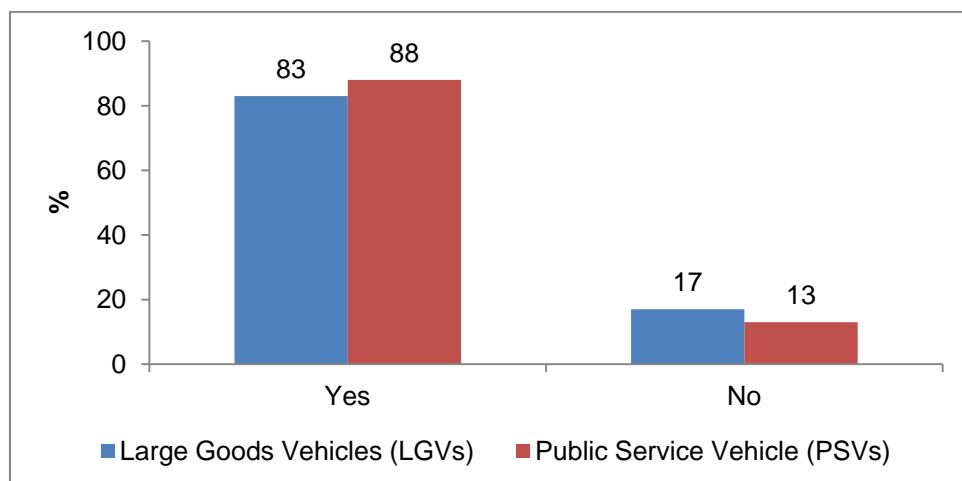
Capabilities on project:  
Transportation  
Social and Market Research

The one PSV operator who was asked had applied for funding but had not managed to secure any. All but one of the operators that took part in the depths was aware of the funding available.

*“Not at all, we have not been informed of any funding available”*

The majority of respondents stated that they had undertaken an evaluation of internal Driver CPC courses offered (LGV, 83%, PSV, 88%). Figure 4.19 demonstrates that the most common method of evaluating internal CPC courses is via an end of session check sheet (78%).

**Figure 4.18 Evaluation of internal CPC courses**



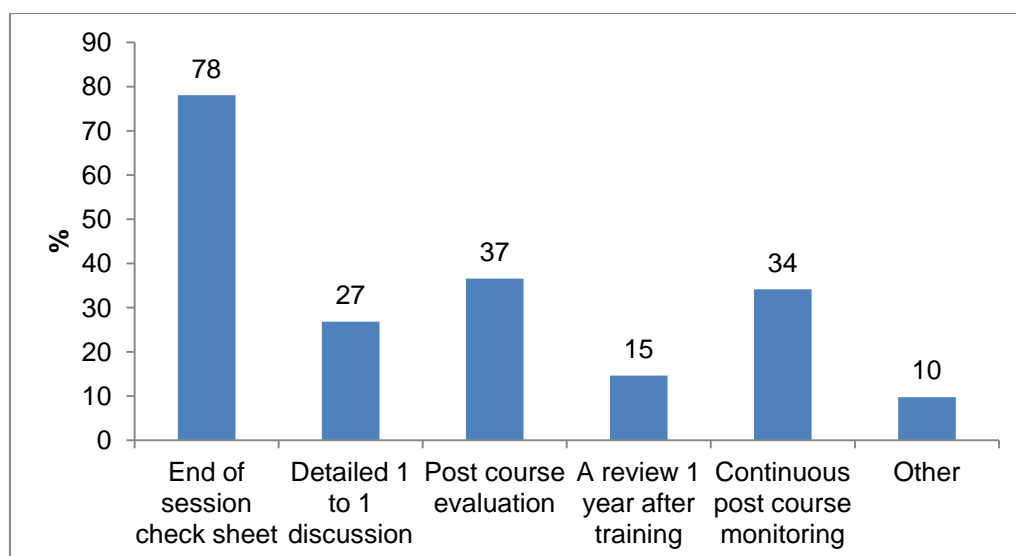
Base: 48

Have you ever undertaken an evaluation of Driver CPC courses offered?

Internal evaluation was widespread and successful among the operators. All operators used post course evaluation sheets for the drivers to complete. One operator went further and carried out pre-training evaluations with drivers. Evaluations were used to fine tune and develop the courses.

The most common reason given for those not undertaking a post course evaluation is that it is an internal course.

**Figure 4.19 How evaluation is undertaken**



Base: 41 Respondents could give more than one answer

Is this evaluation process?

Capabilities on project:  
Transportation  
Social and Market Research

JAUPT appear to be carrying out reviews of internal training to varying extents. One operator stated they have been visited three times, another occasionally and another has never been visited. One operator mentioned that they had extremely useful feedback from them. Others indicated that they were satisfied with the input for JAUPT but were not overly positive. Table 4.3 demonstrates that the vast majority of those who used external training providers did so with an organisation other than established dedicated training providers.

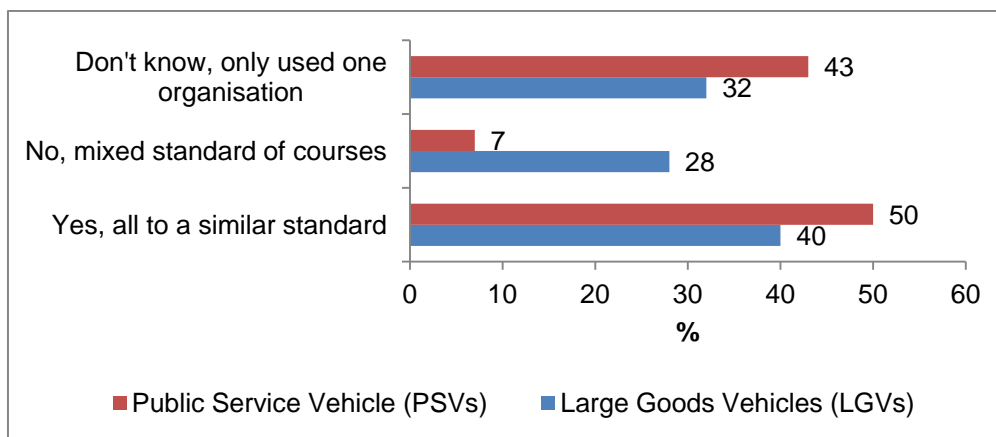
#### 4.6.2 External

**Table 4.3: Which organisation do your drivers undertake external training with?**

Organisation	Count
Resources Centre	1
Driver Hire training	2
Road Haulage Association (RHA)	3
Sigma Studies	3
J Coates Ltd	3
System Training	3
Freight Transport Association (FTA)	4
Skills for Logistics	4
Road Transport Industry Training Board (RTITB)	6
Other	51
<b>Base</b>	<b>71</b>

Figure 4.20 shows that LGV operators were more likely to say that the standard of courses were mixed (28%), however the majority of respondents either did not know (mainly due to only having experience of one training organisation) or felt courses were of a similar standard.

**Figure 4.20 Standard of External Courses**



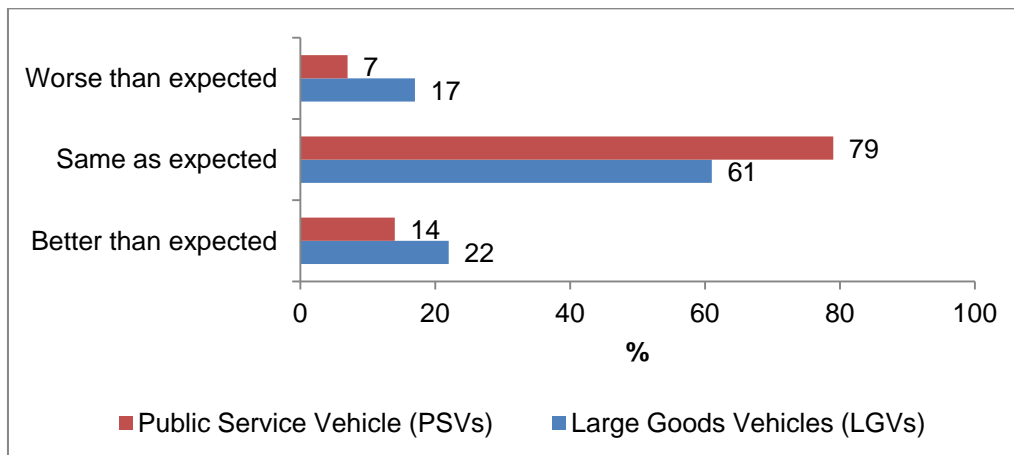
Base: 67

*Are Driver CPC periodic training course offered by other organisations all to the same standard?*

The PSV operators interviewed did not utilise external training providers, with all training undertaken in-house. However four of the LGV operators interviewed stated that they used external training providers. Feedback on the quality of courses was mixed, however the scope for improving external training was thought to be limited as operators felt they cannot directly influence the course content, other than providing feedback. Figure 4.21 shows that the majority of respondents felt that the standard of external courses was as expected, with LGV operators more likely to say training was either worse or better than they expected.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.21 Expectations of external Driver CPC courses**

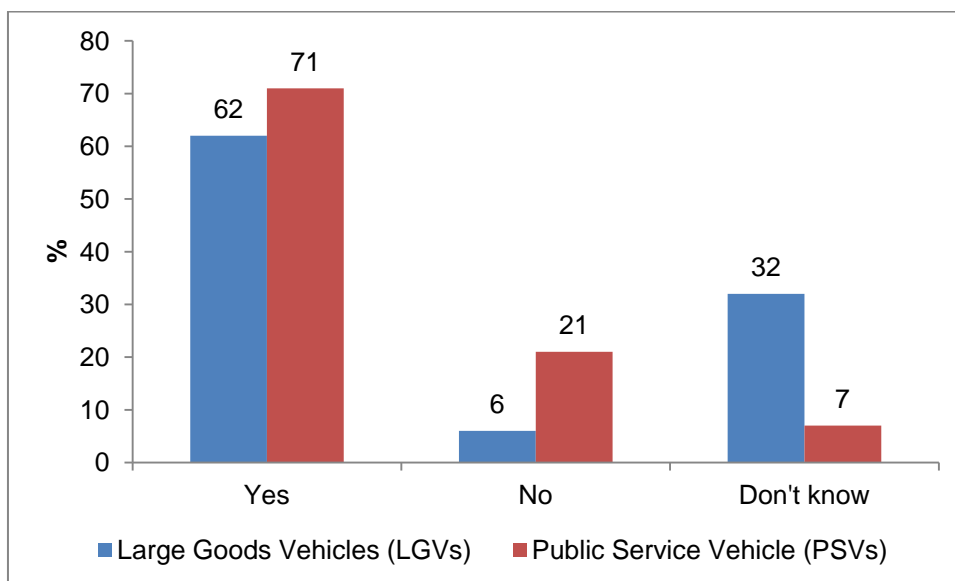


Base: 67

Overall, do you think the standard of external Driver CPC periodic courses on offer are...

Figure 4.22 demonstrates that nearly two-thirds of those using external training have been asked to partake in a course evaluation process.

**Figure 4.22 External Course Evaluation**



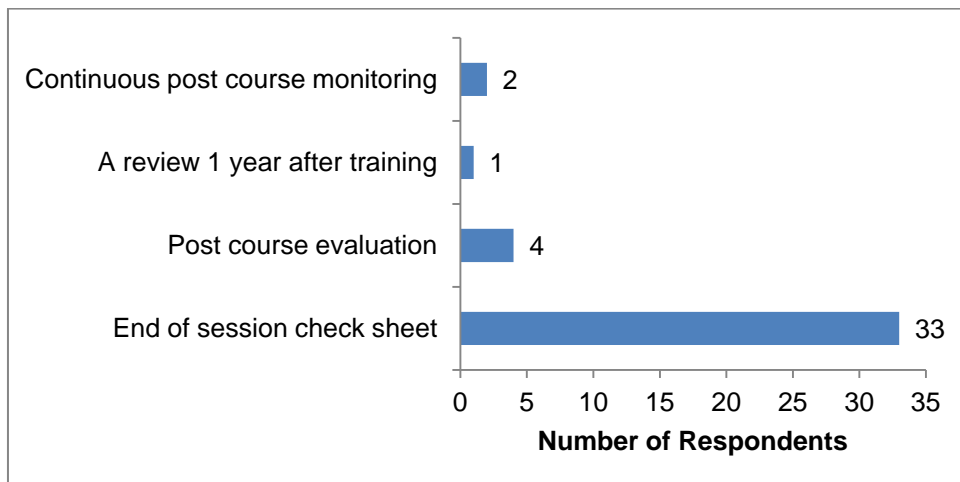
Base: 67

Do organisations which run Driver CPC periodic training offer a course evaluation process?

Capabilities on project:  
Transportation  
Social and Market Research

Figure 4.23 demonstrates that the most popular form of course evaluation was a feedback sheet distributed at the end of a session (33 out of 40 respondents). This may be attributed in part to the relatively low cost of this method, as opposed to annual reviews and post course monitoring

**Figure 4.23 External Evaluation Process**

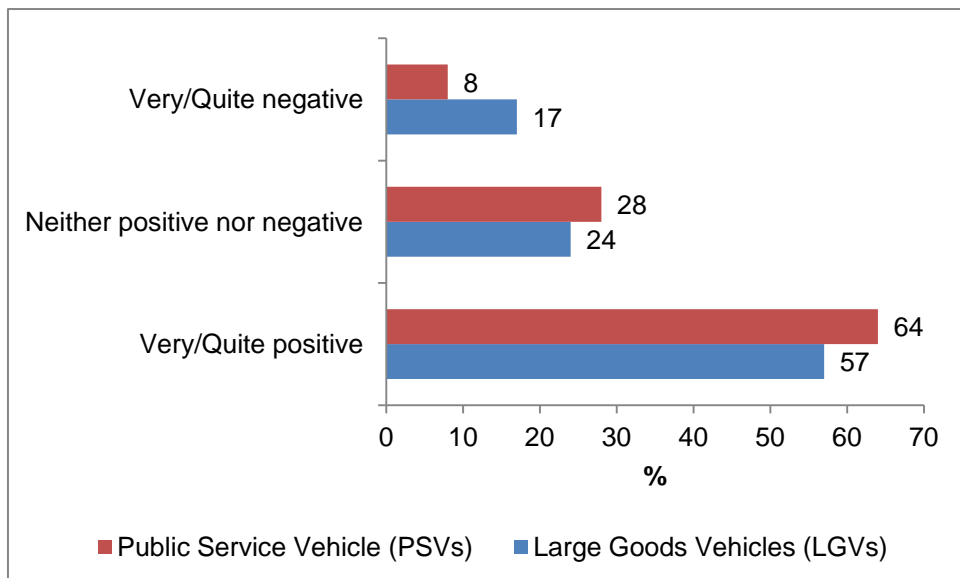


Base: 40

*Is this evaluation process...*

Figure 4.24 demonstrates that the majority of operators felt that drivers viewed Driver CPC positively. Whilst responses were generally consistent between LGV and PSV operators, LGV operators were more likely to say that their drivers viewed the scheme negatively, 17% compared to just 8% for PSV. This may be due in part to the increased likelihood of LGV drivers having to pay for their own training and/or undertake it in their own time.

**Figure 4.24 Feedback from drivers towards Driver CPC training**



Base: 92 (LGV 67, PSV 25)

*Based on any reactions you have received from drivers within your organisation, is feedback towards Driver CPC periodic training overall...*

Capabilities on project:  
Transportation  
Social and Market Research

### **Key Themes - Training and Evaluation**

- A good proportion of training generally provided during working hours particularly for PSV operators
- PSV operators more likely to provide internal training
- Training is most often scheduled one day per year
- Internal trainers sometimes train those drivers from other organisations
- Cost of training is more important for LGV operators than those organisations operating PSVs
- Quality of training is a key consideration for both operator types
- There was a lack of awareness of external funding sources for Driver CPC
- Evaluation undertaken in the majority of cases, usually in the form of an end of session check sheet
- No dominant external training providers
- Feedback from drivers thought to be generally positive

### **4.7 Driver CPC Periodic Training Courses and Costs**

Table 4.4 demonstrates that the most popular courses are those on digital tachographs, working time directives and safe and fuel efficient driving. These courses can be described as those that are most directly related to developing the knowledge and skills required to drive a large vehicle. Other responses included ADR training (hazardous goods) or practical courses and these courses were more suitable to LGV drivers. The only course which was more popular with PSV drivers was one relating to customer service. The digital tachograph courses are less applicable to the bus sector as the majority of vehicles used on stage carriage work do not have tachographs.

**Table 4.4 Most popular courses**

Course topic	LGV	PSV
	Percentage (%)	
Safe and fuel efficient driving	52	41
Health and safety	32	15
Hazards at work and on the road	36	15
Working time directive/drivers hours	60	24
Manual handling	23	6
Accident/emergency reporting	18	12
First aid	14	15
Occupational risk and personal health and Finance	8	0
Vehicle theory refresher	21	18
Analogue tachographs	30	21
Digital tachographs	53	24
Rules and regulation	45	21
Customer Service	19	26
Advanced driving	13	12
Other	9	14
<b>Base</b>	<b>77</b>	<b>34</b>

Capabilities on project:  
Transportation  
Social and Market Research

The operator interviews revealed that there is a lack of consensus regarding the popularity of the different Driver CPC training courses. Whilst a number of operators stated that all the courses have had positive feedback whilst one claimed that all the courses were unpopular as the drivers view them as a 'waste of time'. Popular courses were Health and Safety and fuel efficient driving. Courses relating to drivers hours and tachographs were identified as unpopular courses by some operators.

The response to compulsory modules was mixed. Certain operators felt that it would ensure standards were consistent across the industry. However others believed they should be industry generated and not imposed on operators.

The length of the courses (7 hours) was popular with the operators, however the general opinion seemed to be that having more than one topic incorporated into each training sessions is advantageous to avoid drivers losing interest. However two operators believed that 7 hours is too long with the flexibility to do half days being more appropriate.

Generally, it was felt that drivers respond more positively to practical training as that is what they are comfortable with. However, one operator believed that a more mixed approach should be utilised to achieve the best results. All PSV operators interviewed were happy with the courses provided, as they were run internally.

All operators interviewed were aware of JAUPPT, however the extent to which they have interacted with the organisation differed. One operator used a JAUPPT training course for one year but due to the costs involved (£300 to register and £8 for each driver) then developed a cheaper internal training scheme. Other operators have had occasional contact to approve their internal training courses.

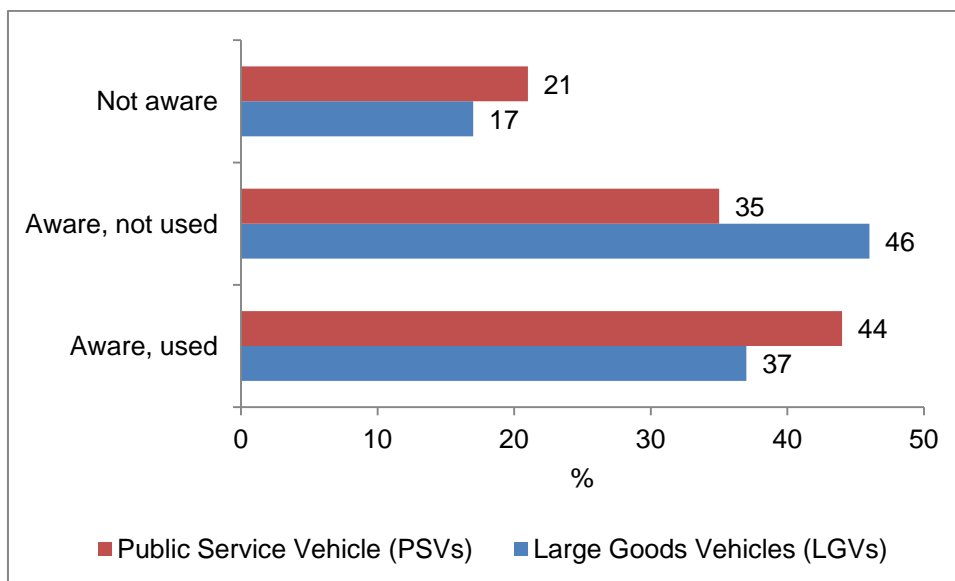
Many PSV operators had interacted with JAUPPT with regard to training approvals however the experience they have had is varied. Some operators felt that JAUPPT was satisfactory in the service it delivered. Conversely some operators were very negative towards JAUPPT. One operator stated that they are

*"impersonal robots"*

with no sense of reality, referring to rejection of training courses for minor reasons. Another operator made a similar complaint.

Figure 4.25 shows that awareness of the DSA Driver CPC recording system is good, although only around 40% actually used it. PSV operators were more likely to have used the system than LGV operators, although awareness of the system was slightly lower.

**Figure 4.25 Awareness of DSA Driver CPC recording system**



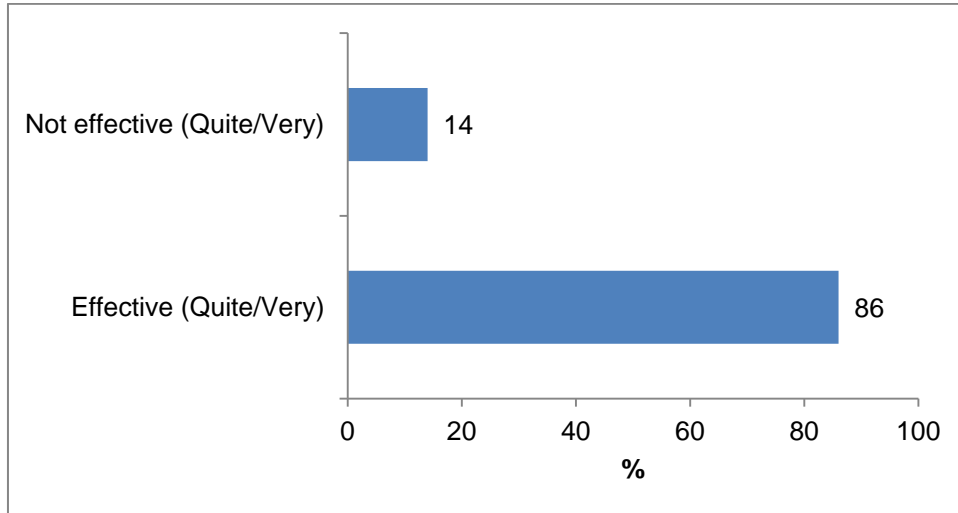
Base: 110

Are you aware of the DSA Driver CPC recording system?

Capabilities on project:  
Transportation  
Social and Market Research

Figure 4.26 demonstrates that respondents generally felt that the Recording and Evidence system was effective. Ten respondents stated that they didn't know.

**Figure 4.26 Effectiveness of the Recording and Evidence system**

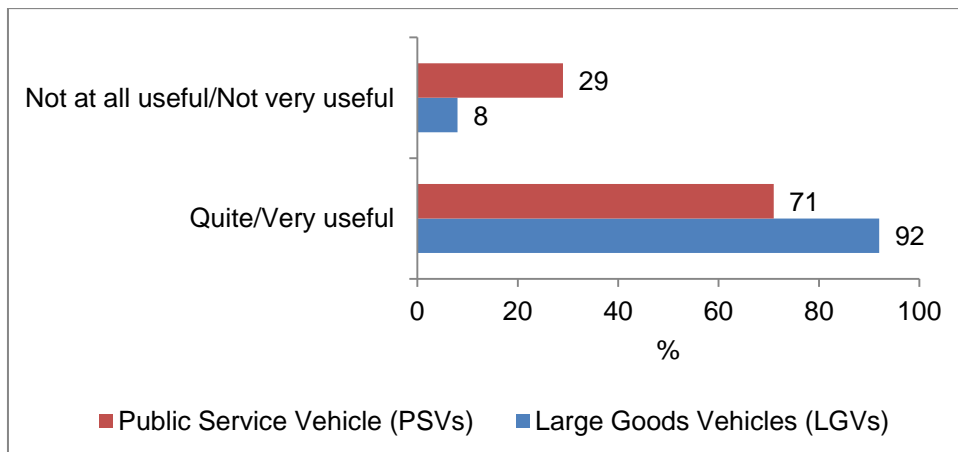


Base: 31

*As a driver trainer how effective do you find the Recording and Evidence System to use?*

Figure 4.27 demonstrates that the majority of respondents felt a facility that allows an operator to login and monitor a drivers Driver CPC activity would be very useful. PSV operators seemed less enthusiastic, perhaps because the greater proportion of internal training undertaken means they have their own records. Four operators stated that they didn't know.

**Figure 4.27 Usefulness of an online Driver CPC monitoring facility**



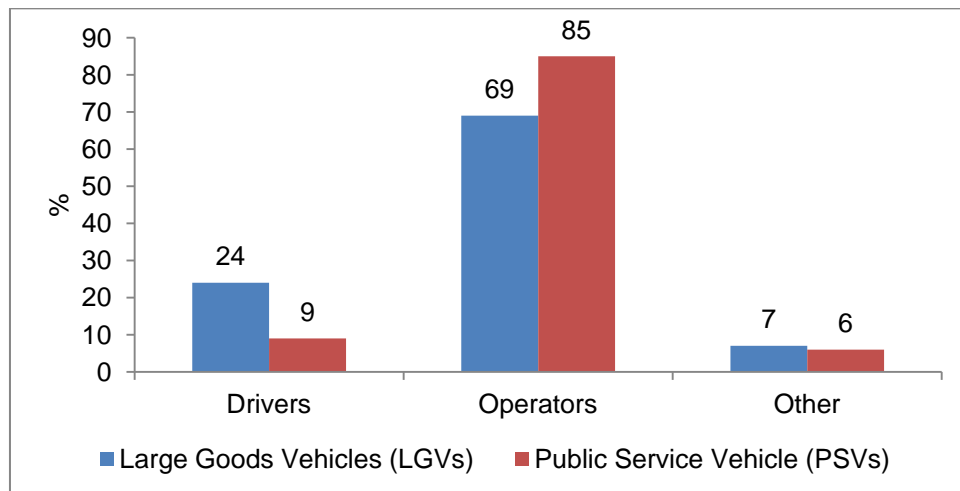
Base: 109

*How effective would you find a facility that allows you to log in and monitor your drivers' DCPC activity?*

Figure 4.28 demonstrates that operators generally pay for training, although the practice is more widespread for PSV operators than LGV operators, where over 20% of operators stated that drivers have to pay for their own training. The less positive perception of Driver CPC initiative by LGV drivers may be attributable to this statistic.

Capabilities on project:  
Transportation  
Social and Market Research

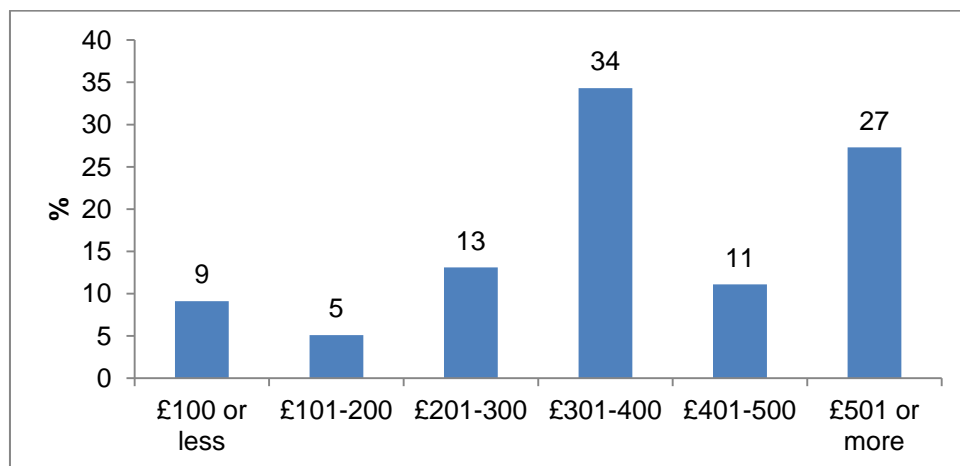
**Figure 4.28 Who pays for Driver CPC Periodic Training**



Base: 108 (74 LGVs 34 PSVs)

Figure 4.29 demonstrates that there were significant differences in the responses received from operators as to the cost per course per driver. The most common response was between £301-400 for each 7 hour course, although over a quarter (27%) stated that it cost over £500 per 7 hour course for each driver.

**Figure 4.29 Average cost per driver to complete a periodic training course**



Base: 99

Please estimate the average cost per driver to complete a periodic training course

During depth interviews with operators they were also asked how much it cost to ensure that a driver fulfilled the requirements of Driver CPC. Feedback showed that there is significant variation in the costs stated by each operator, with a range of £400-£2,500.

Three operators were funded externally (either by TfL, a local college or central Government), whilst the remainder of the operators (including all PSV operators) funded training internally.

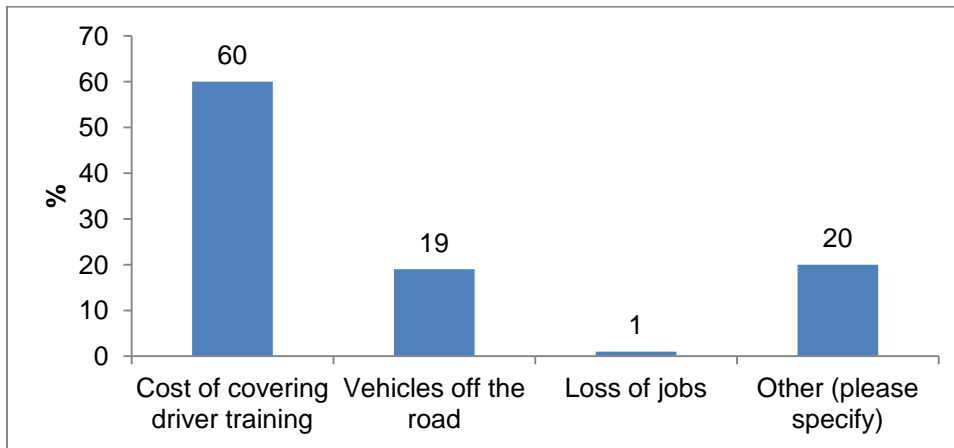
The opinion of operators on the value for money of Driver DCPC varied. With some operators stating that the courses were value for money due to the standard of drivers improving. However most operators interviewed were fairly negative towards the schemes benefits over costs. Operators were concerned that no formal assessment is needed in order to gain Driver CPC.

*'Anyone could sit in the classroom and walk away with a certificate, this leads to devaluing the accreditation'*

Capabilities on project:  
Transportation  
Social and Market Research

Figure 4.30 demonstrates that the cost of covering driver training is the most common additional cost of Driver CPC, followed by a small number stating that vehicles being off the road also incurred additional costs.

**Figure 4.30 Any additional costs incurred as result of Driver CPC, other than course costs**



Base: 100 Respondents could give more than one answer

*As a result of the implementation of Driver CPC, have you incurred any other additional costs i.e. other than course costs?*

#### **Key Themes - Training Courses and Costs**

- **Most popular courses were Safe and Fuel Efficient Driving and working time directives**
- **Greater variety during a course day is required (not focusing on one subject)**
- **There was a mixed response on the introduction of compulsory courses**
- **Awareness of the Recording and Evidence System was good, and it was generally felt to be effective**
- **Majority felt that an online monitoring tool would be useful**
- **Operators generally pay for training, although this is less likely for LGV operations**
- **Perceived costs varied significantly across operators**
- **Cost of covering drivers undertaking training a key additional cost of Driver CPC training**

#### **4.8 Impacts of Driver CPC**

Operators were asked what had been the benefits of Driver CPC. Table 4.5 shows that refreshed driver knowledge and increased driver knowledge were seen to be the most significant benefits. Furthermore a higher level of compliance/better understanding was also an important benefit.

Capabilities on project:  
Transportation  
Social and Market Research

**Table 4.5: What do you think have been the benefits of Driver CPC since its introduction?**

Benefit	LGV Operator (n)	PSV Operator (n)
Improved journey time reliability	4	7
Raised driving standards in the industry	29	16
Has improved fuel efficiency	17	15
Refreshed driver knowledge	46	29
Increased driver knowledge	42	25
Higher levels of compliance/ better understanding of driving safely	35	21
Driver retention	8	11
Reduced accidents on the road	12	8
Improved preparedness of foreign drivers	5	7
Fewer passenger complaints	0	5
None	20	2
Other	2	4
<b>Base (n)</b>	<b>77</b>	<b>34</b>

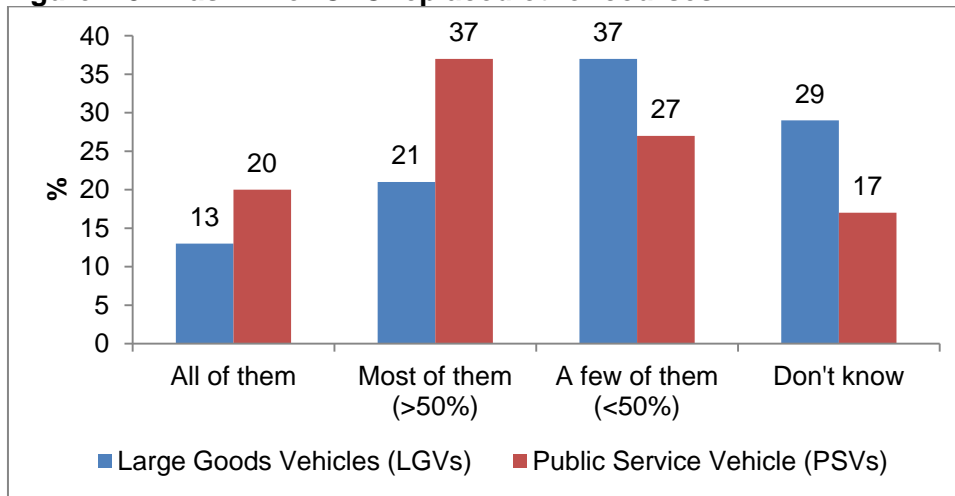
*Respondents could give more than one answer*

Table 4.5 shows a breakdown by LGV and PSV operators. It clearly indicates that PSV operators believe Driver CPC has had more benefits. For all the potential benefits, a higher proportion of PSV operators believed they were a benefit compared to LGV operators. This is highlighted by over 80% of PSV operators believing Driver CPC helps to refresh driver knowledge compared to 60% of LGV operators. Significantly, around a quarter of LGV operators believed there has been no benefit from Driver CPC compared to only 5% of PSV operators.

The depth interviews show that quantifiable evidence for these benefits is not extensive. One operator stated that their rate of infringements has decreased. However other operators appeared unsure as to whether they have evidence of improvements. One operator has experienced improvements in KPI's but is unsure as to whether they can be attributed to Driver CPC. One operator stated a 2-3% fuel saving had been made. However other operators were unsure as to whether the benefits were fully attributable to Driver CPC. An example from one operator stated that they had received a customer service award and achieved an 84% customer satisfaction rating in a recent survey. However they believed this may be due to a good fleet and range of ticket offers, as well as driver training.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.31 Has Driver CPC replaced other courses**



Base 100

*Has Driver CPC training replaced your provision of any other non Driver CPC training courses?*

Operators were asked if Driver CPC training had replaced any other training courses. It is clear from Figure 4.31 that training courses had been replaced more regularly in the PSV industry. Over 50% of PSV operators stated that all or most of their training had been replaced, compared to around 30% of LGV operators.

The depth interviews revealed similar results showing that Driver CPC replaced NVQ's for around half of the operators.

Table 4.6 shows that the concerns of the LGV and PSV operators with regards to Driver CPC varied. Training costs involved with Driver CPC was the main concern for both LGV and PSV operators. However this concern was far more pertinent for PSV operators with 71% concerned compared to 44% of LGV operators. In addition a lack of enthusiasm for training from drivers was cited as a concern by 43% of LGV operators compared to only 18% of PSV operators. In general across all the criteria it appears that LGV operators were more concerned about Driver CPC. PSV operators were mainly concerned with training costs; however also seemed concerned about meeting the deadline.

**Table 4.6 Do you have any concerns regarding Driver CPC?**

	LGV Operator (%)	PSV Operator (%)
Yes - training costs	44	71
Yes - meeting Driver CPC completion deadline for all my drivers	23	29
Yes - lack of enthusiasm for training from drivers	43	18
Yes - quality of training	25	6
Yes - barrier to new drivers/loss of existing staff	31	15
Yes - poor retention of training information	9	3
Yes - lack of 'practical' aspect of training	31	9
Yes - reduction in profit margins	19	15
Yes - had to take on extra staff to cover training	19	15
No	12	9
Other	6	29
<b>Total (n)</b>	<b>77</b>	<b>34</b>

*Respondents could give more than one answer*

Capabilities on project:  
Transportation  
Social and Market Research

Concerns highlighted by the operator interviews focused mainly on the quality of trainers and courses provided. A particular problem mentioned was the lack of regulation on variation of courses meaning drivers could just repeat the same course. Another common concern was the apparent lack of compliance throughout the rest of Europe.

One operator stated that

*“It appears that the UK is striving to complete the training before 2014, however this does not seem to be the case with our European colleagues”.*

However compliance in the UK was also a concern for some operators. Companies currently enforcing Driver CPC are seen to be at a competitive disadvantage compared to those not carrying out the training.

Another operator was concerned as to whether drivers coming into the UK after the deadline without Driver CPC would be allowed entry.

Furthermore many operators had concerns over the release of drivers for Driver CPC training. Three operators cited that the replacement agency drivers who are brought in to fill the gaps are not trained to the same level as internal drivers. There was also a concern as to how these agency drivers would be able to fulfil the compulsory 35 hours training. However one operator explains how they avoided this by training regular agency drivers with their internal drivers so they are up to date with training and could be called upon at any time.

Operators also seemed to be concerned with the additional cost of covering drivers that are on Driver CPC training. One operator also shows concern as practical courses may result in considerable down time for vehicles.

The length of training courses seemed to be an issue with some of the PSV operators as they believed that shorter courses would be more appropriate as drivers would remain engaged. However others believed that 7 hours was a good length as a full day's cover is easier to find than a half day. One operator splits the sessions into smaller elements. Another interesting issue mentioned by an operator was the potential for poaching of drivers with full CPC training in the months before the deadline. Also there seemed to be concern over the ability of companies to carry out the training and operate the business in tandem.

Two operators interviewed had no concerns about Driver CPC and were positive about the whole scheme.

Table 4.7 shows the extent to which LGV and PSV operators agree with specific statements regarding potential advantages of Driver CPC. In general PSV operators were more positive with higher proportions tending to be in the agree and strongly agree sections compared to LGV operators. This is highlighted by 56% of PSV operators stating that Driver CPC has improved the industry's reputation compared to only 24% of LGV operators. The same can be seen with regards to Driver CPC correcting driver bad habits.

Significant proportions of both LGV and PSV operators that stated they neither agreed nor disagreed with the statements, indicating that the operators may be uncertain as to the effects of Driver CPC.

Capabilities on project:  
Transportation  
Social and Market Research

**Table 4.7 Impact of Driver CPC**

Statement	Agree/Strongly Agree		Neither agree nor disagree		Disagree/Strongly Disagree		Don't know / not applicable	
	LGV	PSV	LGV	PSV	LGV	PSV	LGV	PSV
Decreases vehicle/fleet running costs	30	47	37	29	27	24	5	0
Helps avoid legal action	45	53	26	24	21	24	7	0
Standardises driver ability	49	57	23	24	28	18	0	0
Encourages new drivers into the industry	8	27	27	9	62	62	3	3
Leads to a loss of earnings among operators	46	57	35	12	19	24	0	6
Corrects driver bad habits	42	76	38	15	20	9	0	0
Has improved industry's reputation	24	56	36	18	37	27	3	0
Decreased incidents due to lack of compliance	28	44	43	38	22	15	7	3
Lead to a reduction in insurance premiums	7	12	35	26	56	50	3	12
Improved service reliability	13	33	49	42	31	24	7	0
Reduced customer complaints	8	37	49	47	39	12	4	3

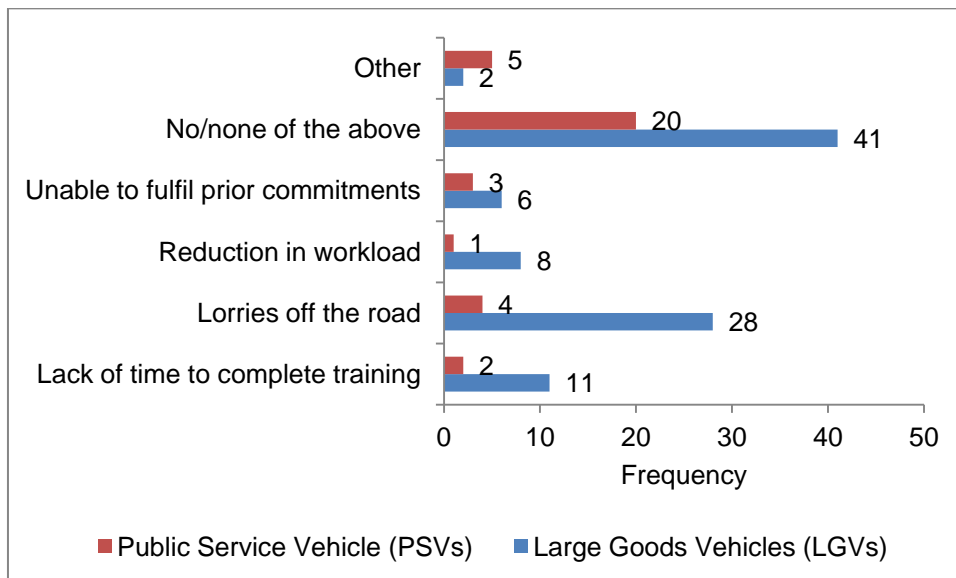
Base: LGV 72/PSV 32

Feedback from depth interviews suggested that the current economic climate, as would be expected, was a major concern for operators of LGVs. Operators stated that the decline in the economy was putting stress on the freight market, causing many difficulties. One operator went into more detail concentrating on the knock on effect of large manufacturers closing down. Fuel costs were also of concern to LGV operators. The weak economy was also a concern for the PSV operators, with dwindling passenger numbers and a reduction in subsidies being directly related to the economic downturn.

In addition, those interviewed stated rising fuel costs have affected operator margins. Driver retention was also an important issue. However the two PSV operators that mentioned this have opposite views. One operator stated staff retention was good, citing a poor economy as justification. The others had stated that staff retention was poor due to a requirement to work shifts and liaise with sometimes difficult passengers and sometimes unattractive and variable shift patterns.

Capabilities on project:  
Transportation  
Social and Market Research

**Figure 4.32 Have you experienced any operational issues as a result of implementing Driver CPC?**

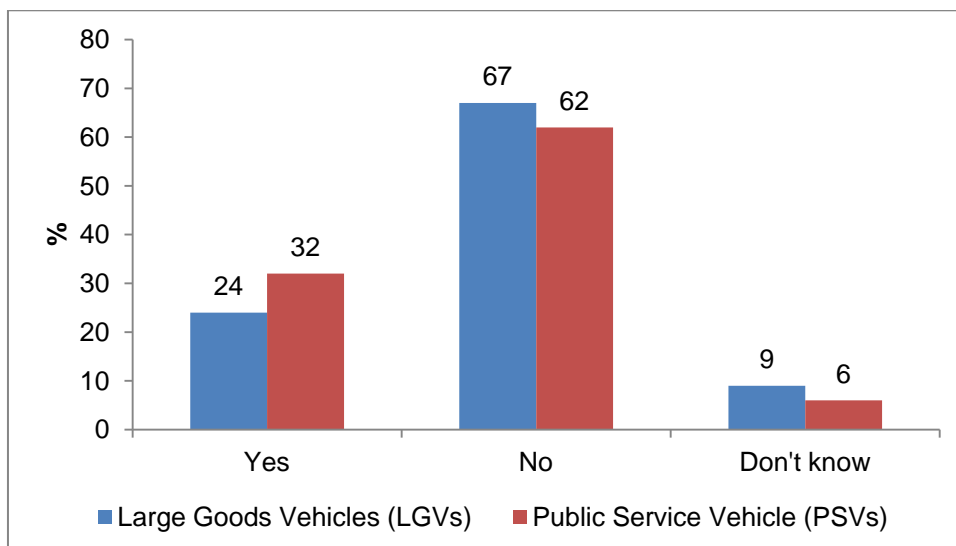


Base: 108

*Have you experienced any operational issues as a result of implementing Driver CPC?*

Figure 4.32 shows the operational issues faced due to the implementation of Driver CPC. The majority of both LGV and PSV operators have faced no operational issues. However with regard to LGV operators around a third stated that having lorries off the road has been an operational issue. In general PSV operators have experienced relatively few operational issues.

**Figure 4.33 Barriers to complying with Driver CPC requirements**



Base 104 (LGV 70, PSV 34)

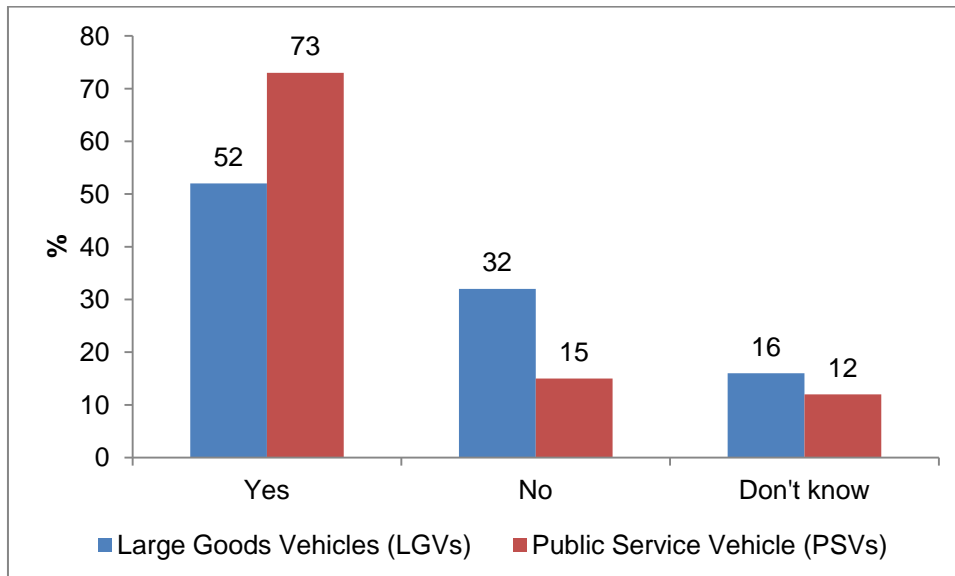
*Do you think there are any barriers to drivers being able to fully comply with the requirements of Driver CPC?*

Figure 4.33 shows that between a quarter and a third of operators felt there were barriers to drivers being able to fully comply with the requirements of Driver CPC. The graph also shows that there was slightly more of a concern cited from the PSV operators, than their freight counterparts.

During the depth interviews the majority of respondents stated there were no barriers to the introduction of Driver CPC, although there were operational difficulties in some cases. The only barriers to implementing Driver CPC mentioned were an initial lack of commitment from drivers and the cost of implementation.

When asked whether Driver CPC had met expectations 73% of PSV operators agreed compared to 52% of LGV operators (Figure 4.34), indicating that PSV operators were generally more positive about Driver CPC.

**Figure 4.34 Has Driver CPC met expectations?**



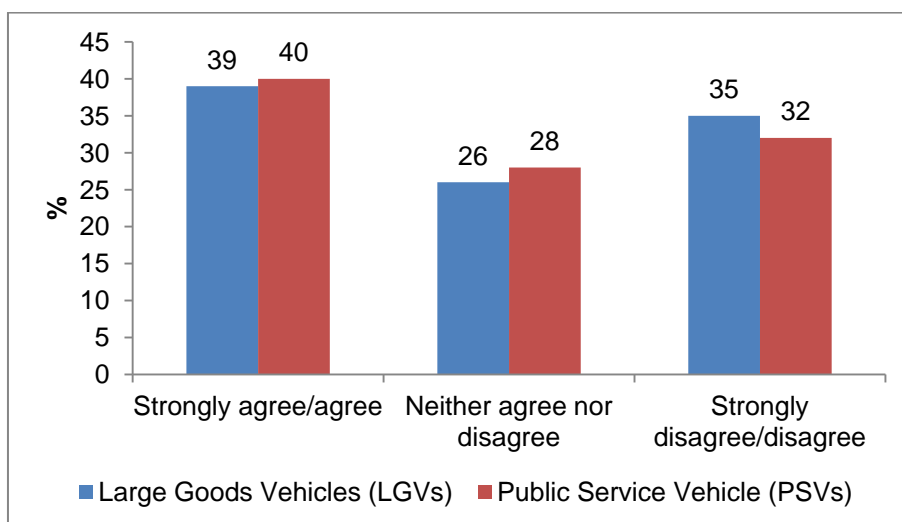
Base 108 (LGV 75, PSV 33)

Overall, has Driver CPC met your expectations since it was introduced?

The depth interviews showed that generally Driver CPC has met expectations and is seen as beneficial by the operators. Operators stated that it raises driver awareness and driving standards making them better employees. However, one operator stated that they have not seen any benefits from Driver CPC. PSV operators concentrated on the improvements in their driver's customer service and attitude. One operator added that the scheme gives something back to the driver and restores professionalism to the industry. However some operators were still sceptical about Driver CPC benefits.

Figure 4.35 shows that a significant number of both LGV and PSV operators believed that Driver CPC has been value for money. However there are also a considerable proportion of operators that disagree and strongly disagree representing 35% of LGV operators and 32% of PSV operators.

**Figure 4.35 Driver CPC – Value for Money**



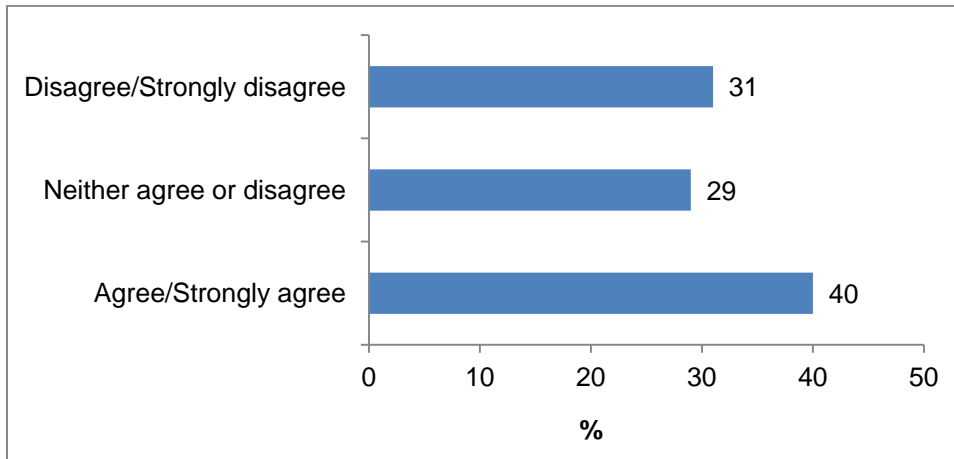
Base 97

verall, do you agree or disagree that the Driver CPC has been value for money for your organisation?

Capabilities on project:  
Transportation  
Social and Market Research

Figure 4.36 demonstrates that approximately a third (31%) of operators felt that the CPC had not been successfully delivered.

**Figure 4.36 Has CPC been successfully delivered?**



Base 103

*Driver CPC was introduced to improve the overall standard for vocational drivers. Do you agree this has been successfully delivered?*

#### **Key Themes - Impacts**

- A key benefit of Driver CPC was deemed to be higher standards in the industry and better compliance with regulations
- There was less replacement of existing training provision amongst LGV operators than PSV operators
- Driver CPC training was considered barrier to those wishing to enter haulage industry as a driver
- Lack of practical courses an issue
- PSV operators generally more positive about impact of CPC
- Vehicles being off road a key issue for LGV operators

## **5 Driver Views and Attitudes**

## 5 Driver Views and Attitudes

### 5.1 Introduction

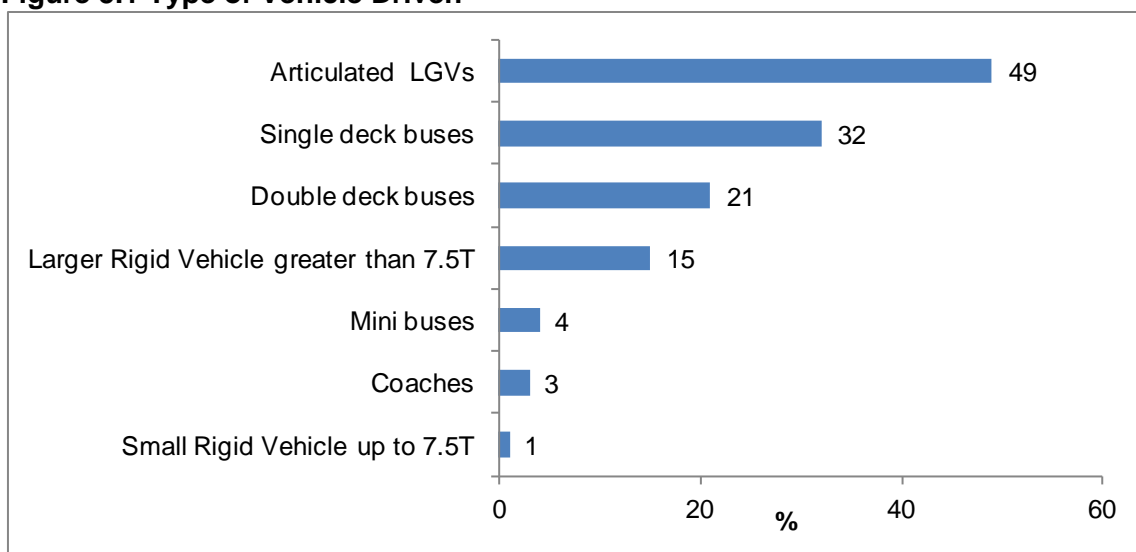
This chapter looks at the views and opinions of drivers towards the Driver CPC scheme. It includes data from both the focus groups and the face to face survey.

### 5.2 Sample Profile

The face to face survey included 79 PSV drivers and 137 LGV drivers. Of those, sixteen respondents were also owner drivers, 216 in total.

Almost half of drivers interviewed drove articulated LGVs (49%); with just under a third (32%) driving single deck buses and a fifth (21%) driving double deck buses.

**Figure 5.1 Type of Vehicle Driven**



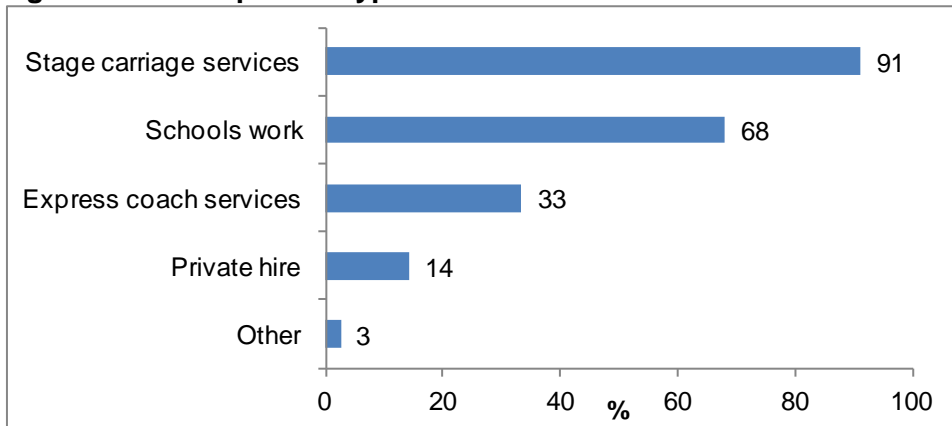
Base: 216 Respondents could give more than one answer

*What type of vehicle do you MAINLY drive?*

### 5.2.1 PSV drivers

The majority of PSV drivers worked for operators whose primary functions included stage carriage services (91%), with 68% doing schools work and 33% operating express coach services. Only 7% of PSV drivers drove outside of the UK.

**Figure 5.2 PSV Operator type**



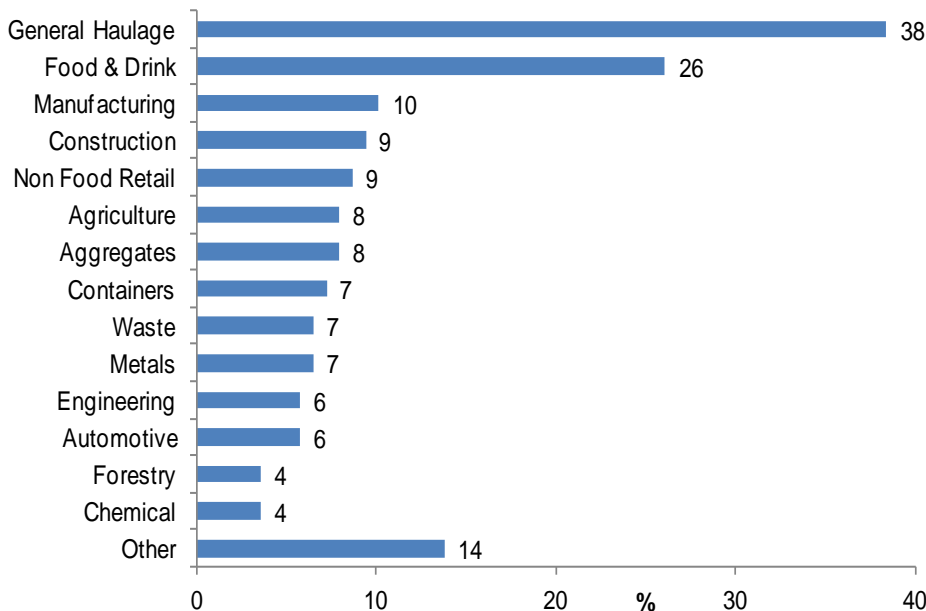
Base: 79 Respondents could give more than one answer

*How are your organisation's PSVs used?*

### 5.2.2 LGV drivers

Almost two fifths of LGV drivers transported general haulage (38%) with a quarter (26%) transporting food and drink.

**Figure 5.3 Goods transported**



Base: 138 Respondents could give more than one answer

*What type of goods do you transport?*

Capabilities on project  
Freight  
Market Research

Over three fifths of LGV drivers (62%) stated that their organisation transported for hire and reward, 17% transported their own goods, and a fifth (20%) carried both.

### 5.3 Awareness and general views of Driver CPC

The majority of both PSV and LGV drivers (both 99%) were aware of Driver CPC. Many had been informed via a letter from their company about having to undertake the qualification when it was first introduced. The majority were also aware that periodic training for Driver CPC needed to be undertaken every 5 years.

In addition, LGV drivers had found out about Driver CPC from other sources, for example magazines (*Truck and Driver*, *Truck Stop News*, *VOSA News*), websites and one initially via word of mouth from colleagues or friends.

*"You couldn't miss it, plastered all over magazines." (LGV driver)*

One driver for a large PSV operator stated that a lot of drivers did not know about it, but during the depth interviews only one driver from a small PSV Operator was actually found to be unaware of Driver CPC.

*"I gather lots of drivers don't know about it, there is a shortfall for next year." (PSV driver, large PSV Operator)*

*"...heard drivers mention it but don't have a clue what it is." (PSV driver, Small PSV Operator)*

All drivers felt there was a good general awareness across drivers and operators regarding the qualification and why it had been introduced.

*"I think it was a legal requirement and they're just catching up with the times really." (PSV driver, Large PSV Operator)*

*"I think to set a standard across Europe." (PSV driver, Large PSV Operator)*

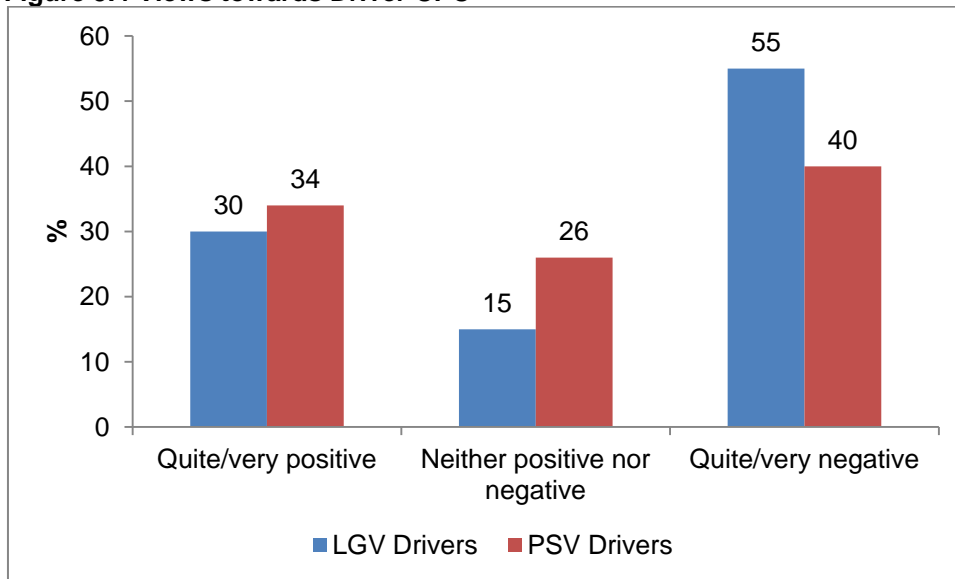
#### 5.3.1 Views of Driver CPC

Despite good general awareness across both the PSV and LGV industries of the requirements of Driver CPC, that this did not necessarily mean the scheme was popular.

*"[Drivers are] just doing it because they have to do it. It is not something that they want to do." (PSV driver, Small PSV Operator)*

Over half of LGV drivers (55%) said they felt very or quite negative about Driver CPC, compared to 39% of PSV drivers. A third of PSV drivers (33%) felt very or quite positive about Driver CPC.

**Figure 5.4 Views towards Driver CPC**



Base: 76 (PSV), 135 (LGV) Excludes don't know

Are your views towards Driver CPC...

When analysing those drivers that had not yet had any training it was apparent that were more negative about Driver CPC than those that had undertaken training. 59% either disagreed or strongly disagreed with a statement relating to Driver CPC being beneficial, as opposed to 40% that had taken the training. New drivers (those that have held a licence for less than 3 years) are generally more positive than experienced drivers, with 37% stating they were quite or very positive about Driver CPC. Only 30% of experienced drivers stated that they were positive about the initiative.

Although the survey showed over one third of PSV drivers were quite or very negative, PSV drivers generally had a more positive view of Driver CPC, feeling it was beneficial in a number of ways; from the perspective of their organisation it provided drivers with:

- A greater understanding of the organisation;
- Their organisation's aim and objectives; and
- Where they fitted into the bigger picture of the organisation.

*'Yeah it is a good thing because you get to find out workings of the transport side, management side; it covers all areas...quite useful because I've learnt some stuff I didn't know about.'* (PSV driver, Large PSV Operator)

PSV drivers also felt it was beneficial from a driving and safety perspective, as it had improved their driving to some degree.

*'It keeps you up to date as well with what's going on because it's constantly changing...as information changes and current data comes up it gets included.'* (PSV driver, Large PSV Operator)

Many drivers said the courses had taught them things they hadn't already known, and that customers were also benefitting.

There were no major negative views from PSV drivers regarding the introduction of the qualification. They took the view that they had to do it if they wanted to keep their licence and as it wasn't at any cost to them, drivers were quite happy to undertake it. A few noted that only those who generally moaned about everything were the ones who were negative towards the course.

*'There's no cost to us and we get paid for it while we do it so we've got no cause for complaint...the guys that do come in and moan...well you think you're getting paid to do it and it maintains your licence at the end of the day.'* (PSV driver, Large PSV Operator)

Capabilities on project  
Freight  
Market Research

*'Other guys...they have to pay for their own...we're lucky all it takes is a bit of our time.'* (PSV driver, Large PSV Operator)

*'They take you off the road...to go in and do Driver CPC specifically.'* (PSV driver, Large PSV Operator)

*'People always have that attitude when something first comes out but I think once they get in there and start picking things up, parts of it appeal to different people.'* (PSV driver, Large PSV Operator)

*'Well you can't please everyone all of the time...you always get that kind of attitude.'* (PSV driver, Large PSV Operator)

A minority of PSV drivers did state Driver CPC was a money-making enterprise rather than aimed at raising standards.

*'Waste of time...Money making scheme.'* (PSV driver, large PSV Operator)

It was particularly felt by drivers working for large PSV Operators that employers comply with Driver CPC regardless of their opinions because it is a requirement by law.

LGV drivers were less positive, although the views of Driver CPC differed from driver to driver and company to company. In general there was a lot of scepticism about the benefits that the qualification would bring.

Some felt that it was a money making scheme and that it taught them very little.

*'It's cost, cost, cost all the time.'* (LGV driver)

*'They're always nibbling at the edges, what's next?'* (LGV driver)

Some felt the subjects covered were not appropriate/ relevant to them, although this may be a failing of their employer not understanding or taking into consideration the needs and interests of the drivers. However the majority saw it as an added barrier to new drivers entering the industry, especially for those hoping to be owner drivers, as the cost of getting your Class 1 (C and E) licence is already a sizeable investment.

*'It puts new drivers off, it's more money to get into the profession.'* (LGV driver)

*'I just don't see a future in this industry now, it's dead.'* (LGV driver)

*'3 grand to get your licence, then another grand to do this. You can bet your bottom dollar that it will double in price nearer the deadline.'* (LGV driver)

Some of the older drivers felt particularly aggrieved about having to do Driver CPC.

*'After 19 years doing the job I'm no longer qualified to do it!'* (LGV driver)

*'34 years I've been driving and I've got to go through all this again.'* (LGV driver)

*'You don't ask a solicitor to redo their exams every 5 years.'* (LGV driver)

*'I understand why the government are doing it, it's a good thing but not for the likes of us, for the new drivers it makes sense.'* (LGV driver)

There were conflicting views among some drivers however, who felt the course should be for new drivers only and conducted before they go out in a vehicle and get their licence

*'The guys that are just starting out, those are the ones who should be doing this.'* (LGV driver)

*'An apprenticeship scheme would be more useful, years ago you used to start off as a driver's mate and work your way up, learning mechanics etc.'* (LGV driver)

It was also mentioned that some drivers/ hauliers were thinking about leaving the industry rather than having to go through Driver CPC. Drivers mentioned one specific haulier who had ten drivers and as it could not afford to train its drivers it was intending to shut down, meaning drivers would have to look for new jobs and put themselves through Driver CPC training independently.

Capabilities on project  
Freight  
Market Research

*'It will do, bloody hell, gotta have 35 hours, a day off every year to do this stuff, whose going to pay for it?...It comes outta their wage packet. You gonna start seeing drivers coming out of the profession because it isn't cost effective.'* (LGV driver)

*'Older drivers thinking, Stuff it! I'm not going to bother.'* (LGV driver)

*'Forcing people into a situation where they think, I've only got 5 year left, I'm retiring, there's no point.'* (LGV driver)

From the survey, one in ten of both PSV and LGV drivers (10%) said their views towards Driver CPC had become more positive over the last few years, with 17% and 16% respectively saying they had become less positive.

Reasons drivers gave as to why their views had become more positive included:

- *'Can't see a downside to drivers being more qualified'*
- *'Gives confidence that you are up to date with the latest legislation. Enjoyable training days - refreshes knowledge even if you already know something about it'*
- *'Having attended the courses and found them useful/ interesting'*
- *'It will help the standard and improve it amongst drivers to make roads and pedestrians safer'*
- *'It's a chance to catch up with drivers from other depots, it's more of a social occasion'*
- *'Like the idea of getting refreshers on vehicle law and tachographs safety'*
- *'More focus. More VOSA visibility'*
- *'Opened eyes to things that have been taken for granted'*

Views had become less positive due to:

- *'A lot of jobs now need a CPC. If you're looking for a job and don't have a CPC you either have to pay or you can not apply'*
- *'Done almost all my training, spent 4 days in a classroom and not learnt anything'*
- *'Having done three sessions and not learnt anything I feel less positive'*
- *'I can understand for new drivers coming in. But older drivers like me; it's not teaching us anything we didn't already know'*
- *'I have been on a one day course on tachographs and it was terrible - they couldn't answer questions and were reading it out of a book. I know more than they do'*
- *'I have been on the same course twice as the company are trying to get us all through the CPC, and there happened to be space on the one I had already done'*
- *'It's a money scam by the government/ it won't help us'*
- *'No assessment so technically you don't have to listen'*

Both PSV and LGV drivers thought Driver CPC had been introduced to improve standards across the industry, and to make it more consistent.

*'They want people to know all the rules and apply them... keep it in your mind that you are a professional driver not just any driver.'* (PSV driver, Large PSV Operator)

One driver working for a small PSV operator was dubious as to the benefits of the scheme.

*'No test at the end so you could fall asleep all day and get the qualification.'* (PSV driver, Small PSV Operator)

Driver views were influenced by:

- *Experience* - PSV drivers who had been on several Driver CPC courses and found them to be both interesting and beneficial;
- *Comparison with other drivers* – knew others who had to do it in own time and pay for own training; and
- *Employers making courses enjoyable* - with no costs to drivers and good quality trainers made courses interesting and meant drivers retained the information learned.

*'If I was earning more money doing my duty, [than doing the course] then they pay you the extra.'*  
(PSV driver, Large PSV Operator)

One driver who worked for a small PSV operator felt the larger PSV operator he had previously worked for took training more seriously and noted he had done all his training there.

*'Did all training at [name omitted]. [Name omitted] have not offered any training since I started 12 months ago. [Name omitted] took it seriously, did in house training in work time.'* (PSV driver, Small PSV Operator)

A few LGV drivers thought the aims of Driver CPC were to provide a professional qualification for drivers and ensure all drivers were on a level playing field; but the majority felt that gaining your professional licence should be the only qualification you really needed.

*'It's supposed to give a driver a qualification. A driver gets a qualification when he gets his licence, that's the biggest qualification you need to drive a lorry, not a bit of paper.'* (LGV driver)

*'If it does what it is supposed to, that is to give a driver an accreditation, or whatever they want us to call it, and that the driver can then go over there and say well look I've done this and that then means he will get the job above others...well good. But then if everybody's got it, then we're all on the same level.'* (LGV driver)

*'Everyone at the same level, everyone professionally trained to the same standard, improves the standards in the industry.'* (LGV driver)

From the survey, three fifths of PSV drivers (60%) and almost three quarters (72%) of LGV drivers were aware that it was the driver's individual responsibility to ensure that they had Driver CPC. Over a fifth of both PSV and LGV drivers (28% and 21% respectively) thought it was the employer's responsibility. This is different from the response from operators, where a greater proportion of respondents felt it was the employers responsibility (approximately an even split).

**Table 5.1 Responsibility for Driver CPC**

	PSV drivers (%)	LGV drivers (%)
Employer's responsibility	28	21
Drivers' individual responsibility	60	72
Not sure/don't know	9	4
Other	3	2
<b>Base (n)</b>	<b>78</b>	<b>137</b>

Almost nine out of ten (88%) PSV drivers knew it was a legal requirement to complete the required 35 hours of Driver CPC periodic training. Just less than three quarters (74%) of LGV drivers were aware of this.

Only 12% of PSV drivers and 14% of LGV drivers had ever been stopped by the authorities and asked to show their Driver Qualification Card.

### 5.3.2 Driver CPC Courses

#### **Course Allocation**

PSV drivers especially stated that they received a letter every year informing them when they were allocated on the one day Driver CPC training and which course they would be doing. Some PSV drivers noted that the training courses were put up on noticeboards with a list saying who had /hadn't completed the courses.

*'They sent us all a letter individually telling us what was going on'* (PSV driver, Large PSV Operator)

All drivers, whether PSV or LGV, said they were allocated onto courses by office staff who used a matrix showing all staff and their training needs. They also noted they had to bring their licence to all courses or they were unable to participate.

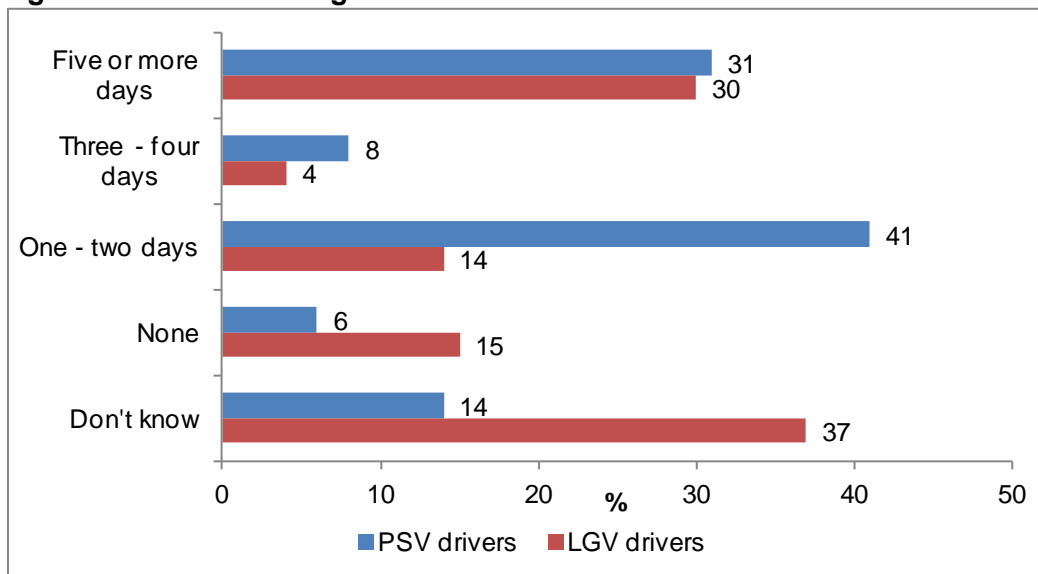
*'Each time you go in and complete it you get a card...you have to carry that with it all the time...it's a legal requirement apparently.'* (PSV driver, Large PSV Operator)

*'If you don't bring your licence with you and your piece of paper, you can't take part in Driver CPC training'* (PSV driver, Large PSV Operator)

Almost a third of PSV (31%) and LGV (30%) drivers had undertaken five or more days of training and so completed their Driver CPC; however notably more PSV drivers (41%) had undertaken 1-2 days of training, compared to LGV drivers (14%).

LGV drivers were more likely to have undertaken no training (15%) or not know how much they had undertaken (37%), despite it being considered by many to be the drivers responsibility to complete Driver CPC.

**Figure 5.5 Driver training undertaken**



Base: 78 (PSV) 136 (LGV)

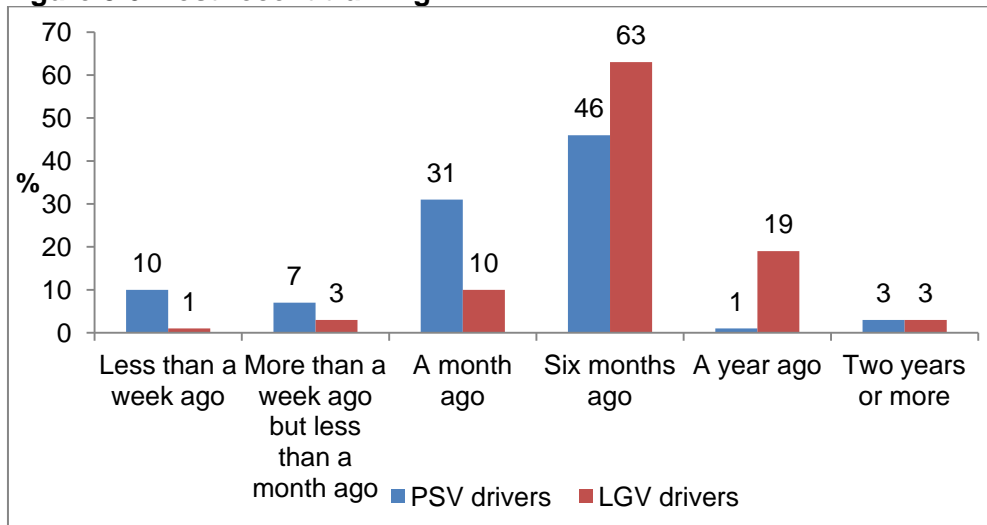
How much Driver CPC periodic training have you undertaken?

Drivers from larger companies were more likely to have done more training than others or have completed the required 5 days. Two drivers from a small PSV company reported that they had started training but had only completed one day so far. All new drivers (17 in total) stated they had completed the training.

Training was undertaken internally by the operators of all PSV drivers who took part in the qualitative research. LGV drivers training was conducted both internally and externally. This is reflective of the greater resources at the disposal of large PSV operators, which dominate the industry.

The majority of both PSV and LGV drivers had undertaken their most recent Driver CPC training between one and six months ago (77% and 73% respectively). Ten percent of PSV drivers had undertaken their most recent training less than a week ago, compared to only 1% of LGV drivers.

**Figure 5.6 Most recent training**



Base: 67 (PSV) 86 (LGV)

When was your most recent training undertaken?

Training for the majority of PSV drivers was undertaken in work time (88%) compared to 40% of LGV drivers. Over half of LGV drivers had undertaken Driver CPC training in their own time (55%).

The majority of course training for both PSV and LGV drivers was spread, with one day of training being undertaken each year, and training course availability being increased as the end of the five year deadline approached in order to 'mop up' any outstanding incomplete courses. One driver was dubious as to whether Driver CPC would be enforced.

*'What's gonna happen when the deadline comes in and the majority of drivers haven't done it? What's the country going to do if the majority of drivers can't drive no more? ...they'll extend it a year of two!' (LGV driver)*

For LGV drivers training courses were instigated by employers but often conducted in the drivers own time. Most operators did pay for the course but did not want to have the additional costs of taking the drivers and their vehicles off the road in work time as well.

*'You've got to think about the overheads it costs to keep the lorry off the road. If you got a driver down and a lorry off the road that's revenue gone from the company. They still have to pay a drivers wages.' (LGV driver)*

Some PSV drivers also stated they liked the fact that drivers of all levels attended the courses from managers to supervisors to drivers. They felt this put them on a 'level playing field' as everyone had to do the course regardless of their job title if they wanted to keep their licence valid.

*'Even the MD for the area has to do it if he wants to maintain his CPC so everyone's in the same boat when you get there, it's a leveller because it doesn't matter what your job is... everybody is on a level playing field...it makes it more interesting and easier to get across.' (PSV driver, Large PSV Operator)*

*'It allows you to get a good, equal exchange of views and it makes you get a lot out of it.' (PSV driver, Large PSV Operator)*

In almost all cases for PSV drivers, the training was paid for by the employer and undertaken in work time. Drivers were allocated a day on which to attend their training which was undertaken internally at their bus depot. On some occasions LGV drivers were allocated courses last minute if their vehicle broke down. New drivers (21%) were more likely to have paid for training themselves than experienced drivers (9%).

Capabilities on project  
Freight  
Market Research

One driver noted that in Liverpool, their operator ran 'night shift training sessions' in order to accommodate those drivers who did the night shift driving buses and had other commitments in the day so couldn't do training during this time.

Drivers from one PSV operator stated there were also no monetary losses to them from the training, because if the training session meant their day was shorter than their normal working day, e.g. 7 hours as opposed to 9 hours, drivers were still paid the difference by their employers.

Several drivers noted they also liked the 'free lunch' they got when doing the training!

In total, 29% of drivers (n=61) had not undertaken any Driver CPC training, 14% of these were PSV drivers and 37% were LGV drivers. The two main reasons for not undertaking training were:

- Cost; and
  - *'Cannot afford it yet - will have to think about it before next year but just cannot get the money together'*
  - *'Can't afford it - putting it off for as long as I can'*
  - *'Company has not paid for it yet - says the money is in this year's budget to pay for it'*
  - *'Company is in dispute as to who pays - 90% don't want to pay'*
  - *'Don't know much about it - too expensive - can't afford time off'*
  - *'Not got the money to do it at the moment'*
  - *'Too expensive, I'd give up before I did the training'*
- Time.
  - *'Lack of time - been busy'*
  - *'Don't have the time or inclination - don't think it will come off'*

A few drivers said they were waiting until the last minute to do the training in the hope that it would not come in as a legal requirement.

### ***Delivery of Training***

Over four fifths of PSV drivers (86%) stated that their training was delivered internally by the organisation they worked for, this compared to 49% of LGV drivers. Over two fifths (43%) of LGV drivers stated their training was provided by an external organisation (12% of PSV drivers).

**Table 5.2 Training provision**

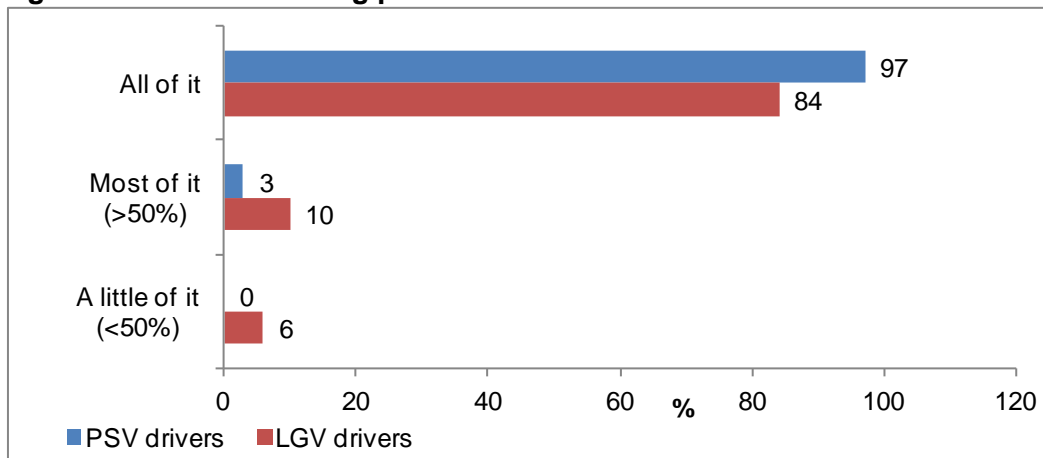
	PSV drivers (%)	LGV drivers (%)
Training delivered by the organisation only	86	49
Training provided by another organisation only	12	43
Mix of both training delivered by the organisation and training provided by another organisation	2	8
<b>Base (n)</b>	<b>66</b>	<b>87</b>

*Internal Training*

Capabilities on project  
Freight  
Market Research

Of those who undertook training internally, 97% of PSV drivers and 84% of LGV drivers stated all of their training was done internally.

**Figure 5.7 Internal training provision**



Base: 58 (PSV) 50 (LGV)

How much training undertaken was provided by the organisation you work for?

### External Training

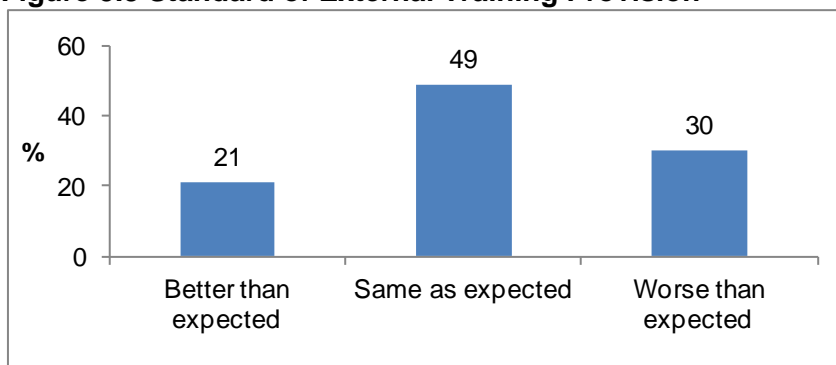
Of those who had undertaken external training, twenty one drivers did not know with which organisation this had been undertaken. One PSV driver and two LGV drivers each said the training had been with the Road Haulage Association or Driver Hire Training. LGV drivers had also undertaken external training with (all n=1):

- J Coates Ltd;
- System Training; and
- Road Transport Industry Training Board (RTITB)

Twenty eight percent of drivers who had been on external Driver CPC courses stated that they found them all to be a similar standard; however 61% said they did not know because they had only been on courses provided by one organisation.

Half of drivers said that the standard of external training courses was the same as expected (49%). A fifth thought it was better (21%) and 30% thought it was worse.

**Figure 5.8 Standard of External Training Provision**



Base: 43

Overall, do you think the standard of external Driver CPC periodic courses on offer are...

Among PSV drivers, opinions on the delivery of training were either neutral or positive.

*'It jogs the memory a bit; knowledge is already there in 90% of drivers.'* (PSV driver, Small PSV Operator)

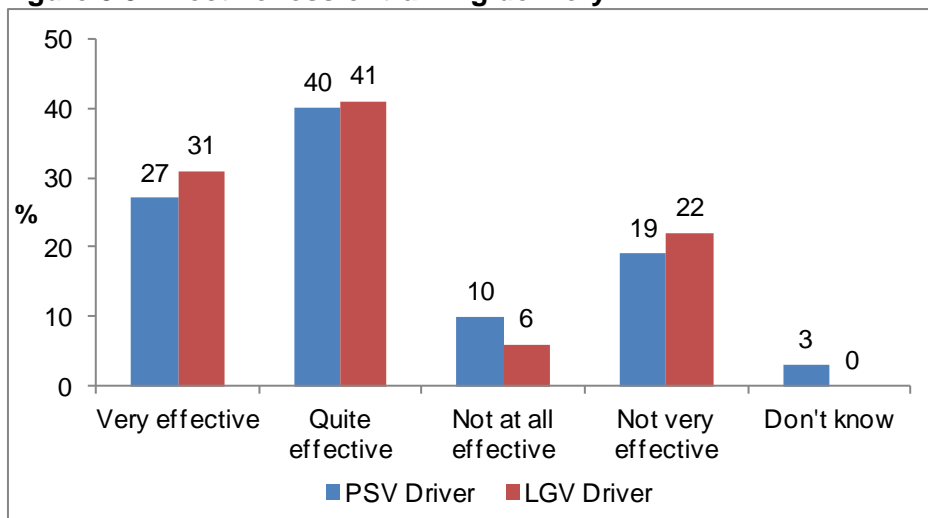
*'Trainer was pretty good at what he did.'* (PSV driver, Small PSV Operator)

*'Quite interesting'* (PSV driver, Small PSV Operator)

*'All know the course teacher so is good.'* (PSV driver, Small PSV Operator)

Two thirds of PSV drivers (67%) and 72% of LGV drivers said the delivery of their Driver CPC courses were very or quite effective. Only 19% of PSV drivers and 22% of LGV drivers said the delivery was not very effective. Only 10% of PSV drivers and 6% of LGV drivers said the delivery was not at all effective.

**Figure 5.9 Effectiveness of training delivery**

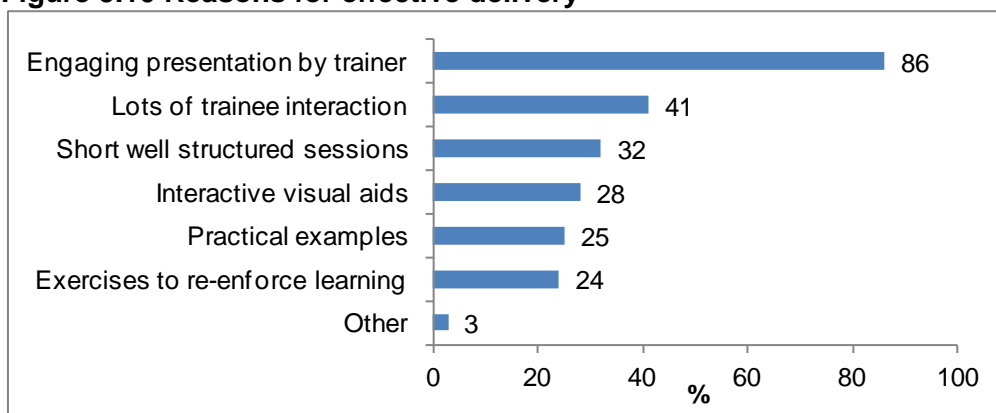


Base: 67 (PSV) 86 (LGV)

How effective did you find the delivery of your Driver CPC training courses?

Those who said training delivery was effective were asked why this was. Over four fifths said this was due to an engaging presentation by the trainer (86%), with 41% stating it was due to trainee interaction or short well structured sessions (32%).

**Figure 5.10 Reasons for effective delivery**



Base: 107 Respondents could give more than one answer

Why did you find the delivery effective?

Both PSV and LGV drivers generally viewed Driver CPC trainers in a positive light. Drivers were encouraged by the fact that many of the actual trainers used to be drivers (PSV or LGV respectively) and so understood the day-to-day issues and had their own stories to tell to empathise and understand drivers' issues. Drivers felt this gave them a better appreciation of how they could apply what was learnt through training to their day to day working.

*'Most of the teachers who come are very good,...and have been quite helpful.'* (PSV driver, Large PSV Operator)

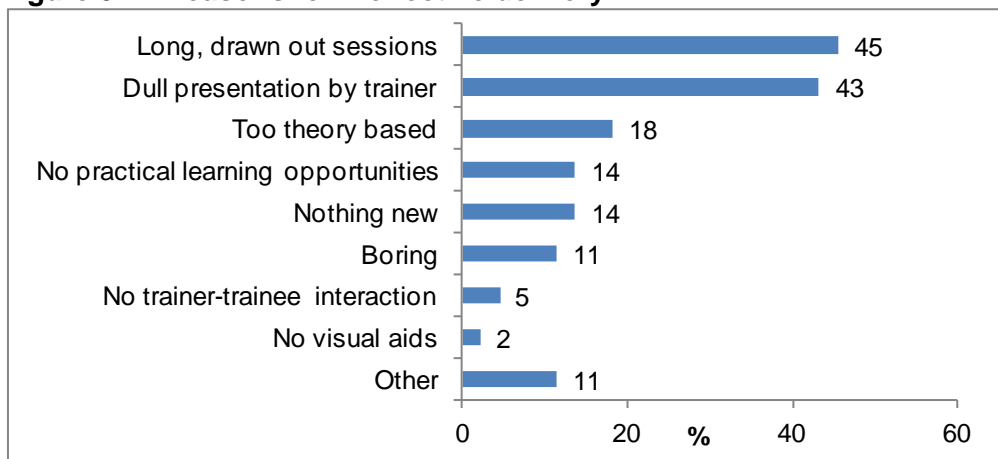
*'We've got our own trainers, every region's got their own trainers...they're all ex drivers...they've done it and they know.'* (PSV driver, Large PSV Operator)

*'I think as well it's the teacher, if you get a really good teacher who gets involved in the group, then you get involved as well.'* (PSV driver, Large PSV Operator)

*'The guy we had was sound, he made it interesting. The first one we had was drab, but he was talking about licences. As long as the trainer can make it interesting that's what matters.'* (LGV driver)

Those drivers who said the delivery was not effective said this was due to long drawn out sessions (45%), dull presentations by the trainer (43%) and too much theory (18%).

**Figure 5.11 Reasons for ineffective delivery**



Base: 107 Respondents could give more than one answer

*Why did you not find the delivery effective?*

Despite the overall positive views, there were a minority of LGV drivers who felt Driver CPC could have some benefit if it was delivered better. A key element that was thought could be beneficial was the introduction of a test at the end of the training sessions to make sure drivers had been paying attention. A number of the drivers said that they could sleep throughout the sessions and still get a 'tick in the box'.

*'You need to have some test, they know they are going to have a test at the end, they will pay more attention. It will also make them feel like they haven't just wasted 7 hours sitting there.'* (LGV driver)

*'If there was a test at the end of the day, taxing questions, not silly questions that would be a big improvement.'* (LGV driver)

*'You can go to sleep if you want. All I need to do is turn up in a classroom for 35 hours.'* (LGV driver)

A few training providers/ presenters were also criticised for not 'knowing their stuff'. The drivers prefer to be trained by ex-drivers who really understand the challenges faced on a day to day basis in the industry.

*'One bloke didn't know anything and had to get answers from a book.'* (LGV driver)

Capabilities on project  
Freight  
Market Research

Only 3% percent of PSV and 4% of LGV drivers were aware of and had used the online driver enquiry facility. Over a quarter of drivers were aware of it but had not used it (26% PSV and 29% LGV drivers).

**Table 5.3 Awareness of Online Driver Enquiry Facility**

	PSV drivers (%)	LGV drivers (%)
Aware, used	3	4
Aware, not used	26	29
Not aware	71	68
<b>Base (n)</b>	<b>66</b>	<b>84</b>

All drivers who had used the online driver enquiry facility (n=5) stated that it was very effective.

### **Course Content**

Three quarters of drivers thought that health, safety and emergencies was a topic included in Driver CPC syllabus (74%). Sixty nine percent thought vehicle checks was a topic, although there was a notable difference between PSV drivers (44%) and LGV drivers (84%). Almost two thirds (65%) also thought that legislation was a topic covered by Driver CPC (74% PSV and 59% LGV drivers).

**Table 5.4 Topics Included in Driver CPC Syllabus**

	All drivers (%)	PSV drivers (%)	LGV drivers (%)
Health, safety and emergencies	74	81	70
Vehicle checks	69	44	84
Legislation	65	74	59
Driving skills	59	56	61
Vehicle loading and unloading	56	24	74
SAFED/Eco driving	53	71	43
First aid	48	36	55
Disability awareness	46	85	24
Customer service	42	71	25
Vehicle systems	40	21	51
Personal health and wellbeing	39	37	40
Industry environment	36	33	37
Passenger safety and comfort	33	54	22
Professional driver/company issues	33	29	35
Carriage of dangerous goods	33	15	43
None of the above	0	0	1
Other	6	4	7
<b>Base (n)</b>	<b>212</b>	<b>78</b>	<b>134</b>

Respondents could give more than one answer

Several LGV drivers thought compulsory core modules would help ensure a number of different subjects had to be covered for Driver CPC. However as drivers had differing views on subjects they wanted to cover in training it would be difficult to establish which modules should constitute as core ones.

All drivers, regardless of industry type, stated they preferred courses which were interactive because they found it dull sitting in a classroom situation all day.

Seventy percent of drivers had undertaken health and safety courses as part of Driver CPC, half (50%) had undertaken courses on either safe and fuel efficient driving or hazards at work and on the road.

Capabilities on project  
Freight  
Market Research

LGV drivers were more likely to have undertaken a course on working time directive/ drivers hours (65% compared to 25% of PSV drivers), with PSV drivers more likely to have undertaken a course on accident and emergency reporting (44% compared to 28%) and customer service (34% compared to 19%).

Eighteen drivers had also participated in a course on disability awareness. New drivers were more likely to have taken courses relating to first aid, customer service and accident/emergency reporting.

Table 5.5 lists the full details.

**Table 5.5 Driver CPC Training Courses Undertaken**

	All drivers (%)	PSV drivers (%)	LGV drivers (%)
Health and safety	70	72	69
Safe and fuel efficient driving	50	59	43
Hazards at work and on the road	50	50	50
Working time directive/drivers hours	48	25	65
Digital tachographs	40	8	64
Accident/emergency reporting	35	44	28
Rules and regulations	33	16	45
Manual handling	32	16	44
Analogue tachographs	30	6	48
First aid	25	25	26
Customer service	25	34	19
Occupational risk and personal health and finance	20	23	17
Vehicle theory refresher	19	9	26
Advanced driving	8	8	8
Other	20	39	6
<b>Base (n)</b>	<b>153</b>	<b>64</b>	<b>88</b>

Respondents could give more than one answer

In addition, when asked how beneficial they thought training was over half of drivers said that they had found the training they received so far was very or quite beneficial (53% PSV and 54% LGV).

The main parts of courses drivers commented they found beneficial were:

- *'Disability awareness and how to deal with passengers'*
- *'Driver's hours and accident/ reporting'*
- *'Economic driving'*
- *'Emergency reporting, first aid, health and safety'*
- *'Hazards on the road/ eco driving and legislation'*
- *'Keep you up to date with changes in legislation'*
- *'Road markings - especially around London, I didn't know about'*
- *'Tachographs, laws and regulations'*

Drivers felt these were beneficial because they allowed them to refresh their memory, it also brought them up to date with new laws and legislation they were not fully aware of. Additionally it raised awareness of hazards which many drivers took for granted.

Drivers stated the least beneficial parts of courses were:

- *'Health and safety'*
- *'Cycling in London'*
- *'First aid'*
- *'Tachographs'*

Capabilities on project  
Freight  
Market Research

The underlying reason why drivers did not find parts of the course beneficial was due to prominent feeling that they already knew these things and had a lot of knowledge and experience without needing to undertake Driver CPC.

Courses identified by LGV drivers as being useful were those which improved legislative understanding e.g. tachograph training, and courses which gave some individual benefit i.e. avoiding fines for infringements.

*'Tachograph training, good for older drivers, annual refreshers on tacho laws.'* (LGV driver)

Driver nutrition was highlighted by one driver as course which would be beneficial as they felt drivers often had a very poor diet.

*'I'd pick driver nutrition as a course; the food we eat is rubbish.'* (LGV driver)

Health and safety courses were also highlighted as being useful by many drivers.

*'Health and safety side of it is quite good, civil law as well....you need to protect yourself don't you.'* (LGV driver)

The majority of both LGV and PSV drivers did not get to choose which Driver CPC courses they undertook. Courses were generally prescribed by employers, but most were happy with the courses they had gone on.

*'Told you're on a specific course, end of.'* (PSV driver, Large PSV Operator)

*'Just turn up and do what is taught.'* (PSV driver, Large PSV Operator)

*'They've changed it a bit from the start and now you do get a lot more involved in it.'* (PSV driver, Large PSV Operator)

Some PSV drivers said it would be interesting to do more practical courses e.g. have someone come out with you when driving as part of a training course, however LGV drivers were less keen on this idea. One PSV driver stated they would like to do more on customer service or learn more about the pressures on 'back office staff' or supervisors e.g. dealing with complaints from the public/ other drivers.

Only two PSV drivers gave negative comments regarding the training

*'Telling drivers what they already know.'* (PSV driver, Large PSV Operator)

*'Drivers resent that they have to go on the courses to be told how to do something they already know how to do.'* (PSV driver, Large PSV Operator)

PSV drivers had covered topics such as:

- Road safety and driving technique;
- Vehicle maintenance and walk round checks;
- The 'big picture' on overall company; and
- Customer service and satisfaction.

Although drivers were aware of more practical courses for Driver CPC, they felt the best way to improve was to do the job itself and that experience counted for far more than anything you could get from Driver CPC.

*'You learn nothing sat behind a table, it's out there doing it that counts, nothing is to be gained by watching a video!'* (LGV driver)

One view was that Driver CPC was simply an NVQ and if you were looking for a good driver, the fact they had an NVQ meant very little, as it was all about driving proficiency.

*'Driver CPC is a stepping stone to an improved industry but not enough.'* (LGV driver)

## Quality

There were also some concerns over the quality of the courses, with one driver stating that watching a video for 7 hours a day did not constitute a training course.

*'Its basic stuff. Taught what we already know.'* (LGV driver)

*'It's the same thing, over and over again.'* (LGV driver)

LGV drivers felt 'you can get away with doing the same course 5 times to get your Driver CPC' and as a result this de-valued the scheme.

*'The thing that shows up what Driver CPC really is, is that you can go in and do every module the same, as long as you get your 35 hours. It just makes a mockery of it.'* (LGV driver)

## Length

On average, most drivers had done 21 hours and were happy with the course length. For many drivers (both PSV and LGV) it was shorter than normal working day so was not perceived as an issue.

Only two drivers felt the course length was an issue, for example at the focus group with LGV drivers it was stated that two 3.5 modules on tachographs would be better than a full 7 hour session.

*'7 hours on tachographs and your head starts going'* (LGV driver)

*'Too long and too boring'* (PSV driver, large PSV Operator)

*'Inject humour to the courses, Q&A sessions, all get involved.'* (PSV driver, Small PSV Operator)

One LGV driver had his Driver CPC conducted as part of his ADR requirement (22 hours), and other LGV drivers who also needed this felt it was a good idea to incorporate it into Driver CPC.

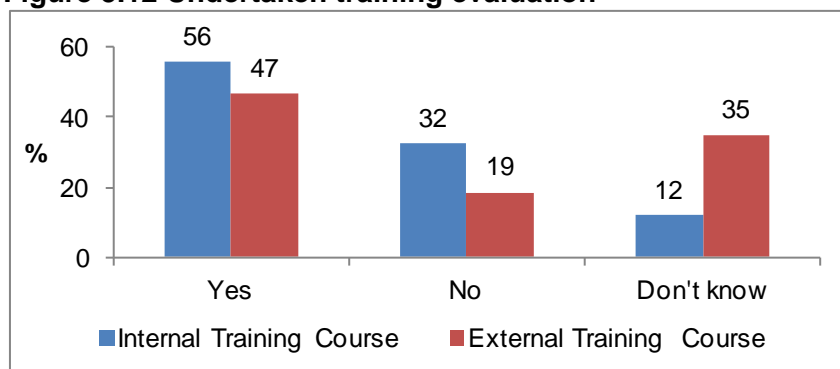
*'ADR, Tanker Licence and tachographs, it's more beneficial to me, something useful.'* (LGV driver)

*'The company doesn't mind wasting or losing money because you have to have this by law anyway so you get the licence and get the other CPC stuff out the way.'* (LGV driver)

### 5.3.3 Training Evaluation

Over half of drivers who had undertaken an internal Driver CPC training course (56%) had undertaken a training evaluation, compared to 47% of those who had done an external course.

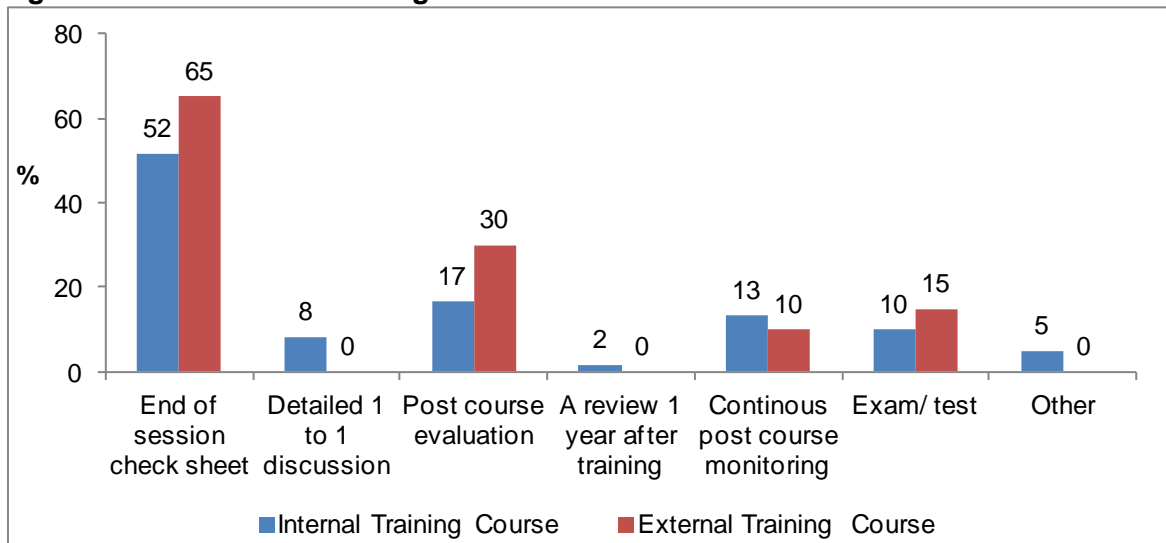
**Figure 5.12 Undertaken training evaluation**



Base: 58 (Internal) 50 (External)

Have you ever undertaken an evaluation of the internal/ external Driver CPC courses you have taken??

Drivers were asked how the evaluation process at the end of their course had been undertaken. Over half of drivers who had taken part in an internal driver training course stated this had been done via an end of session evaluation check sheet (52%), as did 65% of drivers who had undertaken an evaluation of an external training course. Thirty percent of those doing external training courses had undertaken a post course evaluation, and 15% had done an exam. Thirteen percent doing internal training courses had undertaken continuous post course monitoring.

**Figure 5.13 Process of training evaluation**

Base: 60 (Internal) 20 (External) Respondents could give more than one answer

Is this evaluation process...

Both PSV and LGV drivers had undertaken evaluations of their training, with the majority stating that they had been given a sheet at the end of each training session with questions on asking them about their feedback for the session.

*'They will do because they want feedback don't they.'* (PSV driver, Large PSV Operator)

PSV drivers from one operator specifically stated they felt this was a beneficial exercise as they had fed back about one module being particularly tedious and boring with too much trainer time spent 'speaking at them'. As a result drivers noted that this module had now been changed to allow more driver interaction.

*'I think that's why they changed day one because everyone was coming back and saying oh that was really boring...now there's more interaction and I think it's better that way.'* (PSV driver, Large PSV Operator)

Some also felt there should be tests introduced to help evaluate the success of the module, although there were a variety of views on this as some drivers struggle with reading and listening.

*'Another thing I think they could introduce is some sort of test at the end of your five years, just to pull it all in...just a simple little test on what you picked up...have you been listening, have you been taking notice.'* (PSV driver, Large PSV Operator)

*'Although tests are good at times, I don't think tests would work with Driver CPC, because it doesn't allow for a test, unless you did a test at the end of each section.'* (PSV driver, Large PSV Operator)

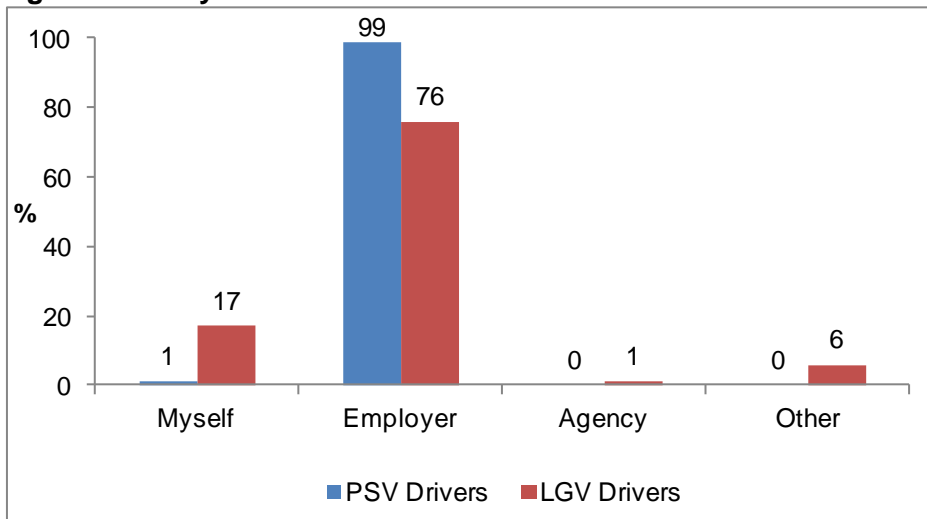
*'They didn't become lorry drivers because they were good at listening at school!'* (LGV driver)

*'You might get a fantastic driver who's been out there for 20 years but not very good when it comes to the class work.....you've gotta be careful how you do that.'* (LGV driver)

#### 5.3.4 Costs of Driver CPC

For the majority of drivers, both PSV (99%) and LGV (76%), Driver CPC training was paid for by their employer. However 17% of LGV drivers did state that they had paid for it themselves, compared to only 1% of PSV drivers.

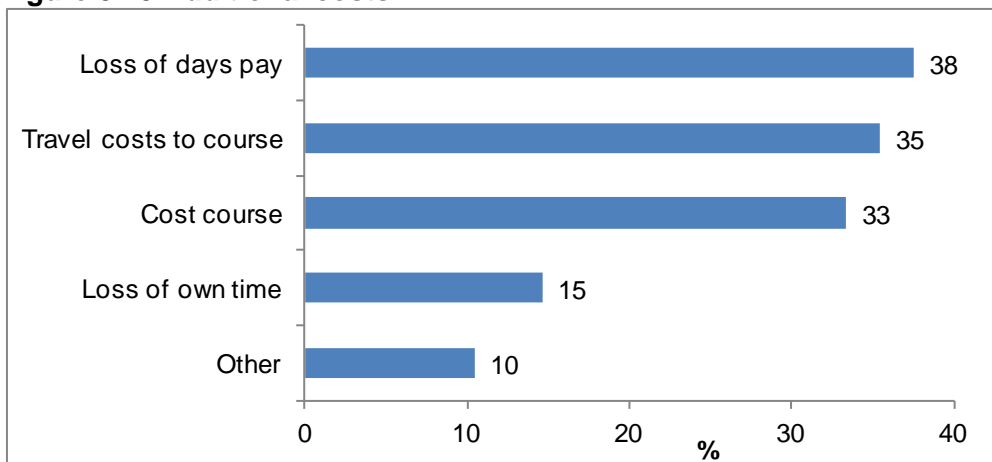
**Figure 5.14 Payment of Driver CPC**



Base: 67 (PSV) 86 (LGV) Respondents could give more than one answer  
Who paid for your Driver CPC periodic training?

Almost two thirds (65%) of drivers who had undertaken Driver CPC training said they had not incurred any additional costs as a result. Of those who stated they had incurred additional costs, 38% said this was the loss of a day's pay, and 35% said it was the cost of travel to the course.

**Figure 5.15 Additional costs**



Base: 48 Respondents could give more than one answer  
As a result of undertaking Driver CPC periodic training, have you incurred any costs?

Training was generally paid for by the employer, however training costs for LGV owner drivers was a key issue. Loss of revenue and vehicle downtime were specific issues raised that were said to affect 'their back pocket'.

*'You find the smaller companies leaving it until the last minute, hoping they may recruit a driver with Driver CPC.'* (LGV driver)

*'Smaller companies are going to struggle to afford this.'* (LGV driver)

*'Drivers will think I'll go to the larger company up the road who pays for Driver CPC.'* (LGV driver)

Most were unaware of how much a day's training actually cost them or the companies they worked for.

It was also mentioned that some LGV companies were reluctant to train drivers due to the high level of turnover. Companies were making drivers sign agreements ensuring that if they left within a certain amount of time they would have to pay back the cost of the training.

*'As we all know a driver can be here one day and gone the next.'* (LGV driver)

*'At our place they take it out your wages.'* (LGV driver)

They also felt cost of the courses would go up due to increased demand in the year before the deadline.

*'The nearer you get to 2014 the more expensive it will be.'* (LGV driver)

*'DSA should put a cap on the prices before 2014.'* (LGV driver)

The cost of Driver CPC was looked at from the perspective of a loss of free time by LGV drivers, as most had had their Driver CPC paid for but gone on the courses in their own time, whereas PSV drivers tended to complete courses in work time. This was an issue for LGV drivers because some said operators had to ask them to volunteer to do the course at the weekend for it to be counted as rest time and not work time so that it didn't affect their working hours when they were operational for the company.

*'We had to do it on our day off.'* (LGV driver)

*'If you volunteer, then it's not classed as work time, it's not classed as other work.'* (LGV driver)

However for owner drivers, the cost of the course was the key issue, with the time off being an additional side issue.

*'It's so much money to take out of your end of year monies.'* (LGV driver)

*'Drivers only really make enough money to live on if they do nights out, that's where the money is, Driver CPC is just more cost for those already struggling.'* (LGV driver)

#### 5.3.5 Impact of Driver CPC

Drivers were most likely to agree or strongly agree that Driver CPC had:

- Made them more employable (60% all drivers, 71% PSV drivers, 54% LGV drivers);
- Made it easier to get employment in the industry (53% all drivers, 60% LGV drivers, 49% PSV drivers); and
- Encouraged drivers to leave the industry (47% all drivers, 26% PSV drivers, 59% LGV drivers).

They were most likely to disagree or strongly disagree that Driver CPC:

- Encouraged new drivers into the industry (65% all drivers, 60% PSV drivers, 68% LGV drivers);
- Standardised driver ability (47% all drivers, 44% PSV drivers, 48% LGV drivers); and
- Reduced customer complaints (46% all drivers, 40% PSV drivers, 49% LGV drivers).

Some PSV drivers felt Driver CPC had affected the industry as road safety, driver knowledge and refresher training has increased and therefore improved safety.

PSV drivers didn't feel it had caused any problems with driver retention or that it has caused any problems with recruitment, with drivers from several operators noting that they were currently recruiting and lots of people were still applying.

*'I don't think its caused anyone to leave and I don't necessarily think its put anybody off applying for the job. We're recruiting at the moment and there's plenty of people applying.'* (PSV driver, Large PSV Operator)

However some PSV drivers did note that Driver CPC may have made companies more selective because they may now choose not to employ drivers who did not already have their CPC.

*'I think a lot of companies are looking at taking drivers who've got their CPCs.'* (PSV driver, Large PSV Operator)

Capabilities on project  
Freight  
Market Research

*'It's easier from the company's point of view isn't it, if you've already got it they're not going to have to spend the money training you are they.'* (PSV driver, Large PSV Operator)

Many PSV drivers did feel it had improved customer service but didn't know if this had yet had an impact on the perception of the industry overall. One respondent noted that he dealt with customer complaints and felt the number of complaints in his organisation had reduced.

*'I think Driver CPC goes some way to making drivers more aware that this is a service industry...its putting that perspective on it that's improving standards generally'* (PSV driver, Large PSV Operator)

However a minority of PSV drivers were of the opinion that Driver CPC would not improve customer service and that employers should take responsibility for driver standards.

*'Employers should be responsible for employees driving standards. Get rid of people who are not performing. Drivers should not have to go to classes/courses to be taught 'how to suck eggs'.'* (PSV driver, small PSV Operator)

*'Some drivers you will never change them'* (PSV driver, small PSV Operator)

PSV drivers felt that Driver CPC ensured drivers regularly updated their skills and knowledge and that they knew more on The Highways Code and standards of driving. They were unsure whether Driver CPC had reduced number and frequency of accidents, but did think it might have helped with reducing the cost of insurance.

*'CPC helps to make you more aware of the likelihood of accidents to happen.'* (Large PSV Operator, North West)

Less than a fifth of drivers (19%) thought there were any barriers to them being able to fully comply with the requirements of Driver CPC (11% of PSV drivers and 23% of LGV drivers). The main barriers drivers noted in complying with it were time e.g. finding the time to do it in own time or having to take time off work; and cost. Lack of interest was also noted as a barrier by several drivers.

### 5.3.6 Benefits of Driver CPC

Just over a third of drivers said that Driver CPC had benefitted them by refreshing their knowledge (37%), with 31% saying it had increased their knowledge (39% PSV drivers and 26% LGV drivers). A quarter said that Driver CPC had benefitted them by making them more aware of potential driving hazards (25%). This is likely to be as a result of drivers taking the Safe and fuel efficient driving course, which has been shown to be one of the most popular courses available.

**Table 5.6 Benefits of Driver CPC**

	All drivers (%)	PSV drivers (%)	LGV drivers (%)
Refreshed my knowledge	37	43	34
Increased my knowledge	31	39	26
Made me more aware of potential driving hazards	25	28	23
Has improved/ will improve my driving standards	19	23	16
Made me a more considerate driver	13	18	11
Made it easier for me to get employment in the industry	13	14	12
Increased my customer service skills	12	23	6
Reduced the stress of my job	8	11	6
None	42	35	46
Other	3	4	3
<b>Base (n)</b>	<b>216</b>	<b>79</b>	<b>137</b>

Respondents could give more than one answer

Capabilities on project  
Freight  
Market Research

All drivers again felt the main benefit of Driver CPC so far was that it had refreshed their driver knowledge. Over a quarter of PSV drivers (27%) and 15% of LGV drivers also felt that Driver CPC had improved their fuel efficiency.

Overall PSV drivers thought Driver CPC had been beneficial both to themselves personally and to the business in improving standards and consistency.

*'Yeah, I think it's brought to the fore more what professional drivers have to put up with on the road...it's certainly helped, they're investing more in buses now and the buses are more comfortable.'* (PSV drivers, Large PSV Operator)

*'I think Driver CPC has made you more aware in terms of what's expected and passenger expectations as well.'* (PSV drivers, Large PSV Operator)

One driver said he was shocked by the lack of knowledge from some drivers on the courses who had a lot of experience, and so could understand why Driver CPC was good in their cases. Other positive views included:

*'Out of 17 people only 4 of us knew anything.'* (LGV driver)

*'You go on these courses and find out some of the older drivers don't know their stuff.'* (LGV driver)

*'Jogs memories.'* (PSV driver, Large PSV Operator)

*'Learned about the walk around check.'* (PSV driver, Large PSV Operator)

However, LGV drivers and a minority of PSV drivers did feel the impact so far was limited and benefits would not really be seen until the next few years when all drivers had completed Driver CPC.

*'Can't see how we are going to see the benefits until everyone has done it.'* (LGV driver)

*'You are asking these questions too early.'* (LGV driver)

A few drivers also stated that they felt the impact on the industry would be limited, short of creating panic when the deadline approached, with others feeling the commercial viability of some operations would be affected.

*'Can see it forcing a lot of companies under.'* (PSV driver, Large PSV Operator)

*'Can't see any improvements.'* (PSV driver, Small PSV Operator)

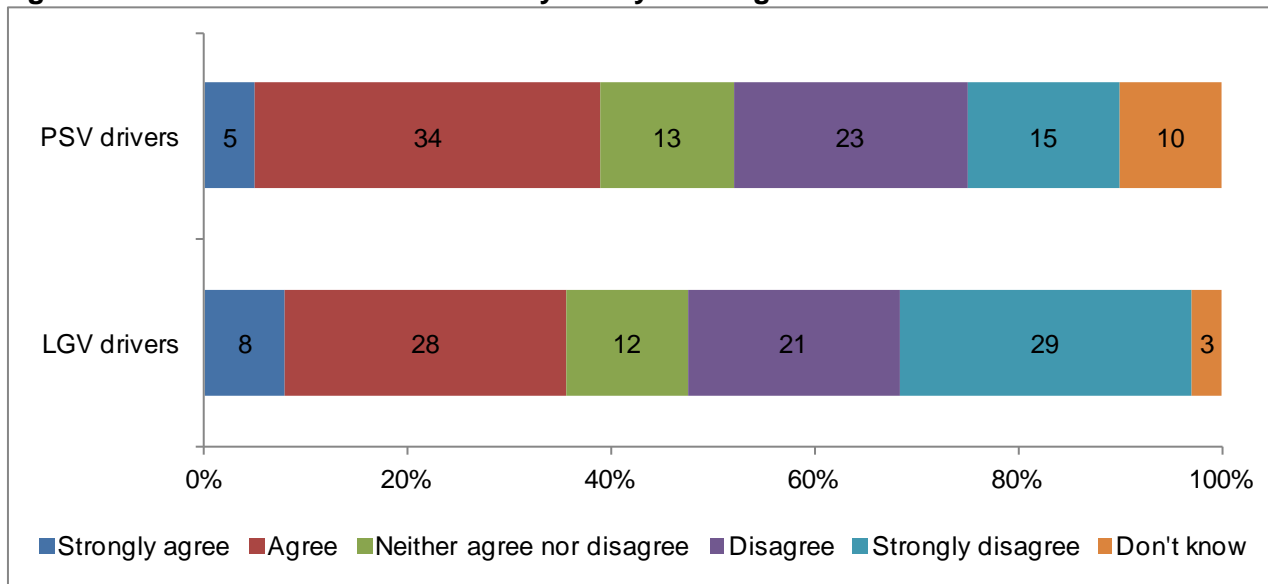
A minority of PSV drivers were negative about the benefits of Driver CPC.

*'Complete waste of time.'* (PSV driver, Small PSV Operator)

*'Had done it all in a Customer Care NVQ.'* (PSV driver, Small PSV Operator)

Almost two fifths of PSV drivers agreed or strongly agreed that Driver CPC benefitted them in their day to day working life (39%), as did 36% of LGV drivers. However, notably more LGV drivers disagreed with this statement than PSV drivers (50% and 38% respectively). New drivers were more likely to state that they agreed with the statement (47%) than more experienced drivers (36%).

**Figure 5.16 Driver CPC beneficial in day to day working life**



Base: 79 (PSV) 136 (LGV)

Overall, do you agree or disagree that Driver CPC has been or will be beneficial in your day to day working life?

Almost half (48%) of PSV drivers said Driver CPC had met their expectations, along with 41% of LGV drivers.

**Table 5.7 Driver CPC met expectations**

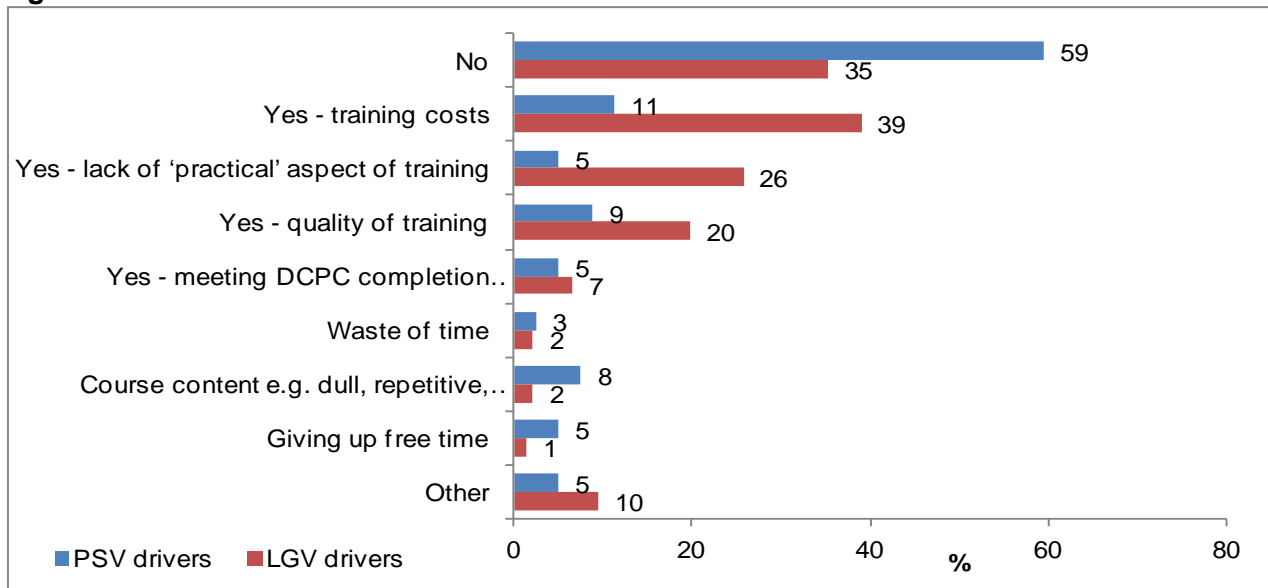
	PSV drivers (%)	LGV drivers (%)
Yes	48	41
No	25	33
Don't know	27	26
<b>Base (n)</b>	<b>79</b>	<b>137</b>

Twenty five percent of PSV drivers and 33% of LGV drivers said Driver CPC had not met their expectations, with the main reasons for this being:

- 'Only done one day - it was all things I already knew'
- 'A lot of it repeated - a lot of it has no link to what everyone does'
- 'Not much variety in training days - I feel we are being trained in company hot topics rather than a full range, subjects that save the company money are priority'
- 'Not interesting or relevant subjects'
- 'I haven't gained any further knowledge from it'
- 'Teaching things I already know'
- 'It was a bit of a waste of time as I knew 95% of it'
- 'It is so much more boring than I expected, much more classroom based'

Three fifths of PSV drivers (59%) said they had no concerns about Driver CPC, compared to just 35% of LGV drivers. The main concerns of LGV drivers were training costs (39%), lack of practical training (26%) and quality of training (20%).

**Figure 5.17 Concerns about Driver CPC**



Base: 79 (PSV) 136 (LGV)

*Do you have any concerns regarding Driver CPC?*

### 5.3.7 Recommended changes to CPC

The majority of drivers had ideas regarding how Driver CPC could be improved. These included:

- All courses to be delivered by ex-industry drivers;
- Core modules for each industry;
- Requirement to undertake 5 different courses over the 5 year period;
- All modules to be interactive with minimum 'classroom' style learning;
- Short assessments after each module, if not in the form of a written test then a 'pop quiz';
- Lower costs or increase awareness of potential help with funding Driver CPC training;
- Continual iterative process of evaluation for all courses and content; and
- Increase use of course monitoring software.

### **Key Themes**

- **Good awareness of Driver CPC requirements.**
- **PSV drivers at large PSV Operator were more positive about Driver CPC than LGV drivers or PSV drivers at smaller companies.**
- **Drivers had generally progressed with their training, and the majority had taken at least one day of Driver CPC so far.**
- **Feedback on courses was requested, with tests at the end of courses suggested as a way of maintaining interest and attention across the day.**
- **Drivers were unaware of the costs associated with course provision.**
- **LGV drivers were less confident than PSV drivers about Driver CPC having a positive impact on the industry.**
- **Drivers said full impact of Driver CPC may not be felt immediately.**

## **6 Summary of Findings**

Capabilities on project:  
Transportation  
Social and Market Research

## 6 Summary of Findings

### 6.1 Introduction

This section of the report has been developed to summarize the key findings of the interim evaluation, and suggest measures that could be introduced to improve Driver CPC qualification process.

### 6.2 Awareness and Perception

Whilst awareness of Driver CPC was generally good, (especially among operators) due in part to efforts by the DSA, feedback suggests there is less awareness amongst smaller operators and their drivers, particularly those operating LGVs.

An awareness campaign highlighting the upcoming deadline, and the requirements expected of drivers aimed at smaller operators would address this issue. There are certainly a small number of drivers that have genuinely not heard of the DCPC and maybe working for companies that don't see it as their role to inform drivers and certainly will not fund training. Therefore, further advertisements in driver trade press (such as Truck and Driver) could be done. This should bring results as some of the drivers said that they found out about the DCPC via the trade press.

Perhaps, a less obvious option might be to bring the DCPC into a feature on television either as part of an existing series such as the Channel 5 programmes on Eddie Stobart or think of a way of covering it in a widely viewed programme such as Top Gear.

Certain Local Authorities are writing to bus operators to check they know about the September 2013 deadline e.g. Lancashire County Council. This proactive measure could be mirrored by other interested agencies including VOSA, The Traffic Commissioner, DVLA and other Local Authorities. It was noted that the NW Traffic Commissioner said at an RHA event (which are a valuable source of information and should be utilised to promote Driver CPC) that they are planning to promote DCPC to licence holders.

The perception of Driver CPC amongst operators was generally positive, with those harbouring negative opinions of Driver CPC in the minority. Whilst operators felt driver opinions of Driver CPC mirrored their views, when asked directly drivers were more negative, particularly those driving LGVs.

The perception of responsibility for completion of the training from operators was split between those who thought that they were responsible for ensuring Driver CPC was completed and those that felt drivers were responsible. Drivers were much more likely to state that they were responsible for completing their training. Bearing in mind that some drivers believe it is the company's responsibility to get them trained it is imperative to address this issue so awareness of the driver's responsibility must be raised and made clearer.

Knowledge of the available courses and subjects that contribute to Driver CPC was good amongst operators, and the majority were aware of the requirements of Driver CPC in relation to the frequency and extent of training. It is clear that operators liked the flexibility of being able to produce their own courses and materials, enabling a more tailored training programme. It was felt that if there was too much structuring of the courses by the DSA or other body this could be seen as too much interference. However there is a role for guidance and for establishing a minimum acceptable level of tuition.

### 6.3 How training is undertaken and evaluated

The surveys and depth interviews indicated that the majority of operators surveyed stated that their drivers were on schedule to complete the amount of training required to obtain a Driver CPC.

Generally drivers undertook training during working hours; however LGV drivers are more likely to undertake training in their own time which may account for the less positive impression of Driver CPC amongst LGV drivers. PSV operators were much more likely to undertake their training internally, perhaps reflective of the greater resources large bus companies often have in comparison to the haulage industry which is dominated by a large number of smaller operators.

One of the primary concerns about Driver CPC is the associated costs. Smaller operators, particularly LGV operators, are likely to be most affected due to more limited available resources. The drivers associated with smaller organisations are therefore likely to have to fund their own training which may

Capabilities on project:  
Transportation  
Social and Market Research

discourage them from progressing in the industry. It was been reported by the DSA at the RHA Driver CPC Event in Birmingham on 27<sup>th</sup> June 2012 that some new drivers are not completing Modules 2 and 4 (case studies and vehicle safety demonstration) to obtain their initial qualification and this is being targeted by DSA as a subsequent marketing exercise.

In addition, with more drivers retiring than entering the industry, especially now there are fewer truck drivers emerging with C + E licences from the military, it is of concern that if the Driver CPC is seen as more red tape then more will choose to retire early and leave the industry.

Feedback from drivers and operators suggests that the general standard of training appears to be variable, despite quality of courses being a major factor for organisations choosing an external provider. Those that have enjoyed good training are enthusiastic about Driver CPC. Thus there should be a way of monitoring quality of courses so those that have been enjoyed can be recognised and rewarded for helping to build enthusiasm.

Drivers were generally positive about the course delivery and this was frequently attributed to engaging presentation by the trainer. Ineffective delivery was attributed to dull presentations and long, drawn out sessions. A number of stakeholders felt that some courses were 'padded' to fulfil the required 7 hours.

Course evaluation is generally undertaken and this most often takes the form of an end of session feedback sheet. JAUP were also reported to be reviewing training courses, but feedback suggests this is sporadic and limited.

Whilst course feedback sheets enable immediate feedback on drivers' opinions of training (and can identify opportunities for improvement) to be gathered, they do not provide an indication of the long-term benefits of Driver CPC. Whilst it is not recommended that a test be completed at the end of a training session (which brings further administration and resource costs, as well as additional training costs should a driver fail a test) consideration should be given to developing links between course content and business operators key performance indicators. For example, this could entail comparing fuel consumption amongst those drivers that have attended the fuel efficient driving course or customer satisfaction rates for those PSV drivers who attended a customer care course. This would have the dual impact of providing an indication of the effectiveness of the training and encouraging drivers to actively want to learn from it. If a voluntary online quiz was established with links on the DSA website, operators could monitor performance informally to establish potential issues.

One of the most common observations when asked about the weaknesses of Driver CPC was the ability of drivers to undertake the same course numerous times, all of which count towards the 5 days of training required. This does not help fulfil the original aims of Driver CPC and does not provide a rounded education for drivers. The Driver CPC recording system should be amended to ensure that the nature of a course is logged, with no obvious repetitions permitted to count towards the 5 days of training.

The majority of operators that had used external providers felt that the standard of courses was consistent, and the quality was as expected. Operators reported that course feedback from drivers was generally positive.

If the DSA is not shown to be undertaking checks on drivers, then confidence in the enforcement of Driver CPC accreditation may be adversely affected. This in turn suggests to drivers and operators that Driver CPC will not be enforced and discourages them from participating in the scheme. Feedback suggests that checks are not being widely undertaken and those complying with the scheme felt they were at a disadvantage to those not fulfilling the requirement. Checking of cards before and after the deadline may have the effect of focusing minds as to the importance of the scheme and the ability of the DSA to enforce regulations. During the course of the research the penalties for non compliance were announced. There is more to be done on education before the "big stick" should be used too much.

It was also felt by some that an extension to the September 2014 deadline would be proposed if enough drivers hadn't completed the training, this was especially a concern for those that had trained their drivers. Thus it will be important to ensure that policing of Driver CPC is done properly and effectively to ensure those that have not comply see the need to begin to comply.

Capabilities on project:  
Transportation  
Social and Market Research

The majority of drivers had taken their most recent training within the last 3-6 months, with LGV drivers more likely to state that training was undertaken with the last month. Training was generally undertaken one day per year, thus spreading it evenly over the five years in which training must be completed. LGV drivers were more likely to state that they didn't know how much training they had undertaken, with drivers from smaller companies less likely to have completed the five days.

#### 6.4 Outstanding Training Requirements

With 1,200 approved training centres and around 3,000 approved training courses there is plenty of available capacity to meet any shortfall in training. However the industry needs to be encouraged to start filling these places especially by the drivers of smaller bus operators that are less likely to offer their own training and expect their staff to pay for their own courses.

DfT Licensing statistics for 2012 show that there are 383,941 HGVs and 168,062 PSVs currently licensed, which can be considered a good indication of the number of active drivers (not those who simply hold licences and are no longer in the industry). As shown in sections 4 and 5 both drivers and operators were asked how much training they thought had been completed. By comparing the responses to the questions regarding outstanding training and the number of active drivers, assumptions can be made related to the amount of training that is still required across the industry to meet the two deadlines.

Tables 6.1 and 6.2 demonstrate the responses to that question, and the resultant number of days training required from both the PSV and LGV industries. Although the data has been factored upwards from a relatively modest sample size it suggests that there is a close consensus between drivers and operators relating to the amount of training still required, approximately 1.1m training days required before the PSV deadline in 2013 and LGV in 2014.

**Table 6.1: Outstanding Training Required – Based on Operators Responses**

<b>PSV – Training undertaken</b>	<b>% of respondents*</b>	<b>Drivers</b>	<b>Days remaining</b>	<b>Training days required</b>
Seven hours (one day)	18%	30,251	4	121,005
Fourteen hours (two days)	0%	-	3	-
Twenty one hours (three days)	45%	75,628	2	151,256
Twenty eight hours (four days)	21%	35,293	1	35,293
Thirty five hours (five days)	15%	25,209	0	0
More than thirty five hours (over five days)	0%	0	0	0
<b>PSV Total</b>				<b>307,553</b>
<b>LGV – Training undertaken</b>	<b>% of respondents</b>	<b>Drivers</b>	<b>Days remaining</b>	<b>Training days required</b>
Seven hours (one day)	13%	49,912	4	199,649
Fourteen hours (two days)	26%	99,825	3	299,474
Twenty one hours (three days)	42%	161,255	2	322,510
Twenty eight hours (four days)	11%	42,234	1	42,234
Thirty five hours (five days)	6%	23,036	0	0
More than thirty five hours (over five days)	3%	11,518	0	0
<b>LGV Total</b>				<b>863,867</b>
<b>Operator Total</b>				<b>1,171,421</b>

\*Rounded

Capabilities on project:  
Transportation  
Social and Market Research

**Table 6.2: Outstanding Training Required – Based on Drivers Responses**

PSV - Training undertaken	% of respondents	Drivers	Days remaining	Training days required
5 days or over	36%	60580	0	0
3-4 days	9%	15634	1.5	23,451
1-2 days	48%	80123	3.5	280,429
No days	7%	11725	5	58,626
<b>PSV Total</b>				<b>362,506</b>
LGV - Training undertaken	% of respondents	Drivers	Days remaining	Training days required
5 days or over	48%	182,829	0	0
3-4 days	6%	24,377	1.5	36,566
1-2 days	22%	85,320	3.5	298,621
No days	24%	91,415	5	457,073
<b>LGV Total</b>				<b>792,259</b>
<b>Driver Total</b>				<b>1,154,765</b>

It should be noted that although it has been shown that LGV operators have a greater amount of outstanding training, the deadline for Driver CPC to be completed for associated drivers is September 2014, as opposed to September 2013 for PSV drivers. The haulage industry therefore has a similar amount of training to be undertaken in the next twelve months to bus and coach operators, as demonstrated by Table 6.3.

**Table 6.3: Training required over next 12 months**

Type	Average training days required*	Years to CPC deadline	Training days per year
PSV	335,030	1	335,030
LGV	828,063	2	414,031
<b>Total</b>			<b>740,061</b>

\*Average of operator and driver responses

With the need for around 700,000 training days over the next 12 months and assuming the 1,200 approved training centres operate Monday to Friday, it can be estimated that each centre should be training at least 2 people every working day to meet the deadlines. Alternatively each of the 3,000 approved courses should train at least one person a day. So clearly with some centres currently not training anyone this puts a higher onus on other courses. It is known that some companies run courses for several drivers at the same time but this is less of an option for small to medium operators as it could mean a sizeable portion of the fleet would be off the road that day. Our conclusion to the above is that operators and drivers should not be complacent at this stage and that training should be booked and that providers should be proactive in filling the places on forthcoming courses to avoid a sudden rush next summer for bus drivers and the summer of 2014 for LGV drivers.

## 6.5 Courses and Costs

The most popular courses for LGV operators were 'Safe and fuel efficient driving', 'digital tachographs' and 'working time directive (drivers hours)'. 'Customer service' was one of the most popular courses for PSV operators, perhaps reflective of the people-orientated nature of the job. Feedback from drivers suggested that 'Health and Safety' and 'Safe and fuel efficient driving' were the most common courses.

Drivers are often unfamiliar with the classroom environment, particularly those who acquired their licence many years ago, and therefore a 7 hour training session is likely to present a challenge for drivers' concentration. Feedback has shown this is particularly true of courses which feature the same subject throughout the day.

Capabilities on project:  
Transportation  
Social and Market Research

Consideration should be given to the idea that drivers are able to undertake half day courses featuring a mix of subjects to ensure that key messages are not lost and the information provided is relevant and focused. There should be flexibility to allow two half day sessions to count towards one day of training.

As discussed, the classroom environment is often an unfamiliar one for drivers, particularly those that acquired their licence some time ago. A frequent response from drivers and operators that took part in the research was that practical lessons were more popular amongst drivers than classroom based exercises. Therefore, a greater mix of practical and classroom-based courses may encourage drivers to take a more positive attitude towards Driver CPC. It should be noted however, that this may require the allocation of a vehicle for training, incurring a further cost to the organisation, although practical training does not necessarily require a road going vehicle. There are options to use obsolete vehicles that are fully depreciated as training rooms or indeed use simulators. There are many realistic computer graphics packages available.

Awareness of Driver CPC recording system was good, although the majority of respondents were either not aware or had not used it. Of those that had used it, the system was generally considered as quite effective or very effective. The majority of respondents felt that an online Driver CPC monitoring facility would be very useful. This could be rolled out across Europe so if an operator was approached by, for example, a Polish driver for a job, then his or her details could be checked.

Generally, operators tended to pay for Driver CPC training, although this was more common for those operating PSVs than LGVs. Responses relating to the cost of a single training day for a driver varied significantly, however the most common response was that it cost £301-400 per day, with additional costs often including covering the driver whilst they are being trained. Drivers reported that a loss of pay, travel costs and cost of funding the course themselves as additional costs incurred as a result of Driver CPC.

## **6.6 Impacts of Driver CPC**

Operators and drivers of both PSVs and LGVs felt the key benefit of Driver CPC was that it had refreshed and increased driver knowledge, although operators were unable to quantify these benefits.

The Driver CPC scheme was more likely to have replaced courses at PSV operators and therefore the impact on the amount of training offered by LGV operators is likely to have been greater. NVQs were most likely to have been replaced by Driver CPC.

Unsurprisingly, the cost of training was most likely to be a concern amongst operators, as well as a lack of enthusiasm for training amongst drivers (although this appeared to be an issue particular to LGV operators – as margins are very low).

The key operational issue related to Driver CPC amongst operators was that vehicles were required to be off the road, which was a particular issue for LGV operators. However those reporting operational issues were in the minority, and the majority of operators felt there were no barriers to complying with Driver CPC requirements. Operators generally felt that Driver CPC programme had met their expectations, although this less evident amongst LGV operators.

Opinion on whether Driver CPC represents value for money or had been successfully delivered was mixed amongst operators; however a slight majority were positive regarding the scheme's value.

### **Summary of Recommendations**

- **Consider the usage of trade press and other advertising mediums to continue to raise awareness with particular focus on small operators**
- **Focus awareness raising on responsibility/deadline for completion/courses available and potential fines if training is not completed by the cut off period.**
- **Ensure those that do not meet the deadline are appropriately processed**
- **Ensure that regular checking of Driver CPC cards is conducted**
- **Consider allowing the courses to be split into 3.5 hour modules**
- **Prevent drivers repeating the same course year in, year out.**
- **Consider a tighter and more effective schedule for course assessment by JAUP – presenter assessment for example**
- **Look to provide more practical training courses – classroom based courses are less popular**
- **Provide a tracking service for operators so they can monitor effect of training – for example a performance monitoring system**

## **Appendix A – Stakeholder Depth Interview Topic Guide**

Capabilities on project:  
Transportation  
Social and Market Research

## Appendix A – Stakeholder Depth Interview Topic Guide

## **DSA – Driver CPC Interim Evaluation: Topic Guide for Stakeholder Interviews**

This topic guide has been designed to provide structure to the interviews – **it is NOT intended to be used as a script.**

The primary purpose of the interview is to discuss with Trade Associations in the freight and passenger transport industries their views of Driver CPC and the extent to which the anticipated benefits have been realised.

The interviews will also aim to identify any secondary data that could be used as part of the interim evaluation and any question areas that would be useful for the operator and driver surveys that will be conducted as part of this project.

The guide has been developed around the three overarching objectives of the research which are as follows:

- Obtain the views of newly qualified lorry and bus drivers about their experiences of the initial qualification process
- Obtain the views of lorry and bus drivers about their approaches to comply with Driver CPC periodic training requirements; and
- Establish from vehicle fleet operators their views on the impact of the scheme on their recruitment and retention of drivers and any benefits they have realised as a result of driver training.

### **Introduction**

Introduce self and AECOM – highlight independence from DSA

Explain research for Driving Standards Agency (DSA) and the aims/objectives

State that any information provided is to be included in a report but that comments made will not be attributable and will be treated in strict confidence.

### **General Issues facing industry: operators, trainers**

What do you believe are the main issues facing your members, the operators, [or the industry] at the current time?

What do you see as the key issues regarding the Driver CPC?

What do you think are potential solutions to these issues?

What sorts of areas do you think the research should focus on/explore?

### **The Driver CPC scheme**

Regarding the Driver CPC could you explain your members/the operator's/drivers views on the following issues:

- Their understanding of the requirements for Driver CPC
- Their experiences of the benefits that may be achieved from the Driver CPC scheme
- Their attitudes towards the Driver CPC scheme

#### *Compliance*

Regarding the implementation of the Driver CPC, could you provide details of how your members/operators/drivers are seeking to comply with the periodic training requirements, In terms of:

- How many are actively taking training
- Training strategies (e.g. frequency of training - 1 day per year, 35 hour block)
- Focus of training, types of course, availability of suitable DCPC approved courses
- Provision of courses (in-house trainer, external trainer on-site, external course)

- What impact, if any, there has been on other non-CPC training course provision
- Who is paying for training?

### *Barriers to complying with DCPC*

What do your members/operators/drivers consider to be the main barriers to complying with the Driver CPC requirements?

Previously operators have raised concerns about a lack of information regarding the Driver CPC scheme requirements, do you think your members hold this view? Do you think operators still believe this? Please explain?

### **Effects of the Driver CPC**

How do you think the Driver CPC has contributed towards:

- Improvements in road safety; examples may include:
  - o Reduction in accidents
  - o Driver safety
  - o Non-road driver safety at work
  - o Driving standard in wider community
  - o Responses to emergency situations

- Improvements in Journey Time Reliability

[IF NOT ASK WHY NOT]

- Reducing environmental impacts; for example:
  - o Congestion
  - o Fuel efficiency

[IF NOT ASK WHY NOT]

- Other
  - o Fleet running costs
  - o Increased customer satisfaction

[IF NOT ASK WHY NOT]

Since the implementation of DCPC, have operators seen changes in recruitment and retention of drivers, which may be attributed to the scheme? What other factors are influencing recruitment and retention?

### **Driver training courses**

- Views on Periodic Training courses:
  - o Quality
  - o Consistent/inconsistent
  - o External vs internal
- Uptake of courses

### **Closing remarks**

Do you know of any studies/surveys/statistics or have any evidence that could inform the interim evaluation? For example: [ASK IF THEY CAN PROVIDE COPIES OR REPORTS]

- Customer/Member surveys
- National and regional collated stats
- Organisation reports at a industry / company level

- Case studies
- 
- Are there any other issues relating to the Driver CPC that haven't been raised so far?
- Are you able to help advertise the operator and driver surveys for us?

Thank them for their time and input

## **Appendix B – Operator Survey and Depth Interview Topic Guide**

## **DSA – Driver CPC Interim Evaluation: Topic Guide for Operator Interviews**

This topic guide has been designed to provide structure to the interviews – **it is NOT intended to be used as a script.**

The primary purpose of the interview is to discuss with Operators in the freight and passenger transport industry their views and perceived impacts of the Driver CPC. The interviews also aim to identify any secondary data that could be used as part of the interim evaluation and any question areas that would be useful for the operator and driver surveys that will be conducted.

The guide has been developed around the three overarching objectives of the research which are as follows:

- Obtain the views of newly qualified lorry and bus drivers on their experiences of conducting the initial qualification process, the approach adopted to comply with DCPC periodic training requirements and their experiences of undertaking this training
- Obtain the views of lorry and bus drivers with acquired rights on their experiences of conducting the initial qualification process, the approach adopted to comply with DCPC periodic training requirements and their experiences of undertaking this training; and
- Establish from operators if they provide training programmes for their drivers and their views on the impact of the scheme on their recruitment and retention of drivers and any benefits they have realised as a result of the training.

**Note that if respondent has already completed the online questionnaire you may not need to do parts of the topic guide (ensure you take existing responses along with you to the meeting). It is also recommended that you pick out some areas of interest from the questionnaire for further exploration.**

### **Introduction**

- Introduce self and AECOM – highlight independent.
- Explain research for Driving Standards Agency (DSA) and the aims/objectives
- State that any information provided would be treated in strict confidence and will not be passed on to a third party beyond the DSA and its study team.

### **About you/your organisation**

**Gather general information about the organisation and operation. (No need to be completed unless you need any clarity on questionnaire response).**

- Name, Position, Address
- Large Goods Vehicles (LGVs) or Passenger Carrying Vehicles (PCVs)
- Type of goods transported (LGV only)
- Own account or hire and reward or both (LGV only)
- How are your PCVs used? e.g. Stage carriage, schools, express (PCV only)
- Type of vehicles operated
- Size of Fleet
- Number of drivers employed – split by full time, part time, agency, other
- Percentage of drivers with a Driver CPC on Acquired Rights e.g. had driving licence before introduction of new system?
- Do any staff drive your vehicles outside of UK?

### General Issues facing operators

- What do you believe are the main issues facing your organisation currently?  
**Prompt:** Costs (fuel), legislative and compliance requirements, customer expectations, reducing emissions
- What do you see as the key issues regarding the Driver CPC?  
**Prompt:** Costs, downtime, quality of training, availability of courses
- What do you think are potential solutions to these issues? Please expand on answers

### The CPC itself

**This section aims to gauge the participants understanding of the Driver CPC and its requirements.**

- Drivers' attitude towards Driver CPC – why do you think this is?, how could the Driver CPC be improved to make the drivers more positive about the requirement?
- Whose responsibility is it for ensuring drivers complete the training/have the Driver CPC?
- Have any of your drivers been stopped by the authorities and asked to show their driver qualification card? – If yes, what happened and when was it
- How frequently does the periodic training have to be undertaken for the Driver CPC?
- What is the deadline for completing Driver CPC? Why don't you know, does this concern you?  
**(Remember deadline for HGV Drivers is September 2014, PCV drivers September 2013)**
- Are you aware of the Joint Approvals Unit for Periodic Training (JAUPT)?
- Have you interacted directly with JAUPT? Was this a positive experience
- Do you think that the DCPC has been marketed/communicated well? Why do you think this?
  - o What marketing material have you seen?

### DCPC Training and Evaluation

**Regarding the implementation of the Driver CPC, could you provide details of how you are implementing the training? In terms of:**

- Can you estimate the percentage of drivers who have completed none, one, two, three, four, five, or more days worth of Driver CPC training
- When do you expect to have all your drivers trained by? Are you on schedule to be getting the full 5 days completed by the September 2014 deadline?
- Has availability of courses been an issue?
- Do drivers undertake training in their own time or work time or both? Why do they do the training in their own time? (shift issues, working hours issues, costs of downtime)
- Training is done internally, externally, mix, no training done?
- Which subjects do you offer to your Drivers/ which courses do you send your drivers on?

- What are the benefits and downsides of the type of internal/external? i.e why external training?

### **Internal Section**

- If you do training internally how much have you done?  
(train all the drivers?, or just 1 day of a driver requirement)
- How is training scheduled: 1 day per year, 2 days per year etc, why has that been chosen?
- Do you share training with other organisations at all? If yes then which?
- Funding
  - Are you aware of available sources?
  - Have you ever applied for funding? Was it straight forward? Who did you apply to?
- Have you ever undertaken an evaluation of internal driver CPC
  - o If Yes, what did you do?
  - o Was it successful?
  - o Have you acted on the feedback?
- If you haven't then why not?
- Have JAAPT been to review/audit your internal courses? Have they ever identified any problems/issues with the course(s)? If so, what.

### **External Section**

- Which external organisations do your drivers train with?
- Are the courses all to the same standard? Any complaints from your drivers – quality of trainers, quality of content. What do you think of the standard of external training?
- If training is deemed unsatisfactory probe to find out, what's good, what's bad, what needs to improve
- Do these external providers carry out an evaluation process
  - o What type of evaluation is used?
  - o Does it seem effective?

### **If not training done**

- Why have you not undertaken any training yet?
- What are your plans for training? When, How?

### **DCPC Training Courses and Costs**

- Which are the most popular Driver CPC training courses undertaken? Why do you think that is?
- Which are the least popular Driver CPC training courses undertaken? Why do you think that is?
- How do you choose which courses to send your drivers on?  
(prompts, Cost, Quality, subject, past experiences, quality of trainer) – who chooses the courses for the drivers?

- Do you think that the courses (7 hrs) are an appropriate length for drivers? Would shorter courses be easier to accommodate? Why would shorter courses be better?

Do you think that the mix of courses available is appropriate? Why/Why not?

- Do drivers prefer more practical course or more classroom based courses? Why would they prefer this? Probe for benefits/negatives of both.
- What about the idea of compulsory core courses for your drivers to take – to ensure they get valuable training? If yes, which subjects should be core?
- Have you had any experience with the DSA Driver CPC recording and evidencing system? If yes, how effective do you think it is? How do you think it could be improved?
- Who pays for Driver CPC training in your organisation? Drivers/You?
  - o Why doesn't the driver/company pay
  - o Are there any internal schemes to help drivers achieve
- Could you estimate the average cost per driver to complete a periodic training course? (Might be difficult to give an exact answer as courses are different costs)
- As a result of the Driver CPC have you incurred any other course costs, e.g cost of covering driver, vehicles off road?

### **Impacts of DCPC**

What do you think are the benefits of the Driver CPC?

- To your company.
- To the drivers.
- To the sector?
- Do you have any evidence to show how your organisation has benefitted?, can you describe it?
- Has the Driver CPC training replaced any other non Driver CPC training courses?
  - o What courses have been changed/scrapped do you no longer do
  - o Were the courses more beneficial than the Driver CPC courses - why?
- Do you have any concerns regarding the Driver CPC? If so, what are these concerns?

Do you think the Driver CPC?

Decreases vehicle/fleet running costs

Helps avoid legal action

Standardises driver ability

Encourages new drivers into the industry

Has forced older drivers out of the industry

Leads to a loss of earnings among operators

Corrects driver bad habits

Has improved the industry's reputation

Decreased incidents due to lack of compliance

Lead to a reduction in insurance premiums

---

Improved service reliability  
Improved driver retention  
Reduced customer complaints

**(Interviewer to ascertain what their responses to this are based on, any evidence they can provide?)**

- Have you experienced any operational issues as a result of implementing the Driver CPC training?
  - o What were these problems?
  - o How did you solve them?
- Do you think there are any barriers to drivers being able to meet the requirements of the Driver CPC? If so, what are the barriers? Could you think of a way to get around them?
- Has the Driver CPC met your expectations since it was introduced? If yes, how? If no, why not?
- What did you expect from the driver CPC before it was introduced?
- Do you agree or disagree that the Driver CPC has been value for money? Why/why not?
- Have the benefits outweighed the costs of the training? Why do you think that?

**Thank them for taking part in the interview**

Capabilities on project:  
Transportation  
Social and Market Research

## Appendix B – Operator Survey and Depth Interview Topic Guide

## DSA Operator Driver CPC Questionnaire

### Section A: About you / your company

**A1 Does your organisation operate:** *[Code one only]*

Heavy Goods Vehicles (HGVs)..... ☐ 1 **Continue**

Public Service Vehicles (PSVs).... ☐ 2 **Go to A4**

**A2 What type of goods does it transport?** *[Capture types of goods transported. Code all that apply]*

Aggregates..... ☐ 1

Agriculture..... ☐ 2

Airfreight..... ☐ 3

Automotive..... ☐ 4

Chemical..... ☐ 5

Coal, Ore, Minerals..... ☐ 6

Construction..... ☐ 7

Containers..... ☐ 8

Engineering..... ☐ 9

Fast Moving Consumer Goods  
(FMCG) ..... ☐ 10

Food & Drink..... ☐ 11

Forestry..... ☐ 12

General Haulage..... ☐ 13

Manufacturing..... ☐ 14

Metals..... ☐ 15

Non Food Retail..... ☐ 16

Oil, Petrol..... ☐ 17

Parcels..... ☐ 18

Waste..... ☐ 19

Other (Please specify)..... ☐ 20

**A3 Is your company a road haulage company carrying ONLY the goods of other companies for hire and reward, or does it carry the goods that it owns or manufactures itself?** *[Code one only]*

Road haulage only..... ☐ 1 **Go to A5**

Own goods only..... ☐ 2 **Go to A5**

Both own goods and those of other companies..... ☐ 3 **Go to A5**

**A4 How are your PSVs used?** *[Code all that apply]*

Stage carriage services..... ☐ 1

Private hire..... ☐ 2

Schools work..... ☐ 3

Express coach services..... ☐ 4

Other..... ☐ 5

**A6 And how many vehicles does your organisation operate?** *[Code one only]*

**A7**      **How many drivers do you employ?** *[Record actual number in each category]*

	No. of Drivers
Full time.....	
Part time.....	
Agency.....	
Other (please specify).....	
Total.....	

**A9**      **What percentage of your staff drive your vehicles outside of the UK?**

## Section B – Awareness of Driver CPC

**B1**      **Prior to this survey, had you heard of the Driver Certificate of Professional Competence (Driver CPC)?** *[Code one only]*

Yes..... ☐ 1

No..... ☐ 2

**B2a**      **What are your views towards Driver CPC?** *[Code one only]*

Very positive..... ☐ 1

Quite positive..... ☐ 2

Neither positive nor negative..... ☐ 3

Quite negative..... ☐ 4

Very negative..... ☐ 5

Don't know..... ☐ 6

**B2b**      **Why do you say that?** *[Please write in full]*

**B3**      **Based on any reactions you have received from drivers within your organisation, do you think your company's drivers' views towards Driver CPC are...** *[Code one only]*

Very positive..... ☐ 1

Quite positive..... ☐ 2

Neither positive nor negative..... ☐ 3

Quite negative..... ☐ 4

Very negative..... ☐ 5

Don't know..... ☐ 6

**B4** Which of the following topics do you think are included in Driver CPC syllabus? [Code all that apply]

- |                                     |                            |  |                             |
|-------------------------------------|----------------------------|--|-----------------------------|
| Carriage of dangerous goods.....    | <input type="checkbox"/> 1 | Personal health and wellbeing.....     | <input type="checkbox"/> 10 |
| Customer service.....               | <input type="checkbox"/> 2 | Professional driver/ company issues... | <input type="checkbox"/> 11 |
| Disability awareness.....           | <input type="checkbox"/> 3 | Vehicle checks.....                    | <input type="checkbox"/> 12 |
| Driving skills.....                 | <input type="checkbox"/> 4 | Vehicle loading and unloading.....     | <input type="checkbox"/> 13 |
| First aid.....                      | <input type="checkbox"/> 5 | Vehicle systems.....                   | <input type="checkbox"/> 14 |
| Health, safety and emergencies..... | <input type="checkbox"/> 6 | Passenger safety and comfort.....      | <input type="checkbox"/> 15 |
| Industry environment.....           | <input type="checkbox"/> 7 | None of the above.....                 | <input type="checkbox"/> 16 |
| Legislation.....                    | <input type="checkbox"/> 8 | Other.....                             | <input type="checkbox"/> 17 |
| SAFED/ Eco-driving.....             | <input type="checkbox"/> 9 |  |                             |
- 

**B5** Whose responsibility do you think it is to ensure that drivers have Driver CPC? [Code one only]

- Employer's responsibility..... ☐ 1  
 Drivers' individual responsibility..... ☐ 2  
 Drivers supply Agency responsibility... ☐ 3  
 Not sure/ don't know..... ☐ 4  
 Other..... ☐ 5
- 

**B6** Do you think it is a legal requirement if a driver does not completed the required 35 hours of Driver CPC periodic training within the required five year period? [Code one only]

- Yes..... ☐ 1  
 No..... ☐ 2  
 Not sure/ don't know..... ☐ 3

**B7** Are you aware of any of your drivers having been stopped by the Authorities and asked to show their Driver Qualification Card? [Code one only]

- Yes..... ☐ 1  
 No..... ☐ 2  
 Not sure/ don't know..... ☐ 3

**B8** How frequently do you think periodic training needs to be undertaken for the Driver Certificate of Professional Competence (Driver CPC)? [Please write in full]

- Every year..... ☐ 1  
 Every two years..... ☐ 2  
 Every five years..... ☐ 3  
 Every ten years..... ☐ 4  
 Other..... ☐ 5
-

**B9** Please state by what date you think Driver CPC periodic training needs to be completed for drivers with ‘acquired rights’ within your industry? *Acquired rights are when a driver who already held a vocational licence on Driver CPC implementation dates is deemed to hold the qualification already. (MM/YY)*

/

**B10** Approximately, how many of your driving workforce have a Driver CPC on Acquired Rights? i.e. held their driving licence before the introduction of the new system

### Section C: Driver CPC Training and Evaluation

**C1a** What proportion of drivers in your organisation have undertaken any Driver CPC training? *[Please state a number from 1-100]*

**C1b** If respondent answers 1% or more: On average, how many hours training have these drivers undertaken? *[Code one only]*

- Seven hours (one day)..... ☐ 1  
Fourteen hours (two days)..... ☐ 2  
Twenty one hours (three days)..... ☐ 3  
Twenty eight hours (four days)..... ☐ 4  
Thirty five hours (five days)..... ☐ 5  
More than thirty five hours (over five days).. ☐ 6

**C2** Did your drivers undertake their training...? *[Code one only]*

- In their own time..... ☐ 1  
During working hours..... ☐ 2  
Both..... ☐ 3

**C3** How is Driver CPC periodic training undertaken within your organisation? *[Code one only]*

- Training delivered by the organisation only..... ☐ 1 **Continue**  
Training provided by another organisation only..... ☐ 2 **Go to C13**  
Mix of both training delivered by the organisation and training provided by another organisation ..... ☐ 3 **Continue**  
Not undertaken any training yet..... ☐ 4 **Go to C19**

**C4**      **How much training do you provide internally? [Code one only]**

- All of it.....* ☐ 1  
*Most of it (>50%).....* ☐ 2  
*A little of it (<50%).....* ☐ 3  
*Don't know.....* ☐ 4

**C5**      **How is your internal Driver CPC training scheduled? [Code one only]**

- Seven hours (1 day) per driver per year.....* ☐ 1  
*Fourteen hours (2 days) per driver per year.....* ☐ 2  
*Blocks of 21 or more (3 or more days) per driver per year ....* ☐ 3  
*Other (Please specify).....* ☐ 4
- 

**C6**      **Do you train only the drivers employed by you? [Code one only]**

- Yes.....* ☐ 1  
*No – share with other organisation i.e. send drivers to them and they send drivers to us.....* ☐ 2  
*No – train drivers from another organisations as well.....* ☐ 3  
*Don't know .....* ☐ 4  
*Other (Please specify).....* ☐ 5
- 

**C7**      **How do you choose which training provider to use?**

- |                                |                            |   |                            |
|--------------------------------|----------------------------|---|----------------------------|
| <i>Cost</i>                    | <input type="checkbox"/> 1 | <i>Classroom based courses</i>                | <input type="checkbox"/> 4 |
| <i>Quality of training</i>     | <input type="checkbox"/> 2 | <i>Timing – to fit with operational needs</i> | <input type="checkbox"/> 5 |
| <i>Practical based courses</i> | <input type="checkbox"/> 3 | <i>Other</i>                                  | <input type="checkbox"/> 6 |
- 

**C8**      **Are you aware of funding sources for operators who provide internal periodic training for the Certificate of Professional Competence (Driver CPC)? [Code one only]**

- Yes.....* ☐ 1    **Continue**  
*No.....* ☐ 2    **Go to C10**

**C9a** What sources of external funding are you aware of for Driver CPC training? [Code all that apply]

**C9b** Of those sources of funding, which have you used, if any? [Code all that apply]

Funding Source	Aware of	Used
Transport for London.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Customers.....	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Central Government.....	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Local Government.....	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Other (Please specify).....	<input type="checkbox"/> 5	<input type="checkbox"/> 5

---

**C10** Have you ever undertaken an evaluation of the internal Driver CPC courses offered? [Code one only]

- Yes..... ☐ 1 **Continue**  
 No..... ☐ 2 **Go to C12**  
 Don't know..... ☐ 3 **Go to C13**

**C11** If Code 1 at C10: Was this evaluation process... [Code all that apply]

- |  |   |
|--|---|
| End of session check sheet..... <input type="checkbox"/> 1 | A review 1 year after training..... <input type="checkbox"/> 4    |
| Detailed 1 to 1 discussion..... <input type="checkbox"/> 2 | Continuous post course monitoring..... <input type="checkbox"/> 5 |
| Post course evaluation ..... <input type="checkbox"/> 3    | Other (Please specify)..... <input type="checkbox"/> 6            |
- 

**C12** If Code 2 at C10: Why have you not undertaken an evaluation? [Please write in full]

IF **NOT** DONE ANY EXTERNAL TRAINING GO TO **SECTION D**

**C13** If Code 2 or 3 at C3: Which external organisations do your drivers undertake Driver CPC training with? [Code all that apply]

- |  |   |
|--|---|
| Freight Transport Association (FTA)..... <input type="checkbox"/> 1            | System Training..... <input type="checkbox"/> 8         |
| Road Haulage Association (RHA)..... <input type="checkbox"/> 2                 | National Express..... <input type="checkbox"/> 9        |
| Skills for Logistics..... <input type="checkbox"/> 3                           | Resources Centre..... <input type="checkbox"/> 10       |
| Sigma Studies..... <input type="checkbox"/> 4                                  | Driver Hire training..... <input type="checkbox"/> 11   |
| J Coates Ltd..... <input type="checkbox"/> 5                                   | FirstGroup PLC..... <input type="checkbox"/> 12         |
| Stagecoach Bus UK Ltd..... <input type="checkbox"/> 6                          | None..... <input type="checkbox"/> 13                   |
| Road Transport Industry Training Board (RTITB)..... <input type="checkbox"/> 7 | Other (Please specify)..... <input type="checkbox"/> 14 |
-

**C14** Are Driver CPC periodic training courses offered by other organisations all to the same standard? *[Code one only]*

*Yes, all to a similar standard.....* ☐ 1

*No, mixed standard of courses.....* ☐ 2

*Don't know, only used one organisation.....* ☐ 3

**C15 Overall, do you think the standard of external Driver CPC periodic courses on offer are...**  
[Code one only]

*Better than expected.....* ☐ 1

Same as expected.....  $\square$  2

*Worse than expected.....* ☐ 3

**C16** Do the organisations which run Driver CPC periodic training courses offer a course evaluation process? *[Code one only]*

Yes..... ☐ 1 **Continue**

**No.....** ☐ **2 Go to C18**

*Don't know*..... ☐ 3    **Go to Section D**

**C17** If Code 1 at C16: Is this evaluation process... *[Code all that apply]*

*End of session check sheet*..... ☐ 1

*A review 1 year after training.....* ☐ 4

*Detailed 1 to 1 discussion.....* ☐ 2

*Continuous post course monitoring.....* ☐ 5

*Post course evaluation* ..... ☐ 3

Other (Please specify)..... ☐ 6

**C18** Based on any reactions you have received from drivers within your organisation, is feedback towards Driver CPC periodic training overall... *[Code one only]*

*Very positive*..... ☐ 1

Quite positive..... ☐ 2

*Neither positive nor negative.....* ☐ 3

Quite negative..... ☐ 4

Very negative..... ☐ 5

*Don't know*..... ☐ 6

**C19** If Code 4 at C3: Why do you think drivers working for your organisation have not undertaken any training yet? *[Please write in full]*

--

## Section D: Driver CPC Periodic Training Courses and Costs

**D1** Which are the most popular Driver CPC periodic training courses undertaken? [Code all that apply]

- |  |                            |                               |                             |
|--|----------------------------|-------------------------------|-----------------------------|
| Safe and fuel efficient driving.....                   | <input type="checkbox"/> 1 | Vehicle theory refresher..... | <input type="checkbox"/> 9  |
| Health and safety.....                                 | <input type="checkbox"/> 2 | Analogue tachographs.....     | <input type="checkbox"/> 10 |
| Hazards at work and on the road.....                   | <input type="checkbox"/> 3 | Rules and regulations.....    | <input type="checkbox"/> 11 |
| Working time directive/ drivers hours.....             | <input type="checkbox"/> 4 | Digital tachographs.....      | <input type="checkbox"/> 12 |
| Manual handling.....                                   | <input type="checkbox"/> 5 | Customer service.....         | <input type="checkbox"/> 13 |
| Accident/ emergency reporting.....                     | <input type="checkbox"/> 6 | Advanced driving.....         | <input type="checkbox"/> 14 |
| First aid.....   | <input type="checkbox"/> 7 | Other (Please specify).....   | <input type="checkbox"/> 15 |
| Occupational risk and personal health and Finance..... | <input type="checkbox"/> 8 |                               |                             |

**D2** Which are the least popular Driver CPC periodic training courses undertaken? [Code all that apply]

- |  |                            |                               |                             |
|--|----------------------------|-------------------------------|-----------------------------|
| Safe and fuel efficient driving.....                   | <input type="checkbox"/> 1 | Vehicle theory refresher..... | <input type="checkbox"/> 9  |
| Health and safety.....                                 | <input type="checkbox"/> 2 | Analogue tachographs.....     | <input type="checkbox"/> 10 |
| Hazards at work and on the road.....                   | <input type="checkbox"/> 3 | Rules and regulations.....    | <input type="checkbox"/> 11 |
| Working time directive/ drivers hours.....             | <input type="checkbox"/> 4 | Digital tachographs.....      | <input type="checkbox"/> 12 |
| Manual handling.....                                   | <input type="checkbox"/> 5 | Customer service.....         | <input type="checkbox"/> 13 |
| Accident/ emergency reporting.....                     | <input type="checkbox"/> 6 | Advanced driving.....         | <input type="checkbox"/> 14 |
| First aid.....   | <input type="checkbox"/> 7 | Other (Please specify).....   | <input type="checkbox"/> 15 |
| Occupational risk and personal health and Finance..... | <input type="checkbox"/> 8 |                               |                             |

**D3** Are you aware of the DSA Driver CPC Recording and Evidence System?

*This is the referencing system which allows driver trainers to input and record driver CPC training data so drivers can monitor the status of their licence and progress towards Driver CPC [Code one only]*

- Aware, used..... ☐ 1 **Continue**  
 Aware, not used... ☐ 2 **Go to D5**  
 Not aware..... ☐ 3 **Go to D5**

**D4** As a driver trainer how effective do you find the Recording and Evidence System to use? [Code one only]

- Very effective..... ☐ 1  
 Quite effective..... ☐ 2  
 Not at all effective..... ☐ 3  
 Not very effective..... ☐ 4  
 Don't know..... ☐ 5

**D5** How useful would you find a facility that allows you to login and monitor your drivers Driver CPC activity? [Code one only]

Very useful..... ☐ 1  
Quite useful..... ☐ 2  
Not at all useful..... ☐ 3  
Not very useful..... ☐ 4  
Don't know..... ☐ 5

**D6** Who pays for Driver CPC periodic training in your organisation? *[Code all that apply]*

Drivers..... ☐ 1                      Agencies..... ☐ 3  
Employer..... ☐ 2                      Other (Please specify..... ☐ 4

**D7** Please could you estimate the **AVERAGE** cost per driver to complete a Driver CPC periodic training course (full 35hr requirement)? *[Please write in]*

£

**D8** As a result of the implementation of Driver CPC, have you incurred any other additional costs i.e. other than course costs? *[Code all that apply]*

Cost of covering driver training..... ☐ 1      Loss of jobs..... ☐ 3  
Vehicles off the road..... ☐ 2      Other (Please specify)..... ☐ 4

## Section E: Impacts of Driver CPC

**E1** What do you think have been the benefits of Driver CPC since its introduction? *[Code all that apply]*

<i>Improved journey time reliability.....</i>	<input type="checkbox"/> 1	<i>Reduced accidents on the road.....</i>	<input type="checkbox"/> 7
<i>Raised driving standards in the industry.....</i>	<input type="checkbox"/> 2	<i>Improved preparedness of foreign drivers.....</i>	<input type="checkbox"/> 8
<i>Has improved fuel efficiency.....</i>	<input type="checkbox"/> 3	<i>Fewer passenger complaints.....</i>	<input type="checkbox"/> 9
<i>Refreshed driver knowledge.....</i>	<input type="checkbox"/> 4	<i>None.....</i>	<input type="checkbox"/> 10
<i>Increased driver knowledge.....</i>	<input type="checkbox"/> 5	<i>Driver retention.....</i>	<input type="checkbox"/> 11
<i>Higher levels of compliance/ better understanding of driving safely.....</i>	<input type="checkbox"/> 6	<i>Other (please specify).....</i>	<input type="checkbox"/> 12

**E2a** Please describe the benefits to your organisation, if any, of Driver CPC. *[Please write in full]*

--

**E2b** Please describe the dis-benefits to your organisation, if any, of Driver CPC. *[Please write in full]*

--

**E3** Has Driver CPC training replaced your provision of any other non Driver CPC training courses? *[Code one only]*

All of them..... ☐ 1

Most of them (>50%)..... ☐ 2

A few of them (<50%)..... ☐ 3

Don't know..... ☐ 4

**E4** Do you have any concerns regarding Driver CPC? *[Code all that apply. Unprompted]*

Yes – training costs..... ☐ 1

Yes – meeting Driver CPC completion deadline for all my drivers..... ☐ 2

Yes – lack of enthusiasm for training from drivers..... ☐ 3

Yes – quality of training..... ☐ 4

Yes – barrier to new drivers/ loss of existing staff..... ☐ 5

Yes – poor retention of training information..... ☐ 6

Yes – lack of 'practical' aspect of training..... ☐ 7

Yes – reduction in profit margins..... ☐ 8

Yes – had to take on extra staff to cover training..... ☐ 9

No..... ☐ 10

Other (Please specify) ..... ☐ 11 \_\_\_\_\_

**E5** In general, do you agree or disagree that Driver CPC...

*[Read out each statement & single code]*

Scale: 1= Strongly agree, 2= Agree, 3= Neither agree nor disagree, 4=Disagree, 5= Strongly disagree, 6= Don't know.

a) Decreases vehicle/ fleet running costs.....	<input type="text"/>
b) Helps avoid legal action .....	<input type="text"/>
c) Standardises driver ability .....	<input type="text"/>
d) Encourages new drivers into the industry.....	<input type="text"/>
e) Leads to a loss of earnings among operators.....	<input type="text"/>
f) Corrects driver bad habits .....	<input type="text"/>
g) Has improved the industry's reputation.....	<input type="text"/>
h) Decreased incidents due to lack of compliance.....	<input type="text"/>
i) Lead to a reduction in insurance premiums.....	<input type="text"/>
j) Improved service reliability.....	<input type="text"/>
k) Reduces customer complaints.....	<input type="text"/>

- E6 Have you experienced any operational issues as a result of implementing Driver CPC periodic training? [Code all that apply]**
- |   |  |
|---|--|
| <i>Lack of time to complete training</i> ..... <input type="checkbox"/> 1 | <i>Unable to fulfil prior commitments</i> ..... <input type="checkbox"/> 4 |
| <i>Lorries off the road</i> ..... <input type="checkbox"/> 2              | <i>No/ none of the above</i> ..... <input type="checkbox"/> 5              |
| <i>Reduction in workload</i> ..... <input type="checkbox"/> 3             | <i>Other (Please specify)</i> ..... <input type="checkbox"/> 6             |
- 
- E7 Do you think there are any barriers to your drivers being able to fully comply with the requirements of Driver CPC? [Code one only]**
- Yes..... ☐ 1 **Continue**
- No..... ☐ 2 **Go to E9**
- Don't know..... ☐ 3 **Go to E9**
- E8 If CODE 1 at E7: What barriers do you think there will be? [Please write in full]**
- 
- E9 Overall, has Driver CPC met your expectations since it was introduced? [Code one only]**
- Yes..... ☐ 1 **Go to E11**
- No..... ☐ 2 **Continue**
- Don't know..... ☐ 3 **Go to E11**
- E10 If Code 2 at E9: Why has it not met your expectations? [Please write in full]**
- 
- E11 Overall, do you agree or disagree that Driver CPC has been value for money for your organisation? [Code one only]**
- Strongly agree*..... ☐ 1
- Agree*..... ☐ 2
- Neither agree nor disagree*..... ☐ 3
- Disagree*..... ☐ 4
- Strongly disagree*..... ☐ 5
- Don't know*..... ☐ 6
- E12 Driver CPC was introduced to improve the overall standards of driving for vocational drivers. How far do you agree or disagree that this has been successfully delivered? [Code one only]**
- Strongly agree*..... ☐ 1
- Agree*..... ☐ 2
- Neither agree nor disagree*..... ☐ 3
- Disagree*..... ☐ 4
- Strongly disagree*..... ☐ 5
- Don't know*..... ☐ 6

**E13**      **Why do you say this?**

--

**E14**      **Finally, would you be willing to be contacted to take part in a follow up in-depth interview to discuss in detail your views and experiences of the implementation of Driver CPC? [Code one only]**

Yes..... ☐ 1

No..... ☐ 2

**If yes:**

*Telephone number*

*Organisation name*


**Is your organisation located in... [Code one only]**

*England*..... ☐ 1

*Scotland*..... ☐ 2

*Wales*..... ☐ 3

***THANK YOU FOR TAKING PART IN THIS SURVEY***

## **Appendix C – Driver Survey and Focus Group Topic Guide**

## DSA Driver CPC Questionnaire

### Section A: About you / your company

<b>Interview Site</b>	
<b>Interviewer</b>	

**Screener** As part of your job, do you drive...

PSVs with more than 9 seats..... ☐ 1 **Continue**  
 Vans over 3.5 tonnes..... ☐ 2 **Continue**

No, neither of these..... ☐ 3 **Thank and Close**

**Screener** Are you an owner driver?

Yes..... ☐ 1  
 No..... ☐ 2

**A1** What type of vehicle do you MAINLY drive?

Vans up to 3.5 tonnes..... ☐ 1  
 Small rigid vehicle up to 7.5T..... ☐ 2  
 Larger rigid vehicle greater than 7.5T. ☐ 3  
 Articulated HGVs..... ☐ 4  
 Coaches..... ☐ 7

Single deck buses..... ☐ 8  
 Double deck buses..... ☐ 9  
 Mini buses..... ☐ 10  
 Other (Please specify)... ☐ 11  
 \_\_\_\_\_

**A2** When did you acquire your vocational licence? (MM/YY) **PROBE FOR ALL VOCATIONAL LICENCES HELD**

\_\_\_\_\_  
 /  
 \_\_\_\_\_  
 /  
 \_\_\_\_\_  
 /  
 \_\_\_\_\_  
 /  
 \_\_\_\_\_

**A3** Do you ever drive your vehicle outside of the UK? [Code one only]

Yes..... ☐ 1  
 No..... ☐ 2

**A4** Does your organisation operate: [Code one only]

Heavy Goods Vehicles (HGVs)..... ☐ 1 **Continue**  
 Public Service Vehicles (PSVs)..... ☐ 2 **Go to A7**

**A5 What type of goods do you transport?** *[Capture types of goods transported. Code all that apply]*

- |  |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|
| Aggregates.....                            | <input type="checkbox"/> 1  | Food & Drink.....           | <input type="checkbox"/> 11 |
| Agriculture.....                           | <input type="checkbox"/> 2  | Forestry.....               | <input type="checkbox"/> 12 |
| Airfreight.....                            | <input type="checkbox"/> 3  | General Haulage.....        | <input type="checkbox"/> 13 |
| Automotive.....                            | <input type="checkbox"/> 4  | Manufacturing.....          | <input type="checkbox"/> 14 |
| Chemical.....                              | <input type="checkbox"/> 5  | Metals.....                 | <input type="checkbox"/> 15 |
| Coal, Ore, Minerals.....                   | <input type="checkbox"/> 6  | Non Food Retail.....        | <input type="checkbox"/> 16 |
| Construction.....                          | <input type="checkbox"/> 7  | Oil, Petrol.....            | <input type="checkbox"/> 17 |
| Containers.....                            | <input type="checkbox"/> 8  | Parcels.....                | <input type="checkbox"/> 18 |
| Engineering.....                           | <input type="checkbox"/> 9  | Waste.....                  | <input type="checkbox"/> 19 |
| Fast Moving Consumer Goods<br>(FMCG) ..... | <input type="checkbox"/> 10 | Other (Please specify)..... | <input type="checkbox"/> 20 |
- 

**A6 Is your company a road haulage company carrying ONLY the goods of other companies for hire and reward, or does it carry the goods that it owns or manufactures itself?** *[Code one only]*

- Road haulage only..... ☐ 1 **Go to A8**  
Own goods only..... ☐ 2 **Go to A8**  
Both own goods and those of other companies..... ☐ 3 **Go to A8**

**A7 How are your organisation's PSVs used?** *[Code all that apply]*

- |                              |                            |                             |                            |
|------------------------------|----------------------------|-----------------------------|----------------------------|
| Stage carriage services..... | <input type="checkbox"/> 1 | Express coach services..... | <input type="checkbox"/> 4 |
| Private hire.....            | <input type="checkbox"/> 2 | Other.....                  | <input type="checkbox"/> 5 |
| Schools work.....            | <input type="checkbox"/> 3 |                             |                            |
- 

**A8 And how many vehicles does your organisation operate?** *[Code one only]*

**Section B – Awareness of Driver CPC**

**B1 Prior to this survey, had you heard of Driver Certificate of Professional Competence (Driver CPC)?** *[Code one only]*

- Yes..... ☐ 1  
No..... ☐ 2

**B2 Are your views towards Driver CPC...** *[Code one only]*

- Very positive..... ☐ 1  
Quite positive..... ☐ 2  
Neither positive nor negative..... ☐ 3  
Quite negative..... ☐ 4  
Very negative..... ☐ 5  
Don't know..... ☐ 6

**B3** In the last few years, have your views towards Driver CPC become... [Code one only]

More positive..... ☐ 1 **Go to B4**

Less positive..... ☐ 2 **Go to B4**

Stayed the same..... ☐ 3 **Go to B5**

**B4** Why have your views become more/ less positive? [Write in full]

**B5** Which of the following topics do you think are included in Driver CPC syllabus? [Code all that apply]

Carriage of dangerous goods..... ☐ 1

Customer service..... ☐ 2

Disability awareness..... ☐ 3

Driving skills..... ☐ 4

First aid..... ☐ 5

Health, safety and emergencies..... ☐ 6

Industry environment..... ☐ 7

Legislation..... ☐ 8

SAFED/ Eco-driving..... ☐ 9

Personal health and wellbeing..... ☐ 10

Professional driver/ company issues... ☐ 11

Vehicle checks..... ☐ 12

Vehicle loading and unloading..... ☐ 13

Vehicle systems..... ☐ 14

Passenger safety and comfort..... ☐ 15

None of the above..... ☐ 16

Other..... ☐ 17

**B6** Whose responsibility do you think it is to ensure that drivers have Driver CPC? [Code one only]

Employer's responsibility..... ☐ 1

Drivers' individual responsibility..... ☐ 2

Driver's supply Agency responsibility... ☐ 3

Not sure/ don't know..... ☐ 4

Other..... ☐ 5

**B7** Do you think it is a legal requirement for a driver to complete the required 35 hours of Driver CPC periodic training within the required five year period? [Code one only]

Yes..... ☐ 1

No..... ☐ 2

Not sure/ don't know..... ☐ 3

**B8** Have you ever been stopped by the Authorities and asked to show your Driver Qualification Card? [Code one only]

Yes..... ☐ 1

No..... ☐ 2

Not sure/ don't know..... ☐ 3

**B9** How frequently do you think periodic training needs to be undertaken for the Driver Certificate of Professional Competence (DCPC)? *[Please write in full]*

**B10** Please state by what date you think Driver CPC periodic training needs to be completed for drivers with ‘acquired rights’ within your industry? *Acquired rights are when a driver who already held a vocational licence on the Driver CPC implementation dates is deemed to hold the qualification already. (MM/YY)*

\_\_\_\_\_ / \_\_\_\_\_

Not sure/ don’t know... ☐

### Section C: Driver CPC Training and Evaluation

**C1** How much Driver CPC periodic training have you undertaken? *[Code one only]*

- |  |                            |                        |
|--|----------------------------|------------------------|
| None.....                                    | <input type="checkbox"/> 1 | <b>Go to Section E</b> |
| Seven hours (one day).....                   | <input type="checkbox"/> 2 | <b>Continue</b>        |
| Fourteen hours (two days).....               | <input type="checkbox"/> 3 | <b>Continue</b>        |
| Twenty one hours (three days).....           | <input type="checkbox"/> 4 | <b>Continue</b>        |
| Twenty eight hours (four days).....          | <input type="checkbox"/> 5 | <b>Continue</b>        |
| Thirty five hours (five days).....           | <input type="checkbox"/> 6 | <b>Continue</b>        |
| More than thirty five hours (five days)..... | <input type="checkbox"/> 7 | <b>Continue</b>        |
| Don’t know.....                              | <input type="checkbox"/> 8 | <b>Continue</b>        |

**C2** When was your most recent training undertaken? *[Code one only]*

- |   |                            |
|---|----------------------------|
| Less than a week ago.....                         | <input type="checkbox"/> 1 |
| More than a week ago but less than a month ago... | <input type="checkbox"/> 2 |
| A month ago.....                                  | <input type="checkbox"/> 3 |
| Six months ago.....                               | <input type="checkbox"/> 4 |
| A year ago.....                                   | <input type="checkbox"/> 5 |
| Two years ago.....                                | <input type="checkbox"/> 6 |
| Over two years ago.....                           | <input type="checkbox"/> 7 |
| Don’t know.....                                   | <input type="checkbox"/> 8 |

**C3** Did you undertake your training...? *[Code one only]*

- |                           |                            |
|---------------------------|----------------------------|
| In your own time.....     | <input type="checkbox"/> 1 |
| During working hours..... | <input type="checkbox"/> 2 |
| Both.....                 | <input type="checkbox"/> 3 |

- C4 Have you undertaken your Driver CPC periodic training... [Code one only]**
- Training delivered by the organisation only..... ☐ 1 **Continue**
- Training provided by another organisation only..... ☐ 2 **Go to C8**
- Mix of both training delivered by the organisation and training provided by another organisation ..... ☐ 3 **Continue**
- Not undertaken any training yet..... ☐ 4 **Go to E1**

**IF RESPONDENT IS OWNER/ OPERATOR – GO TO C8**

- C5 How much training have you undertaken was provided by the organisation you work for? [Code one only]**

- All of it..... ☐ 1
- Most of it (>50%)..... ☐ 2
- A little of it (<50%)..... ☐ 3
- Don't know..... ☐ 4

- C6 Have you ever undertaken an evaluation of the internal Driver CPC courses you have taken? [Code one only]**

- Yes..... ☐ 1 **Continue**
- No..... ☐ 2 **Go to C8**
- Don't know.... ☐ 3 **Go to C8**

- C7 If Code 1 at C10: Was this evaluation process... [Code all that apply]**

- End of session check sheet..... ☐ 1
- Detailed 1 to 1 discussion..... ☐ 2
- Post course evaluation ..... ☐ 3
- A review 1 year after training..... ☐ 4
- Continuous post course monitoring..... ☐ 5
- Other (Please specify)..... ☐ 6
- 

**IF NOT DONE ANY EXTERNAL TRAINING GO TO SECTION D**

- C8 If Code 2 or 3 at C2: Which external organisations have you undertaken Driver CPC training with? [Code all that apply]**

- |  |   |
|--|---|
| Freight Transport Association (FTA)..... <input type="checkbox"/> 1            | National Express..... <input type="checkbox"/> 9        |
| Road Haulage Association (RHA)..... <input type="checkbox"/> 2                 | Resources Centre..... <input type="checkbox"/> 10       |
| Skills for Logistics..... <input type="checkbox"/> 3                           | Driver Hire training..... <input type="checkbox"/> 11   |
| Sigma Studies..... <input type="checkbox"/> 4                                  | FirstGroup PLC..... <input type="checkbox"/> 12         |
| J Coates Ltd..... <input type="checkbox"/> 5                                   | None..... <input type="checkbox"/> 13                   |
| Stagecoach Bus UK Ltd..... <input type="checkbox"/> 6                          | Don't know..... <input type="checkbox"/> 14             |
| Road Transport Industry Training Board (RTITB)..... <input type="checkbox"/> 7 | Other (Please specify)..... <input type="checkbox"/> 15 |
| System Training..... <input type="checkbox"/> 8                                |   |
-

**C9 Did you find Driver CPC periodic training courses offered by other organisations were all to the same standard? [Code one only]**

- Yes, all to a similar standard..... ☐ 1  
 No, mixed standard of courses ..... ☐ 2  
 Don't know, only been on courses with one organisation..... ☐ 3

**C10 Overall, do you think the standard of external Driver CPC periodic courses on offer are... [Code one only]**

- Better than expected..... ☐ 1  
 Same as expected..... ☐ 2  
 Worse than expected..... ☐ 3

**C11 Do the organisations which run Driver CPC periodic training courses offer a course evaluation process? [Code one only]**

- Yes..... ☐ 1 **Continue**  
 No..... ☐ 2 **Go to Section D**  
 Don't know..... ☐ 3 **Go to Section D**

**C12 If Code 1 at C11: Is this evaluation process... [Code all that apply]**

- |  |   |
|--|---|
| End of session check sheet..... <input type="checkbox"/> 1 | A review 1 year after training..... <input type="checkbox"/> 4    |
| Detailed 1 to 1 discussion..... <input type="checkbox"/> 2 | Continuous post course monitoring..... <input type="checkbox"/> 5 |
| Post course evaluation ..... <input type="checkbox"/> 3    | Other (Please specify)..... <input type="checkbox"/> 6            |
- 

## Section D: Driver CPC Periodic Training Courses and Costs

**D1 Which Driver CPC periodic training courses have you undertaken? [Code all that apply]**

- |   |  |
|---|--|
| Safe and fuel efficient driving..... <input type="checkbox"/> 1                   | Vehicle theory refresher..... <input type="checkbox"/> 9 |
| Health and safety..... <input type="checkbox"/> 2                                 | Analogue tachographs..... <input type="checkbox"/> 10    |
| Hazards at work and on the road..... <input type="checkbox"/> 3                   | Rules and regulations..... <input type="checkbox"/> 11   |
| Working time directive/ drivers hours..... <input type="checkbox"/> 4             | Digital tachographs..... <input type="checkbox"/> 12     |
| Manual handling..... <input type="checkbox"/> 5                                   | Customer service..... <input type="checkbox"/> 13        |
| Accident/ emergency reporting..... <input type="checkbox"/> 6                     | Advanced driving..... <input type="checkbox"/> 14        |
| First aid..... <input type="checkbox"/> 7   | Other (Please specify)..... <input type="checkbox"/> 15  |
| Occupational risk and personal health and Finance..... <input type="checkbox"/> 8 |  |
-

**D2**      **How beneficial have you found Driver CPC periodic training undertaken so far?** *[Code one only]*

- Very beneficial..... ☐ 1    **Go to D3**  
Quite beneficial..... ☐ 2    **Go to D3**  
Not very beneficial..... ☐ 3    **Go to D5**  
Not at all beneficial..... ☐ 4    **Go to D5**  
Don't know..... ☐ 5    **Go to D7**

**D3**      **If Code 1 or 2 at D2: Which parts, if any, of Driver CPC course did you find most beneficial?**  
*[Please write in full]*

**D4**      **Why did you find these beneficial?** *[Please write in full]*

**D5**      **If Code 3 or 4 at 2: Which parts, if any, of Driver CPC course did you not find beneficial?**  
*[Please write in full]*

**D6**      **Why did you not find these beneficial?** *[Please write in full]*

**D7**      **How effective did you find the delivery of your Driver CPC training courses?** *[Code one only]*

- Very effective..... ☐ 1    **Go to D8**  
Quite effective..... ☐ 2    **Go to D8**  
Not at all effective..... ☐ 3    **Go to D9**  
Not very effective..... ☐ 4    **Go to D9**  
Don't know..... ☐ 5    **Go to D10**

**D8**      **If Code 1 or 2 at D7: Why did you find the delivery effective?** *[Code all that apply]*

- |  |   |
|--|---|
| Engaging presentation by trainer.... <input type="checkbox"/> 1  | Lots of trainee interaction..... <input type="checkbox"/> 4 |
| Practical examples..... <input type="checkbox"/> 2               | Interactive visual aids..... <input type="checkbox"/> 5     |
| Short well structured sessions..... <input type="checkbox"/> 3   | Other..... <input type="checkbox"/> 6                       |
| Exercises to re-enforce learning..... <input type="checkbox"/> 4 |   |
-

**D9**      **If Code 3 or 4 at D7: Why did you not find the delivery effective? [Code all that apply]**

<i>Dull presentation by trainer.....</i> <input type="checkbox"/> 1	<i>No trainer-trainee interaction.....</i> <input type="checkbox"/> 4
<i>Too theory based.....</i> <input type="checkbox"/> 2	<i>No visual aids.....</i> <input type="checkbox"/> 5
<i>Long, drawn out sessions.....</i> <input type="checkbox"/> 3	<i>Other.....</i> <input type="checkbox"/> 6
<i>No practical learning opportunities...</i> <input type="checkbox"/> 4	_____

**D10**      **Are you aware of the online driver enquiry facility? [Code one only]**

*Aware, used.....* ☐ 1    **Continue**

*Aware, not used...* ☐ 2    **Go to D12**

*Not aware.....* ☐ 3    **Go to D12**

**D11**      **How effective did you find the online driver enquiry facility? [Code one only]**

*Very effective.....* ☐ 1

*Quite effective.....* ☐ 2

*Not at all effective.....* ☐ 3

*Not very effective.....* ☐ 4

*Don't know.....* ☐ 5

**D12**      **Who paid for your Driver CPC periodic training? [Code all that apply]**

<i>Myself.....</i> <input type="checkbox"/> 1	<i>Agency.....</i> <input type="checkbox"/> 3
<i>Employee.....</i> <input type="checkbox"/> 2	<i>Other (Please specify.....)</i> <input type="checkbox"/> 4
	_____

**D13**      **As a result of undertaking Driver CPC periodic training, have you incurred any costs? [Code all that apply]**

<i>Cost course.....</i> <input type="checkbox"/> 1	<i>Travel costs to course.....</i> <input type="checkbox"/> 3
<i>Loss of days pay.....</i> <input type="checkbox"/> 2	<i>Other (Please specify).....</i> <input type="checkbox"/> 4
	_____

**Section E: Impacts of Driver CPC**

**E1**      **If Code 1 at C1 [Not done any training]: Why have you not undertaken any training yet? [Please write in full]**

**E2 What do you think have been/ will be the benefits of Driver CPC for you? [Code all that apply]**

- |   |                            |   |                             |
|---|----------------------------|---|-----------------------------|
| <i>Has improved/ will improve my driving standards.....</i> | <input type="checkbox"/> 1 | <i>Made it easier for me to get employment in the industry.....</i> | <input type="checkbox"/> 6  |
| <i>Increased my customer service skills.....</i>            | <input type="checkbox"/> 2 | <i>Reduced the stress of my job.....</i>                            | <input type="checkbox"/> 7  |
| <i>Increased my knowledge.....</i>                          | <input type="checkbox"/> 3 | <i>Refreshed my knowledge.....</i>                                  | <input type="checkbox"/> 8  |
| <i>Made me a more considerate driver.....</i>               | <input type="checkbox"/> 4 | <i>None.....</i>  | <input type="checkbox"/> 9  |
| <i>Made me more aware of potential driving hazards.....</i> | <input type="checkbox"/> 5 | <i>Other (please specify).....</i>                                  | <input type="checkbox"/> 10 |
- 

**E3 What do you think have been the benefits of Driver CPC for you since its introduction? [Code all that apply]**

- |  |                            |   |                            |
|--|----------------------------|---|----------------------------|
| <i>Improved journey time reliability.....</i>        | <input type="checkbox"/> 1 | <i>Reduced accidents on the road.....</i> | <input type="checkbox"/> 6 |
| <i>Raised driving standards in the industry.....</i> | <input type="checkbox"/> 2 | <i>Fewer passenger complaints.....</i>    | <input type="checkbox"/> 7 |
| <i>Has improved fuel efficiency.....</i>             | <input type="checkbox"/> 3 | <i>None.....</i>                          | <input type="checkbox"/> 8 |
| <i>Refreshed driver knowledge.....</i>               | <input type="checkbox"/> 4 | <i>Other (please specify).....</i>        | <input type="checkbox"/> 9 |
| <i>Increased driver knowledge.....</i>               | <input type="checkbox"/> 5 |   |                            |
- 

**E4 Do you have any concerns regarding Driver CPC? [Code all that apply. Unprompted]**

- |  |                            |
|--|----------------------------|
| <i>Yes – training costs.....</i>                         | <input type="checkbox"/> 1 |
| <i>Yes – meeting DCPC completion deadline.....</i>       | <input type="checkbox"/> 2 |
| <i>Yes – quality of training.....</i>                    | <input type="checkbox"/> 3 |
| <i>Yes – lack of ‘practical’ aspect of training.....</i> | <input type="checkbox"/> 4 |
| <i>No.....</i>   | <input type="checkbox"/> 5 |
| <i>Other (Please specify) .....</i>                      | <input type="checkbox"/> 6 |
- 

**E5 In general, do you agree or disagree that Driver CPC...**

[Read out each statement & single code]

Scale: 1= Strongly agree, 2= Agree, 3= Neither agree nor disagree, 4=Disagree, 5= Strongly disagree, 6= Don't know.

- |  |                      |
|--|----------------------|
| <i>a) Will help drivers drive more efficiently and save on fuel.....</i> | <input type="text"/> |
| <i>b) Helps avoid legal action .....</i>                                 | <input type="text"/> |
| <i>c) Standardises driver ability .....</i>                              | <input type="text"/> |
| <i>d) Encourages new drivers into the industry.....</i>                  | <input type="text"/> |
| <i>e) Makes me more employable.....</i>                                  | <input type="text"/> |
| <i>f) Corrects driver bad habits .....</i>                               | <input type="text"/> |
| <i>g) Has improved the industry's reputation.....</i>                    | <input type="text"/> |
| <i>h) Decreased incidents due to lack of compliance.....</i>             | <input type="text"/> |
| <i>i) Improved service reliability.....</i>                              | <input type="text"/> |
| <i>j) Reduced customer complaints.....</i>                               | <input type="text"/> |
| <i>k) Will make it easier to get employment in the industry.....</i>     | <input type="text"/> |
| <i>l) Encourages drivers to leave the industry.....</i>                  | <input type="text"/> |

**E6** Do you think there are any barriers to you being able to fully comply with the requirements of Driver CPC? *[Code one only]*

Yes..... ☐ 1      **Continue**  
No..... ☐ 2      **Go to E8**  
Don't know.... ☐ 3      **Go to E8**

**E7** If CODE 1 at E6: What barriers do you think there are? *[Please write in full]*

**E8** Overall, has Driver CPC met your expectations since it was introduced? *[Code one only]*

Yes..... ☐ 1      **Go to E10**  
No..... ☐ 2      **Continue**  
Don't know.... ☐ 3      **Go to E10**

**E9** If Code 2 at E8: Why has it not met your expectations? *[Please write in full]*

**E10** Overall, do you agree or disagree that Driver CPC has been or will be beneficial in your day to day working life? *[Code one only]*

Strongly agree..... ☐ 1  
Agree..... ☐ 2  
Neither agree nor disagree..... ☐ 3  
Disagree..... ☐ 4  
Strongly disagree..... ☐ 5  
Don't know..... ☐ 6

**E11** Finally, would you be willing to be contacted to take part in a follow up study to discuss in detail your views and experiences of the implementation of Driver CPC? *[Code one only]*

Yes..... ☐ 1  
No..... ☐ 2

**If yes:**

Telephone number

**THANK YOU FOR TAKING PART IN THIS SURVEY**

Capabilities on project:  
Transportation  
Social and Market Research

## Appendix C – Driver Survey and Focus Group Topic Guide

# ***Driver CPC Focus Group for DSA***

## **Discussion Guide- Draft**

*This guide outlines the topic areas and questions, which need to be covered during the focus groups. It is intended to act as an aid- memoir for the researcher and as a result the researcher may not necessarily ask all these questions or follow them in the order shown. The guide will be used to check that all relevant issues have been covered.*

### **Introduction**

- Self/ AECOM independent research agency
- Conducting group on behalf of Driving Standards Agency (DSA)
- Purpose of group is to talk about:
  - Driver CPC
- Emphasise confidentiality – point out recording group and that tape will not be passed on to anyone, for moderator use only.
- Rules
  - Turn mobiles off please
  - Point out toilets and refreshments areas
  - Emphasise there are no right/wrong answers – everyone has valid view – everyone will be given an opportunity to give their view and that most people enjoy the process. May stop people if they are talking about something moderator knows want to discuss at a later point – don't be upset, will come back to them/that point later.

(2 mins)

### **Warm Up**

- Name
- Organisation work for?
- Vehicle mainly drive?
- How have acquired Driver CPC – acquired rights/ qualification?

(5 mins)

## Awareness of Driver CPC

- Awareness of Driver CPC – how did you become aware? Other drivers/ employee/ marketing communications/ agency?
- Seen any communications/ marketing etc on Driver CPC? If so, when, where?
- What do you know about the Driver CPC e.g. course types, length, responsibility for inclusion etc – **UNPROMPTED**
- Do you feel there is good general awareness of qualification among drivers? Why/ why not?
- What do you think are the main reasons for the introduction of the Driver CPC? **UNPROMPTED**
- Overall views of Driver CPC- positive/ negative?
  - Why do you have these views? What are they influenced by? E.g. other drivers/ employer, experience
  - Have these views changed since Driver CPC was introduced?
  - Any negative views on introduction of initial qualification? Become more positive over time?
  - If views have changed, why have they changed? What influenced change?
- Have employers views changed towards Driver CPC? If so, has this affected your view?
- Has training you've already undertaken changed your views? Or 'on the job' experiences?

(15 mins)

## Driver CPC Training

- How many have undertaken training? Do you know if any colleagues have undertaken training?
  - Who instigated the training? Self, employer, agency?
  - How recently have you undertaken training? When was first course and when most recent?
  - General spread in timing of training?
- How did you undertake training? e.g. internally with current employer, or externally – other provider, in working hours or outside of work? Preference for how undertake training?
- How much training have you undertaken? 7 hours, 14 hours etc?
- Opinions on length of training? 35 hours overall and 7 hour breakdown of training days?
  - Is it an appropriate time length (for 35 hours and 7 hours)? If not, why not? What would be a more appropriate length/ way to structure training?
- Which courses have you undertaken?
  - Were these good/ bad? Why?
  - Most/ least interesting or enjoyable? Why?
  - Classroom/ practical based?
  - Most useful/ least useful? Helped in day to day working life?
- Did you get to choose which courses to undertake or prescribed specific courses by employer?
- Would you undertake any of these courses again or prefer to do other courses? If so, what others, other topics? More practical courses?
- Are there any courses that are not currently available that you would like to see made available in the future? If so, provide details.
- Overall preference for course type.

(20 mins)

### Training Evaluations

- Have you undertaken any evaluations of training courses completed? How?
- Which courses did you do evaluations for? Were these for courses run by your organisation or those run by another organisation?
- Feel it was beneficial to undertake evaluation? Why/ why not?
- Do you think feedback is valued/ appreciated? Why/ why not?
- Anything you would like to feed back on training, e.g:
  - Quality of courses?
  - Quality of trainers?
  - Content of courses?
  - Delivery of courses?
  - Benefits of courses?

(15 mins)

### Training Costs

- Have you incurred any costs as a result of Driver CPC being introduced? E.g. paid out costs for travel expenses, to undertake course itself? OR lost money e.g. refused jobs, not been operational?
- Any other problems incurred due to Driver CPC e.g. lost time with family, work life balance due to undertaking training in own time?
- Who paid for your training? Self/ Employer/ Agency/ Mixture?
- If self, have you been offered any help e.g. loan scheme to pay for training i.e. by employer/ Agency?
- Why is training payment in this way?
- Best/ other way to pay for training?

(10 mins)

## Impact of Driver CPC

- What impact do you think the Driver CPC has had on **the industry** overall? Positive/ negative?

### *Key aims:*

- Improved road safety?
- Improved the status of PSV/ HGV drivers and the image of professional driving as a career? i.e. external perception of industry?
- Attracted more drivers of good calibre?
- Ensured drivers regularly update their skills and knowledge?
- Influenced environmental and safety issues connected with PSV/ HGV industries?

### *Other aims*

- Increased/ decreased staff retention?
  - Made it more fuel efficient?
  - Reduced the threat of legal action?
  - Improved customer service levels? (PSV)
  - Anything else?
- What impact do you think the Driver CPC has had on **you personally**? Positive/ negative?
    - Improved driving standards?
    - Refreshed knowledge?
    - Corrected bad habits?
    - Increased customer awareness/ service skills? Reduced complaints?
    - Reduced accidents on the road?
    - Any others?
  - Overall do you think that the Driver CPC has been beneficial – for self, for industry? Why/ why not?
  - If you were to recommend one change/improvement to the Driver CPC what would it be?
  - Thinking back to what you thought were the main reasons for the introduction of the Driver CPC – do you think that it has achieved or is in the process of achieving what it set out to do? If not, why not?

(20 mins)

## Summary

- Driver CPC – overall awareness?
  - positive/ negative views?
  - future benefits?