



Driver & Vehicle Standards Agency

# A Guide to Recording Driver CPC Periodic Training



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## Attendance for periodic training

In order to drive for a living all professional large vehicle drivers must obtain the Driver CPC qualification. They must then attend 35 hours of Driver CPC periodic training every five years to maintain this qualification. When a driver attends Driver CPC periodic training, you must ensure that they hold the correct category of licence and a current or expired Driver CPC qualification if they want the training to be uploaded and count towards a future Driver Qualification Card (DQC).

### Who has 'acquired rights'?

Drivers have 'acquired rights' if they are a –

- Lorry driver and had a vocational licence (C, C1, C+E and C1+E) before 10th September 2009 or have C1 due to passing their car (B) test in the UK before 1997.
- Bus or coach driver and had a vocational licence (D, D1, D+E and D1+E) before 10th September 2008 including restricted vocational licence D(101) issued after 1991 and D1(101) issued before 1997

These drivers will get their first Driver Qualification Card (DQC) after doing 35 hours of Driver CPC periodic training or completing modules 2 and 4 of the Initial Qualification tests.

**Drivers who held D1(101) or D(101) only, must contact the DVSA to have their Bus 'acquired rights' manually added to their records if attending periodic training.**

### Initial Qualification

New drivers have to complete the initial qualification before driving professionally. New drivers are those who gained their vocational category on or after the Driver CPC implementation dates of Driver CPC:

- 10th September 2008 – Bus and coach
- 10th September 2009 – Lorry

The Driver CPC initial qualification consists of four modules. In addition to the module one and module 3a and 3b tests that are taken to acquire a driving licence, professional drivers must also pass the module two and module 4 tests to gain their Driver CPC qualification.

Module		Approx Duration	Licence Acquisition	Driver CPC
1	<b>Theory Test</b> Multiple Choice questions & Hazard Perception clips	2.5 hrs	Yes	
2	<b>CPC Case Studies Theory Test</b>	1.5 hrs		Yes
3a	<b>Off-Road Exercises Test</b>	0.5 hrs	Yes	
3b	<b>On-Road Driving Test</b>	1 hr	Yes	
4	<b>Driver CPC Practical Test</b> Vehicle Safety Demonstration	0.5 hrs		Yes

### How does a driver evidence they have completed the Initial Qualification?

Upon completion of the initial qualification the driver will be issued with a DQC as evidence of their Driver CPC qualification. If a driver has not yet received their DQC because they completed the initial qualification recently, trainers should take reasonable steps to assure themselves that the driver has passed all four modules and can therefore have periodic training uploaded to their record.

## How do EU/EEA countries and Switzerland evidence Driver CPC?

If a driver has completed the initial qualification or undertaken 35 hours of periodic training in an EU/EEA country or in Switzerland, they will be able to evidence this with either a DQC, or a code '95' on their driving licence, depending on their country of origin (see below for the details we currently hold, which are subject to change at any time).

If a driver presents for periodic training with only certificates as evidence of successfully completing the initial qualification in an EU/EEA country or in Switzerland, they should claim the Driver CPC in the country where the initial qualification was completed.

	<b>Code 95</b>	<b>DQC</b>	<b>Any other information about country</b>
Austria	Yes	No	
Belgium	Yes	No	
Bulgaria	No	Yes	
Croatia	Yes	No	
Cyprus	Yes	Yes	May also have a letter from the 'Republic of Cyprus Ministry of Communications & Works' as proof of Driver CPC. This should show the category and expiry date.
Czech Republic	Yes	Yes	Originally used DQC. From 19/01/13 code 95 on licence used. DQC is now only issued to holders of another EU country license.
Denmark	No	Yes	
Estonia	No	Yes	
Finland	Yes	Yes	
France	No	Yes	
Germany	Yes	Yes	DQC's introduced from 23 May 2021
Gibraltar	Yes	No	
Greece	Yes	No	
Hungary	Yes	Yes	As of August 2013, drivers may have code 95 or DQC or both
Iceland	Yes	No	
Ireland (South/Republic of)	No	Yes	One 7 hours training course to be completed every year
Italy	Yes	Yes	Originally issued DQC. From April 2013 code 95 on licence used. DQC is now only issued to holders of another EU country license.
Latvia	Yes	No	
Liechtenstein	?	?	No information held
Lithuania	Yes	No	
Luxembourg	Yes	Yes	DQC is only issued to non-resident drivers.
Malta	Yes	No	
Netherlands	Yes	No	
Norway	Yes	Yes	
Poland	Yes	No	As of 06 April 2022, DQC's introduced for holders of another EU country licence. All 35 hours are usually completed together.
Portugal	Yes	Yes	As of January 2021, code 95 used for residents. DQC only issued to non-resident drivers.
Romania	Yes	Yes	
Slovakia	Yes	Yes	
Slovenia	Yes	Yes	
Spain	No	Yes	
Sweden	No	Yes	
Switzerland	No	Yes	

## What identity documents should drivers present before I conduct periodic training?

A driver must present one of the following:

- a photocard driving licence
- a valid passport
- a digital tachograph card
- a driver qualification card (DQC)

You should make drivers aware that if they do not have the relevant vocational entitlement and Driver CPC qualification, periodic training cannot contribute towards the issue of a DQC. A driver may also attend training if they present an EU driving licence or a licence issued by one of the following countries: Gibraltar, Guernsey, Iceland, Isle of Man, Jersey, Liechtenstein, Norway, and Switzerland.

## Can drivers take more than one periodic training course in a single day?

DVSA would not recommend undertaking two courses of periodic training in one day; we consider this an excessive amount of time for an individual to spend in training and be able to effectively retain the information. Periodic training means regular, ongoing training undertaken consistently throughout a driver's professional career as part of a programme of continuing professional development. DVSA believe drivers will gain more from periodic training if they design a pre-planned learning programme with a definite objective in mind, i.e. *to improve my professionalism over the next 5-year cycle*.

## Can somebody attend for periodic training if they don't drive professionally and don't have Driver CPC?

As the training provider it is up to you whether to accept attendees who don't have the Driver CPC qualification e.g. administrative staff. If individuals attend periodic training that do not have the full Driver CPC qualification you must ensure that their training will not be uploaded to the Driver CPC R&E system. You should also make them aware that their periodic training will not count towards the issue of a DQC or issue them with a certificate of attendance.

## Can a driver take the same training course more than once?

Drivers can only take the same course more than once in each 5-year period if they have a good reason to repeat it - for example, maintaining a dangerous goods qualification. If they do not have a good reason, DVSA monitor training uploads regularly and can cancel the hours they got from the course. The driver might lose their DQC if cancelling the hours takes their total back under 35 hours.

## Can somebody attend periodic training if they are currently suspended or disqualified from driving?

A driver can still attend for training which can be uploaded at a later date if the driver's categories are reinstated, though suspended/disqualified drivers cannot undertake on-road periodic training. If the vocational categories are not reinstated with their original start dates this training may never be validated. You should make this clear to the driver before they undertake any periodic training.

## Can somebody attend periodic training if they are currently undergoing a medical review and do not have their vocational driving licence?

A driver can still attend for training which can be uploaded at a later date if the driver's categories are reinstated. If the vocational categories are not reinstated, this training may never be validated. You should make this clear to the driver before they undertake any periodic training.

Information about Driver CPC can be found at [www.gov.uk/topic/transport/driver-cpc](http://www.gov.uk/topic/transport/driver-cpc)

## What advice should be given to attendees?

Below is some advice that you may wish to provide to drivers attending periodic training if it is relevant to them:

- A DQC will be automatically issued to GB and NI photocard licence holders. Their new DQC will be issued straight away if they complete their training in the 12 months before their current Driver CPC expiry date. If they complete their training more than a year early, they will not get their DQC until nearer the time their current card expires. The date their next DQC will be issued on, is subject to change should the status of any of their training or qualification dates be altered. GB and NI licence holders can view their next DQC issue date on the Driver CPC Online Driver Enquiry (ODE) service.
- A DQC can only be issued to the licence address currently held by DVLA/DVA at the time of issue. It is the driver's responsibility to ensure that their address is up to date with the DVLA/DVA **before** their DQC is issued. If the DQC is sent to a previous licence address the driver will have to pay £25 for another card to be issued. If the non-receipt of a DQC is not reported to the DVSA/DVA within 3 months of issue, the driver will need to pay £25 for another card to be issued, regardless of the circumstances.
- If the driver holds a GB or NI paper driving licence, they will need to exchange this for a photocard licence for a DQC to be issued.
- Periodic training should be uploaded to the driver's records directly, by the training provider, within 5 working days. It is the driver's responsibility to monitor their own hours on the Driver CPC Online Driver Enquiry (ODE) service at [www.gov.uk/check-your-driver-cpc-periodic-training-hours](http://www.gov.uk/check-your-driver-cpc-periodic-training-hours). If the driver has already completed 35 hours of training within their current 5 year cycle any further training taken and uploaded is invalid. Training will not be carried forward to the next 5 year cycle. EU/EEA and Swiss licence holders are unable to use ODE so they should send an email to DVSA to check their recorded training.
- Periodic training expires after 5 years. If all 35 hours are not completed within 5 years of the earliest training date, those hours which fall out of the rolling five-year period will no longer count towards the issue of a future DQC.
- If the driver holds an EU/EEA or Swiss driving licence and wishes to obtain a GB DQC they will need to either:
  - Exchange to a GB driving licence, and contact the DVSA to reflect their previously recorded training against their new GB licence.
  - Or, if they want to retain their EU/EEA or Swiss licence, they will need to apply for their DQC via a DQC1 application form on completion of 35 hours training.
- If a driver presents for training with a GB driving licence and a DQC issued in another country, they should be advised to send their DQC to the DVSA for exchange, or to email a scanned image of the front and back of this card to the DVSA including their GB driving licence number and address. This will enable the periodic training hours to be validated.
- If a driver presents for training with a Northern Ireland driving licence and a DQC issued in another country, they should be advised to send their DQC to the DVA for exchange, enabling the periodic training hours to be validated upon upload.

## **Online Driver Enquiry (ODE)**

Periodic training centres should encourage drivers to register for the ODE service which can be accessed on gov.uk [www.gov.uk/check-your-driver-cpc-periodic-training-hours](http://www.gov.uk/check-your-driver-cpc-periodic-training-hours).

When a driver has accessed the ODE service to check how many periodic training hours they have accrued they can generate a temporary password, valid for 21 days, to pass to a 3<sup>rd</sup> party to allow access to their periodic training details.

The ODE facility enables drivers to check the amount of periodic training recorded for them. Drivers are advised to check ODE after five working days of completing periodic training to ensure that it has been correctly uploaded by their training provider.

A driver can also use the ODE service to see when their next Driver Qualification Card (DQC) is going to be issued.

This facility can only be used by drivers with a full British or Northern Irish driving licence. A driver can only register to use this service after some periodic training has been uploaded for them. The first time a driver uses the system they must click on '*Register (drivers only)*' which can be found on the bottom left of the screen. The driver will then need to enter their driving licence number and postcode.

A message will then appear informing the driver that a password has been posted out to their address which they will receive within 3 days. The registration password letter will be dispatched to the address currently held by the DVLA.

Once the driver has a password they can select '*Start now*' which will bring up the login screen. They will then be prompted to enter their driving licence number and password.

This service is available 24 hours a day, every day. If a GB licence holder has any problems using this service, they can contact DVSA's customer support team on 0300 123 7721. This line is open Monday to Friday 8.00am to 5.00pm. If an NI licence holder has any problems using this service, they should contact DVA at [CPC.Enquiries@infrastructure-ni.gov.uk](mailto:CPC.Enquiries@infrastructure-ni.gov.uk).

EU/EEA and Swiss licence holders should email [cpc@dvsa.gov.uk](mailto:cpc@dvsa.gov.uk) to check their hours. ODE is not available to EU/EEA or Swiss licence holders as their licence issuing authorities are not linked to this system.



## Driver Qualification Card (DQC)

**What does a DQC look like:** below are examples of a GB DQC. Though EU DQC's may look cosmetically different, the design and fields are identical.

### Front



1. Surname
2. First name(s)
3. Date and place of birth
- 4a. Issue date of DQC
- 4b. Expiry date of DQC
- 4c. Issuing authority
- 4d. Administrative number. Only used for EU/EEA or Swiss licence holders.
- 5a. GB driving licence number
- 5b. Issue number
7. Signature
9. Highest categories covered by DQC

### Back



9. All categories for which Driver CPC qualification is held
10. Expiry date of Driver CPC qualification for category shown in section 9

The number shown in the bottom right corner of the card is the DQC number.

The amber traffic light on the back of the new version DQC's does not denote anything specific; it is one of the card's security features.



## **Recording Driver CPC periodic training**

As an approved training provider, you will need to keep accurate records of course attendees and their periodic training. Here are some key points to keep in mind:

- You are responsible for checking the identity of the driver.
- You must ensure the driver holds the correct category of licence as well as a current or expired Driver CPC qualification before conducting the periodic training and uploading it to the CPC Recording & Evidencing (R&E) system. The upload fee for training is £1.25 per hour of training per driver. Example - 7 hours = 7 x £1.25 = £8.75 per driver; no VAT is charged. Training can only count towards the drivers 35 hours once DVSA have received payment.
- To record a driver's training hours on DVSA's CPC R&E system they must provide their driving licence number. Please note it remains the trainer's responsibility to ensure that the driver genuinely holds the driving licence number presented on the day; each approved training body should have its own procedures in place to guarantee this.
- You must upload the training records to the CPC R&E system within five working days of the course completion date; drivers cannot have training uploaded twice for the same date. The CPC R&E (Recording & Evidencing) system is the central training record database for GB and NI and is managed by DVSA.
- Training must be uploaded promptly and accurately to prevent any delay in the driver receiving their DQC. As all professional bus, coach and lorry drivers must carry their DQC with them at all times when they are working, any delay can have a serious impact.
- You must keep full, accurate records of all periodic training conducted for audit purposes. All information should be retained securely in line with the Data Protection Act 1998.
- We consider it best practice for centres to regularly review uploads using the '*View training centre history*' facility to ensure all drivers have been uploaded correctly.
- You should not upload periodic training until the driver has completed the full course. If the driver had to leave early the upload would have to be cancelled after the event. Only those drivers who complete the course in its entirety can be uploaded

**If you have any difficulties with the CPC R&E system, please contact the CPC R&E Team at the DVSA, see page 32.**

If you encounter any unexpected error message please take a screenshot and send it to [cpcre@dvsa.gov.uk](mailto:cpcre@dvsa.gov.uk) providing an account of what you were doing prior to the error message including your web browser name e.g. Microsoft Edge, Chrome, Safari.

## **Recording training for EU/EEA and Swiss licence holders**

You must upload EU/EEA and Swiss licence holders to the CPC R&E system. The training will be recorded, but it will never be validated as there is no licence entitlement attached to the record.

You will need to upload the following information about the driver:

- EU/EEA or Swiss driving licence number
- Country of licence issue
- First name
- Last name
- Date of birth

The EU/EEA or Swiss driving licence number can be found on the driving licence at field number 5. The only exceptions to this are Republic of Ireland and Guernsey driving licences, where it is shown at 4d.

You must enter the driving licence number in exactly the same format as it appears on the EU/EEA or Swiss licence, including all letters, numbers, spaces and symbols e.g. / and -.

You must ensure that all of the driver's information is uploaded as accurately as possible, so that all future training reconciles to the same records.

On completion of 35 hours training the driver will need to apply for a DQC using a DQC1 application form if they want to retain their foreign licence.

If they decide to exchange to a GB driving licence before applying for a DQC, they must contact the DVSA to have this training reflected on their new GB licence records.

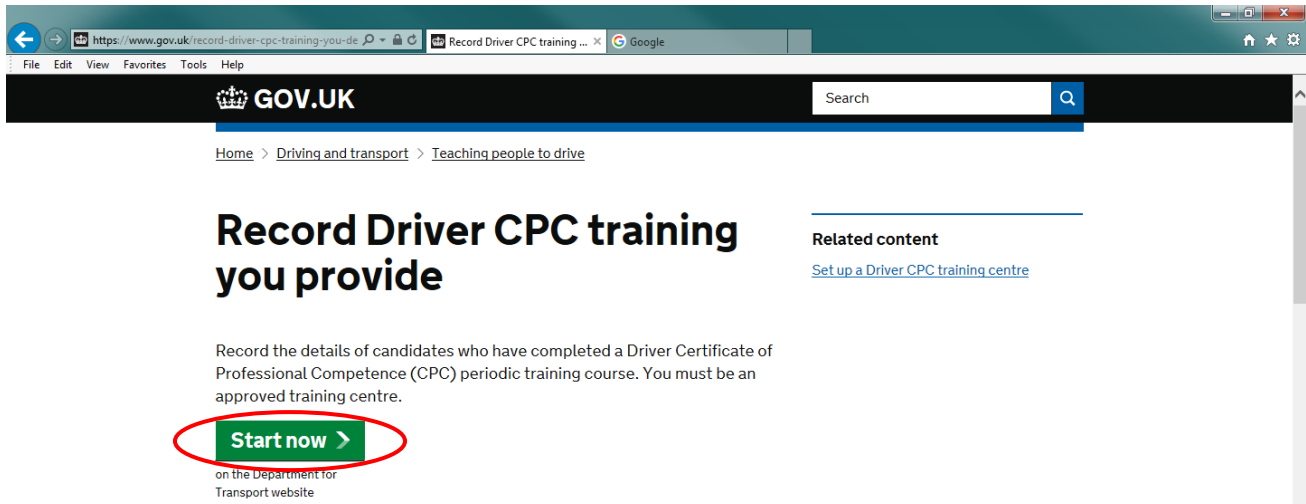
If they decide to exchange to an NI driving licence before applying for a DQC, they must contact the DVA to have this training reflected on their new NI licence records.

## Government Gateway - Registering & enrolling for the service

Before you access the CPC R&E system for the first time you will need to register for the Government Gateway and enrol for the service. To complete the enrolment, you will need a DAT code. This is a unique code in the format CPCER123456, and is provided by DVSA to your primary contact's registered email address.

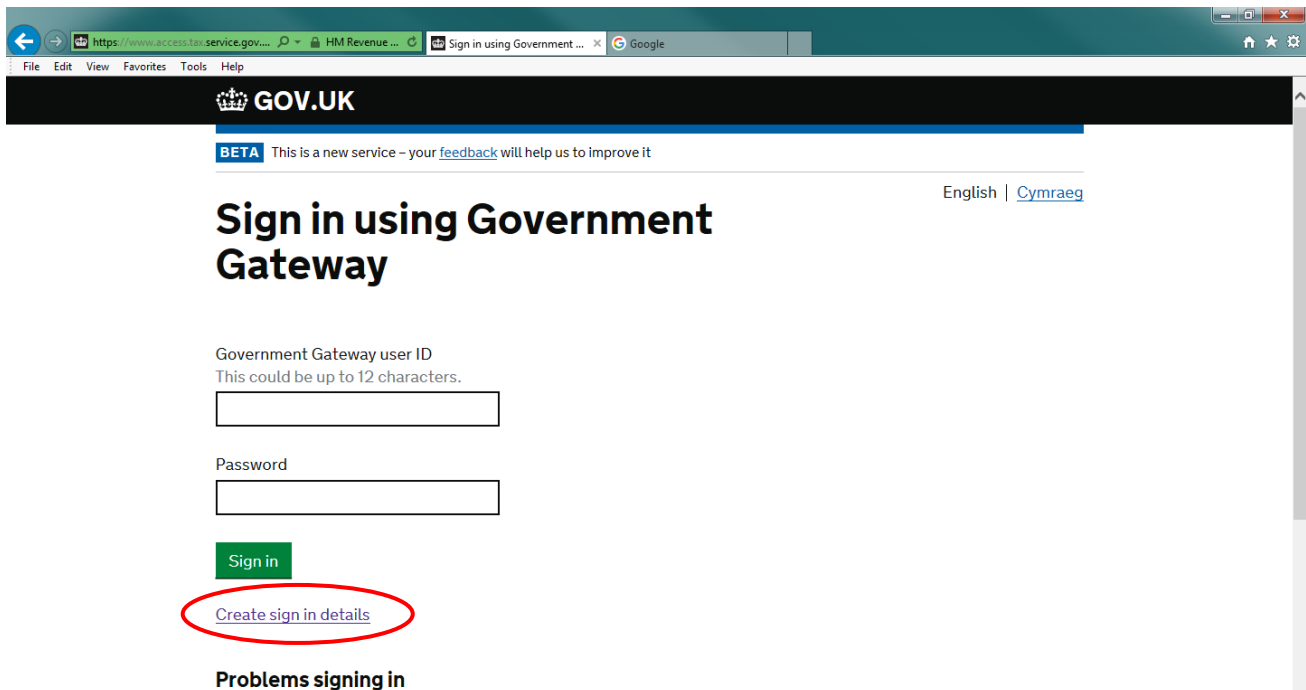
You will also be asked for your approved centre number in the format AC12345 and the original date of centre approval. This information should be included on your training centre approval letter from the DVSA Driver CPC Training and Accreditation Team.

Go to the website [www.gov.uk/record-driver-cpc-training-you-deliver](https://www.gov.uk/record-driver-cpc-training-you-deliver) and select 'Start now'



The screenshot shows the Government Gateway website page for 'Record Driver CPC training you provide'. The page has a dark blue header with the GOV.UK logo and a search bar. Below the header, there is a breadcrumb trail: Home > Driving and transport > Teaching people to drive. The main heading is 'Record Driver CPC training you provide'. Below this, there is a sub-heading: 'Record the details of candidates who have completed a Driver Certificate of Professional Competence (CPC) periodic training course. You must be an approved training centre.' A green button with the text 'Start now >' is circled in red. Below the button, there is a small note: 'on the Department for Transport website'. To the right of the main content, there is a 'Related content' section with a link: 'Set up a Driver CPC training centre'.

Select 'Create sign in details'



The screenshot shows the Government Gateway 'Sign in using Government Gateway' page. The page has a dark blue header with the GOV.UK logo and a search bar. Below the header, there is a 'BETA' notice: 'This is a new service – your feedback will help us to improve it'. The main heading is 'Sign in using Government Gateway'. Below this, there is a form with two input fields: 'Government Gateway user ID' (with a note: 'This could be up to 12 characters.') and 'Password'. Below the form, there is a green button with the text 'Sign in' and a link with the text 'Create sign in details' circled in red. At the bottom of the page, there is a link: 'Problems signing in'. The language is set to 'English' with a link to 'Cymraeg'.

Enter your email address and tick the box to confirm the address is correct. Select 'Continue'

## What is your email address?

We will send you a code to confirm your email address.

Email address

cpcrc@dvs.gov.uk

This email address is correct

Continue

You will receive an email with a code. Enter this code on the screen, then select 'Confirm'

## Enter the code

We have sent a code to **cpcrc@dvs.gov.uk**

Code

For example, CF-DNCLRK

CF-

[▶ I have not got the email](#)

Confirm

You will see the message 'Email address confirmed'. Select 'Continue'

Enter your full name, then select 'Continue'

You will be asked to create and confirm a password. Enter the password in both boxes then select 'Continue'

## Create a password

Your password must:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Password

Confirm your password

Continue

**You will use this password every time you access the CPC R&E system**

Next you will be asked to set up a recovery word. Select 'Continue'

Enter a recovery word of your choice, then select 'Continue'

You will be shown your Government Gateway User ID. It is very important that you make a record of this number, or print it out before selecting 'Continue'. You will also receive this User ID via email.

**Your Government Gateway user ID is:**  
**92 23 55 16 75 07**

We have sent it to **cpcrc@dvs.gov.uk**

You will need this user ID and your password every time you sign in to Government Gateway.

Continue

**You will use this user ID every time you access the CPC R&E system**

To enrol for the Driver CPC Periodic Training service, select 'Stay signed in and go to Driver and Vehicle Standards Agency', then 'Continue'

### You are already signed in

What do you want to do?

- Stay signed in and go to Driver and Vehicle Standards Agency
- Use different sign in details

Continue

Enter the requested information regarding your registered training centre:

- JAUPTRef – is your approved centre number as provided by the DVSA Driver CPC Training and Accreditation Team (AC\*\*\*\*\*)
- Your activation (DAT) code – is your DAT code as supplied by the DVSA CPC R&E Team (CPCER\*\*\*\*\*)
- Approval Date – is the date of your centre approval as provided by the Driver CPC Training and Accreditation Team (dd/mm/yyyy)

Select 'Submit'

#### Training centre registration details

Please provide the details of the business that you previously registered with us including the activation (DAT) code that you should have received by email afterwards.

<ul style="list-style-type: none"> <li>■ Manage your Government Gateway profile</li> <li>■ Manage your Government Gateway group profiles</li> <li>■ Logout</li> </ul>	<p>JAUPTRef <input type="text"/></p> <p>Your activation (DAT) code <input type="text"/></p> <p>Approval Date <input type="text"/></p>
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Submit

Cancel

You will be taken to the CPC R&E system home page.



## Manage users

You can add other members of staff to the Government Gateway and give them their own log in details for the CPC R&E system. For security reasons every user must register an individual name and password. A control sheet should be used to provide a clear audit trail showing names and dates of when access has been granted, as well as details of when users have had system access removed.

Centres must have more than one person set up as an administrator. If you do not, and the designated administrator becomes unavailable, the DVSA cannot reset passwords or remove previous users on your behalf. This could entail a significant administrative burden for both you and the DVSA. All users should be informed of the named administrators for your centre.

**Administrators:** Manage administrators and standard users of the CPC R&E system. They can also access the CPC R&E system to upload periodic training

**Standard users:** Have access to the CPC R&E system to upload periodic training.

To add or remove a user, an administrator needs to log in to the CPC R&E system and select 'Manage your Government Gateway group profiles'.

CPC Practical Home	
<b>Driver CPC Home</b>	<b>Welcome to CPC Practical</b>
■ Maintain training record	Click on the links on the left hand side...
■ View training centre history	<b>Driver CPC Recording and Evidencing and Delega</b>
■ Maintain payment cards	<b>Who we are:</b>
	One of the duties of Driver and Vehicle Standards Age Professional Competence (CPC) training for profession maintaining high standards. This includes arranging fo (DQC) once they have successfully completed their pe
■ Online Driver Enquiry	
■ Manage your Government Gateway profile	We also administer Driver CPC module three and four
■ <b>Manage your Government Gateway group profiles</b>	DVSA is an executive agency of the Department for Tr
■ Logout	The data controller for DVSA is DfT - a data controller information see the Information Commissioner's Office Z7122992.

To add a new user select 'Add a member', and fill in their details. Select 'Continue', then follow the instructions.

### Add a team member

Full name

Email address

This email address is correct

**What is their role?**

Administrator  
 Can access services for an organisation and manage its team members.

Standard user  
 Can access services for an organisation.

**The password created will be needed every time the user logs in to the CPC R&E system**

To remove an existing user, select 'Manage' beside their details. Then select 'Delete <name's> Government Gateway details'. This removes the user from the Government Gateway and they will no longer be able to access the Driver CPC R&E system.

You can also use this facility if another user forgets their log in details. You can reset their password or resend their Government Gateway user ID.

### Manage login details

Administrators and standard users can go to 'Manage your Government Gateway profile' and change their own name, email address, password or recovery word.

<p><b>Driver CPC Home</b></p> <ul style="list-style-type: none"> <li>■ Maintain training record</li> <li>■ View training centre history</li> <li>■ Maintain payment cards</li> <li>■ Online Driver Enquiry</li> <li>■ <b>Manage your Government Gateway profile</b></li> <li>■ Manage your Government Gateway group profiles</li> <li>■ Logout</li> </ul>	<p><b>CPC Practical Home</b></p> <p><b>Welcome to CPC Practical</b></p> <p>Click on the links on the left hand side...</p> <p><b>Driver CPC Recording and Evidencing and Delega</b></p> <p><b>Who we are:</b></p> <p>One of the duties of Driver and Vehicle Standards Age Professional Competence (CPC) training for profession maintaining high standards. This includes arranging fo (DQC) once they have successfully completed their pe</p> <p>We also administer Driver CPC module three and four</p> <p>DVSA is an executive agency of the Department for Tr</p> <p>The data controller for DVSA is DfT - a data controller information see the Information Commissioner's Office Z7122992.</p>
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## CPC R&E authorised uploaders register

During audits we have identified a common problem whereby centres fail to properly record the names and access/permission levels of staff that use the CPC R&E system. Centres are obliged to monitor this and remove access for staff that no longer require it or who have left the business; we suggest that centres maintain a log of which staff members have CPC R&E access as per the below. It can reflect poorly on a centre if we find if they do not have appropriate records and processes in place during an audit.

We suggest centres adopt a document, similar to the below, in order to provide audit trail: *This register is a formal record of personnel who are registered and de-registered to access the DVSA CPC R&E database to upload training carried out for Driver CPC.*

<i>Full Name</i>	<i>Signature</i>	<i>Department/Location/Job Title</i>	<i>Date Registered</i>	<i>Date De-Registered</i>

*Passwords will be changed every \_\_\_\_ week(s)*

*Person Responsible for maintaining the register: xxxxxxxx*

*This document will be reviewed every \_\_\_\_ week(s)/month(s)*

## Forgotten user ID or password

If you have forgotten your Government Gateway user ID or password, an administrator from your centre should log into the CPC R&E system and select '*Manage your Government Gateway group profiles*', select '*Manage*' beside your name and then select '*Resend Government Gateway user ID*' or '*Reset password*'.

If you have forgotten your Government Gateway user ID or password, and you are the only administrator for your centre, you will need to create new sign in details. Please be advised that you will no longer have access to manage any users you had previously added. The DVSA cannot manage or remove previous users on your behalf. Go to the website [www.gov.uk/record-driver-cpc-training-you-deliver](http://www.gov.uk/record-driver-cpc-training-you-deliver) and select '*Start now*'.

Select '*Create sign in details*' and follow the instructions.

The screenshot shows a web browser window displaying the Government Gateway sign-in page. The URL in the address bar is <https://www.access-to-service.gov.uk>. The page header includes the GOV.UK logo and a 'BETA' notice. The main heading is 'Sign in using Government Gateway'. Below this, there are two input fields: 'Government Gateway user ID' (with a note 'This could be up to 12 characters.') and 'Password'. A green 'Sign in' button is positioned below the password field. A blue link 'Create sign in details' is circled in red. At the bottom of the form area, there is a link for 'Problems signing in'.

Please refer to page 11 for further details of this process.

You will need to enter the following information regarding your registered training centre:

- JAUPTRef – is your approved centre number as provided by the DVSA Driver CPC Training and Accreditation Team (AC\*\*\*\*\*)
- Your activation (DAT) code – is your DAT code as supplied by the DVSA CPC R&E Team (CPCER\*\*\*\*\*)
- Approval Date – is the date of your centre approval as provided by the Driver CPC Training and Accreditation Team (dd/mm/yyyy)

A new Government Gateway user ID will be generated.

*Please note: The 'I have forgotten my password' option on Government Gateway is now only available to organisations or users that use Multi Factor Authentication (MFA). The DVSA do not use MFA, therefore if you have forgotten your password and you do not have MFA, you will not be able use this option.*

## Record Driver CPC training on the CPC R&E System

To access the Driver CPC R&E system go to [www.gov.uk/record-driver-cpc-training-you-deliver](https://www.gov.uk/record-driver-cpc-training-you-deliver) and select 'Start now'

The screenshot shows a Windows Internet Explorer browser window displaying the GOV.UK website. The address bar shows the URL <https://www.gov.uk/record-driver-cpc-training-you-deliver#>. The page title is 'Record Driver CPC training you provide - GOV.UK'. The main heading is 'Record Driver CPC training you provide'. Below the heading, there is a sub-heading 'Driving and transport' and a description: 'Record the details of candidates who have completed a Driver Certificate of Professional Competence (CPC) periodic training course. You must be an approved training centre.' A text box explains that the Driving Standards Agency (DSA) and Vehicle and Operator Services Agency (VOSA) have merged to form the Driver and Vehicle Standards Agency (DVSA). A green 'Start now >' button is circled in red. Below the button, it says 'on the Department for Transport website'. There are also links for 'Before you start' and 'What you need to know'. On the right side, there is a 'Driving and transport' section with links for 'Driver CPC: starting up an approved training centre', 'Driver CPC for lorry, bus and coach drivers', and 'More'. A note states 'This page replaces' with the 'BUSINESS LINK' logo.

Enter your Government Gateway user ID and password and select 'Sign in'

The screenshot shows the 'Sign in using Government Gateway' page. The page is in English and Cymraeg. The main heading is 'Sign in using Government Gateway'. Below the heading, there are two input fields: 'Government Gateway user ID' (with a note 'This could be up to 12 characters.') and 'Password'. A green 'Sign in' button is circled in red. Below the button, there is a link for 'Create sign in details'. At the bottom, there is a section for 'Problems signing in'.

**When using the CPC R&E system do not use your browser back and forward buttons to switch screens as this can cause the system to malfunction. Please ensure you only use the navigation options presented on screen.**



The Driver CPC Home screen will be displayed showing your available options in the menu on the left. To record periodic training select '*Maintain training record*'

**Driver CPC Home**

**Driver CPC Home** Welcome to Driver CPC R&E

**Maintain training record** Please click on the links on the left hand side...

- View training centre history
- Maintain payment cards
- Online Driver Enquiry
- Logout

**Data Protection Fair Processing Notice for CPC Recording and Evidencing System**

The data controller for personal information collected by the Driving Standards Agency (D Transport (DfT)). DSA is an executive agency of DfT and as such directly manages all pers processes.

Data will be collected for the purposes of recording periodic training necessary for a prof qualify for the Driver Certificate of Professional Competence (Driver CPC) and for the issu (DQC). Both of these functions enable professional bus and lorry drivers to comply with E

Data collected may be shared with other bodies to enable them to carry out their statut enforcement of the legislation. These bodies will include the Vehicle and Operator Services

From the drop down list, select the '*name of training course*' you want to upload. Then enter the '*date course completed*' in the format dd/mm/yyyy, or select the date from the calendar (the icon to right of the date field box). You must ensure that the date entered is an accurate record of when the driver actually completed their periodic training. Approved training bodies who fail to do so may have sanctions applied by DVSA

Select '*Record attendance*'

**Maintain training record**

Driver CPC Home

**Enter training course details**

**Maintain training record** To add new attendance details please select the course from the drop down list and add the date the course was completed. Select the Record attendance button to continue. To edit an attendance please choose from the Partially completed courses and select the Edit button to continue.

**View training centre history**

**Maintain payment cards** You must fill in the boxes marked with an \*

**Online Driver Enquiry** JAUPT training centre code AC54321

**Logout** Name of training centre EXAMPLE TRAINING

**Enter course details**

Name of training course\* CRS001/54321-CPC COURSE-7.0HRS

Date course completed\* 03/06/2014

Cancel Record attendance

There are currently no incomplete course entries available for selection.

On the '*Course details*' screen, you must ensure that the correct training course details and course completion date are displayed before proceeding and enter the driver numbers for the drivers who attended this training course.

If you have entered a driver number, then decide not to submit it with the other drivers at this time, you can select the '*Exclude*' box to the right of the driver number. A tick will appear in the box beside any excluded driver number(s). Excluded records will not be saved to the Driver CPC R&E system. The training will not be shown against the driver's records. The driver number will need to be uploaded later if necessary.

## Recording non-GB licence holders

The default 'Licence format' on the 'Course Details' screen is GB. If you are uploading training for any non-GB licence holders, this must be changed by clicking on the drop-down list beside the relevant drivers.

### Northern Ireland licence holder

If you are uploading any Northern Ireland licence numbers, you must change the GB to NI.

**Maintain training record**  
 Driver CPC Home  
**Enter training course details**  
 Please choose either GB or NI from the drop down box and add the driver number. Then, select the Next or Submit button to continue once all driver numbers have been added.

**Course details**

Training course reference code	CRS001/54321	Name of training course	CPC COURSE
Training course start date	02/06/2014	Length of course	7.0
Date course completed	03/06/2014		

**Driver details**

Sequence	Licence format	Driving licence number	Exclude
-	GB	BAINB XK	<input type="checkbox"/>
	NI	2: 5	<input type="checkbox"/>
	GB	CAREY: PM	<input type="checkbox"/>
4	GB	CARLT HL	<input type="checkbox"/>
5	GB	BAIRD UM	<input checked="" type="checkbox"/>

### EU/EEA or Swiss licence holder

If you are uploading any EU/EEA or Swiss licence numbers, you must change the GB to Other.

**Maintain training record**  
 Driver CPC Home  
**Enter training course details**  
 Choose a licence type from the drop down box and add the driver number.

**Course details**

Training course reference code	CRS25/3333	Name of training course	HEALTH AND SAFETY
Training course valid from	01/01/2015	Length of course	21.0
Date course completed	15/12/2015		

**Driver details**

Sequence	Licence format	Driving licence number	Exclude
1	Other		<input type="checkbox"/>

**Additional Details**

Country of licence issue	--- Select ---
First name	
Last name	
Date of birth	Day Month Year

First, enter the driving licence number exactly as it appears on the EU/EEA or Swiss driving licence. This can be found on the driving licence at field number 5 (4d on ROI and Guernsey licences). This **must** be entered in exactly the same format as it appears on the EU/EEA or Swiss licence, including all letters, numbers, spaces, and symbols e.g. / and -.

Then select the country of licence issue from the list provided

The screenshot shows the 'Maintain training record' form with the 'Country of licence issue' dropdown menu open. The menu lists various countries. The form also displays course details: Training course reference code CRS25, Name of training course HEALTH AND SAFETY, Training course valid from 01/01, Length of course 21.0, and Date course completed 15/12.

Enter the first name and last name. Select the driver's date of birth from the drop down boxes provided.

The screenshot shows the 'Maintain training record' form with the 'Country of licence issue' dropdown set to 'JERSEY'. The 'First name' field contains 'John', the 'Last name' field contains 'Smith', and the 'Date of birth' is selected as '25 November 1972'. The 'Driving licence number' field contains '12345678'.

If you need to enter more than 15 drivers for this course, select 'Save/Next' to add more. Click 'Submit' once all drivers have been entered.

The screenshot shows the bottom of the form with navigation buttons: '< Previous', 'Cancel', 'Submit', and 'Save/Next >'. The 'Submit' and 'Save/Next >' buttons are circled in red.

If any of the driver numbers are not accepted the system will prompt you to correct it. When the 'Summary of payment due' screen appears verify that all of the course details are correct including the fee and the number of 'Validated records' (drivers). Once you have confirmed that all of the details are correct, select 'Proceed' to continue. If anything is wrong, select 'Back' to correct it.

Driver CPC Home

**Maintain training record**

**Summary of payment due**

The total upload cost for this transaction is detailed below. Please select the Back button to change entries or the Proceed button to make payment.

**Course details**

Training course reference code	CRS001/54321	Name of training course	CPC COURSE
Length of course	7.0	Date course completed	03/06/2014
Fee (£)	35.00	Validated records	4
Excluded records	1		

If this is the first time your centre has uploaded training, and you haven't got a credit/debit card registered, then you will need to select 'Add new card'

Driver CPC Home

**Maintain training record**

**Select Credit/Debit card**

Please select the card you want to use from the list below. Then select the Use card button to continue. If you want to add a new card or remove an existing card please select the appropriate button below.

Card name	Card number	Select Card
<input type="button" value="Cancel"/>	<input type="button" value="Remove card"/>	<input type="button" value="Add new card"/>
		<input type="button" value="Use card"/>

Fill in the payment card details on the 'Add new Credit/Debit card' screen, and select 'Add'.

Driver CPC Home

**Maintain training record**

**Add new Credit/Debit card**

Please enter the details for your new credit/debit card. Then select the Add button to continue. To return to the previous screen select the Cancel button below

You must fill in the boxes marked with an \*

Card name*	<input type="text" value="Example Training"/>
Main card holder name*	<input type="text" value="Mr J Smith"/>
Secondary card holder name	<input type="text"/>
Card number*	<input type="text" value="4111111111111111"/>
Issue number (if present)	<input type="text"/>
Start date (if present)	<input type="text"/> MM/YY
Expiry date*	<input type="text" value="11/17"/> MM/YY
Address line 1*	<input type="text" value="123 Drivers Street"/>
Address line 2	<input type="text"/>
City	<input type="text" value="Newcastle"/>
County	<input type="text"/>
Postcode*	<input type="text" value="NE1 6PB"/>

The 'Select Credit/Debit card' screen will be shown. Select the payment card you want to use, and select 'Use card'

Review the 'Payment details' screen and enter the 3 digit 'Card security code' from the back of the payment card. Select 'Authorise'.

We advise you to print a copy of the 'Payment confirmation' screen for your records using the print function on your web browser. There will be no further payment confirmation screens after this one. Select 'Continue'.

You will be taken back to the 'Maintain training record' screen should you wish to complete further uploads.



## Partially completed uploads

If you are unable to fully complete an upload after you have selected the 'Save/Next' or 'Submit' button on the 'Course details' screen showing the driving licence numbers, the details will be retained in your 'Partially completed courses'.

If you have driver numbers held against course details in your 'Partially completed courses', and try to enter the same details again on your 'Maintain training record' screen, you will receive the error message 'A record of this driver attending a course on this date already exists'. You must submit or cancel the details from your 'Partially completed courses' for these drivers.

Any periodic training retained against a partially completed course that has not been paid for will show as 'created' on the driver's record. It will not count towards the driver's training hours until it has been fully submitted. These records will show as 'processing' in 'View training centre history'.

'Partially completed courses' are shown on the 'Maintain training record' screen. To access the course details, select 'Edit' beside the relevant course.

The screenshot shows the 'Maintain training record' interface. On the left is a navigation menu with options like 'Maintain training record', 'View training centre history', 'Maintain payment cards', 'Online Driver Enquiry', and 'Logout'. The main content area is titled 'Enter training course details' and includes fields for 'JAUPT training centre code' (AC54321) and 'Name of training centre' (EXAMPLE TRAINING). Below this is the 'Enter course details' section with a dropdown for 'Name of training course' and a date picker for 'Date course completed'. There are 'Cancel' and 'Record attendance' buttons. A section titled 'Partially completed courses' contains a table:

Training course reference code	Name of training course	Date course completed	
CRS001/54321	CPC COURSE	04/06/2014	<a href="#">Edit</a>

The 'Course details' screen will appear for you to review the details and enter further driver numbers if necessary. If you need to enter more than 15 drivers for this course, select 'Save/Next' to add more. Click 'Submit' once all drivers have been entered.

The screenshot shows the bottom of the 'Course details' screen. It displays a driver count of '15', a country dropdown set to 'GB', and an 'Exclude' checkbox. There are four buttons: '< Previous', 'Cancel', 'Submit', and 'Save/Next >'. The 'Submit' and 'Save/Next >' buttons are circled in red.

To exit the record without submitting, select 'Cancel', and you will receive the following three options:

The screenshot shows the 'Cancel training course details confirmation' screen. It contains the text: 'You are about to cancel all data entry for this training course. All data entered will be lost and will not be recoverable. Do you wish to continue.' Below this are three buttons: 'Yes', 'No - retain training course and exit', and 'No - return to training course'.

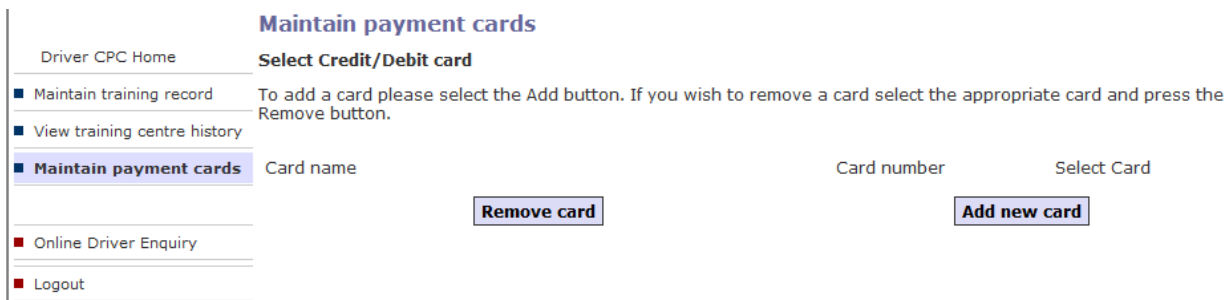
'Yes' – will delete the details entered and remove it from your partially completed courses  
 'No – retain training course and exit' – will take you back out of the record, but retain the details in your partially completed courses  
 'No – return to training course' – will take you back to the 'Course details' screen

## How to pay the upload fee

Payment must be made by credit or debit card. DVSA does not accept Maestro, American Express or Diners cards. The first time you make a payment you will need to enter all of the card details. They will be stored securely in the system and you will only need to enter the card's security code in the future.

## Maintain payment cards

To add or remove a payment card use the 'Maintain payment cards' facility.



## Pre-funded accounts (PFA)

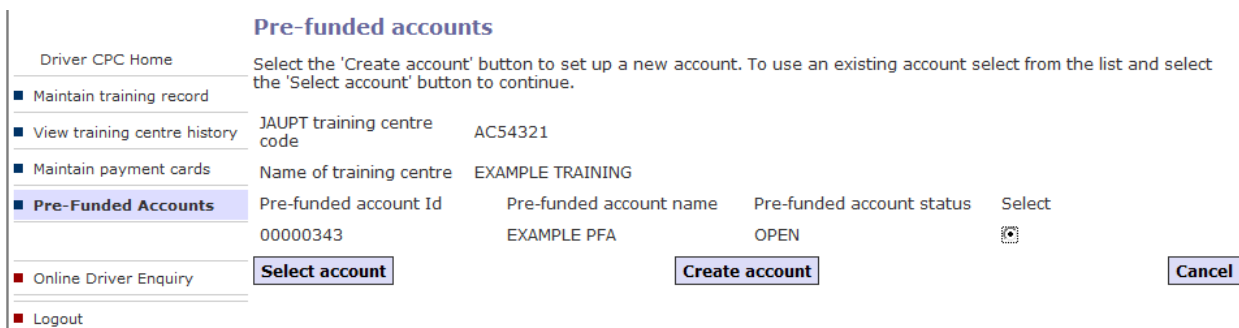
A PFA will allow you to deposit funds with DVSA in advance and pay the upload fee using the account. Payments can be made to a PFA via BACS/CHAPS, cheque, postal order or credit/debit card. For more information on PFAs visit [www.gov.uk/guidance/use-a-dsa-pre-funded-account](http://www.gov.uk/guidance/use-a-dsa-pre-funded-account).

You can instantly top up your PFA via credit/debit card.

Payments made by BACS or CHAPS will be credited into your DVSA pre-funded account within three working days of receipt into DVSA's bank account.

**When you transfer funds via BACS/CHAPS, you must include your approved centre number and PFA account number in the payment reference field.  
You must also email [financeetb@dvsa.gov.uk](mailto:financeetb@dvsa.gov.uk) to tell DVSA you've made a payment.**

When you have set up your PFA the 'Pre-Funded Accounts' field will appear in the menu on the left.



If you want to set up more accounts for your centre (e.g. for different area offices) you can do so by selecting *'Create account'*

Create new Pre-funded account	
Driver CPC Home	Enter a description of the new account and select the 'Create account' button.
■ Maintain training record	You must fill in the boxes marked with an *
■ View training centre history	JAUPT training centre code AC54321
■ Maintain payment cards	Name of training centre EXAMPLE TRAINING
■ <b>Pre-Funded Accounts</b>	Pre-funded account name * <input type="text"/>
■ Online Driver Enquiry	<input type="button" value="Create account"/> <input type="button" value="Cancel"/>
■ Logout	

To add funds to your account or view a statement, ensure that the correct account is selected then click *'Select account'*. You can then select *'Credit account'* to add funds by credit/debit card, or *'View statement'*.

Pre-funded account	
Driver CPC Home	Select the function you wish to perform using the buttons below.
■ Maintain training record	JAUPT training centre code AC54321
■ View training centre history	Name of training centre EXAMPLE TRAINING
■ Maintain payment cards	Pre-funded account name EXAMPLE PFA
■ <b>Pre-Funded Accounts</b>	Pre-funded account Id 00000343
■ Online Driver Enquiry	Pre-funded account status OPEN
■ Logout	Pre-funded account balance (£) 0.00
	Uncleared cheques (£) 0.00
	<input type="button" value="Credit account"/> <input type="button" value="View Transactional Histories"/> <input type="button" value="View statement"/> <input type="button" value="Cancel"/>
	<input type="button" value="Close account"/> <input type="button" value="Block / Unblock account"/> <input type="button" value="Withdraw funds"/> <input type="button" value="Switch funds"/>

If you have any queries about an existing PFA, or setting up a new account, please email [financeetb@dvsa.gov.uk](mailto:financeetb@dvsa.gov.uk).

## View training centre history

You can select 'View training centre history' to view all training records which have been entered by your approved centre. You can select from three view options on the drop down list:

- Financial statement
- Training records by date
- Training records by driver number

Choose one of the options and select 'Next'

To print any screen, select the 'Printer friendly view' button and use the print option on your web browser.

## Financial statement

Enter the dates you wish to view. A maximum of 31 days can be viewed at a time. Select either the 'Payments' or 'Refunds' radio button. Click on 'Retrieve financial statement'

A summary of your financial transactions will be displayed

Training course reference code	Name of training course	Course completion date	Duration	Number of trainees	Transaction date	Amount
CRS001/54321	CPC COURSE	03/06/2014	7	4	12/06/2014	£35.00

## Training records by date

Enter the dates you wish to view; a maximum of 31 days can be viewed at a time. Select either 'date of entry' or 'course completion date' from the 'Date based on' drop down list. You can choose a specific course or use the default setting of 'all courses' in the 'Name of training course' field - Select 'Search'

**View training centre history**

Driver CPC Home

**Display training by date**

Maintain training record Please enter the details in the boxes below and select the 'Search' button to continue. Click on the 'Back' button to return to the 'View training centre history' page. To print a record please click on the 'Printer friendly view' button.

**View training centre history** You must fill in the boxes marked with an \*

Maintain payment cards

**Training course search**

Pre-Funded Accounts JAUPT training centre code AC54321

From date \* 13/05/2014 To date \* 12/06/2014

Online Driver Enquiry Date based on \* Date of entry

Logout Name of training course All courses

The training course search results will be displayed with a maximum of 5 courses shown per page. If there are more records available to view, the 'Next page' button will become available to select.

Maintain payment cards

**Training course search**

Pre-Funded Accounts JAUPT training centre code AC54321

From date \* 13/05/2014 To date \* 12/06/2014

Online Driver Enquiry Date based on \* Date of entry

Logout Name of training course All courses

**Training course search results**

Course completion date	Duration	Training course reference code	Name of training course	Status	Driver Number
03/06/2014	7.0	CRS001/54321	CPC COURSE	Valid	CAREY [REDACTED] PM
				Valid	BAINB [REDACTED] XK
				Valid	2 [REDACTED] 5
				Valid	CARLT [REDACTED] HL
	Total hours 28.0				Total trainees 4
04/06/2014	7.0	CRS001/54321	CPC COURSE	Processing	CARLT [REDACTED] HL
	Total hours 7.0				Total trainees 1
05/06/2014	7.0	CRS001/54321	CPC COURSE	Valid	CARLT [REDACTED] HL
				Valid	CARLT [REDACTED] FJ
				Valid	BAINB [REDACTED] XK
				Valid	CAREY [REDACTED] CS
				Valid	CAREY [REDACTED] PM
	Total hours 35.0				Total trainees 5

## Training records by driver number

Enter the driving licence number you want to view. You can choose a specific course or use the default setting of 'all courses' in the 'Name of training course' field - select 'Search'

**View training centre history**  
**Display training by driver number history**

Driver CPC Home

- Maintain training record
- View training centre history**
- Maintain payment cards
- Pre-Funded Accounts
- Online Driver Enquiry
- Logout

Please enter the details below and click on the 'Search' button to continue. Click on the 'Back' button to return to the 'View training centre history' page. To print a record please click on the 'Printer friendly view' button.

You must fill in the boxes marked with an \*

**Training course search**

JAUPT training centre code AC54321

Driving licence number\* CARLT: HL

Name of training course All courses

[Back](#) [Search](#)

The training course search results will appear showing the training uploaded by your centre against the driver licence number for the courses specified.

**View training centre history**  
**Display training by driver number history**

Driver CPC Home

- Maintain training record
- View training centre history**
- Maintain payment cards
- Pre-Funded Accounts
- Online Driver Enquiry
- Logout

Please enter the details below and click on the 'Search' button to continue. Click on the 'Back' button to return to the 'View training centre history' page. To print a record please click on the 'Printer friendly view' button.

You must fill in the boxes marked with an \*

**Training course search**

JAUPT training centre code AC54321

Driving licence number\* CARLT: HL

Name of training course All courses

[Back](#) [Search](#)

**Training course search results**

Course completion date	Date of entry	Training course reference code	Name of training course	Status	Duration
05/06/2014	12/06/2014	CRS001/54321	CPC COURSE	Valid	7.0
04/06/2014	12/06/2014	CRS001/54321	CPC COURSE	Processing	7.0
03/06/2014	12/06/2014	CRS001/54321	CPC COURSE	Valid	7.0

[First page](#) [Previous page](#) [Next page](#) [Last page](#)

[Back](#) [Printer friendly view](#)

## Training status meanings

When using the 'View training centre history' facility, you will see a 'Status' beside each driver's training record.

**Valid** – This training is valid and can count towards acquiring a future DQC.

**Invalid** – The driver has completed more than 35 hours training in their current five-year cycle.

**Cancelled** – This training has been cancelled and does not count towards Driver CPC. Training is usually cancelled either because the driver did not have the correct entitlement to take training, or because the training provider has requested the cancellation.

**Recorded** – This training has been uploaded against an EU/EEA or Swiss licence holder.

**Processing** – This training has not been validated for one of the following reasons:

- **The driver did not have the correct Driver CPC qualification to take periodic training** – we identify drivers who do not appear to have the correct entitlement and email you as the training provider to see if the driver presented evidence of their Driver CPC qualification at the time of training. If you/the driver are unable to supply evidence of the Driver CPC qualification, we will cancel this training. Incorrectly uploaded driver hours are monitored and frequent re-occurrences will trigger the centre receiving a letter from DVSA informing that further occurrences will result in compliance action being taken
- **The driver has a NI, EU/EEA or Swiss DQC but has not yet provided a copy to DVSA** – this driver will be identified as not having the correct entitlement and we will email you as the training provider to see if the driver presented evidence of their Driver CPC qualification at the time of training. We will not know that a driver has a non-GB DQC unless the driver sends a copy of it to us. They should be advised to send their DQC to the DVSA for exchange, or to email a scanned image of the front and back of their card to the DVSA including their GB driving licence number and address. This will enable the periodic training hours to be validated. If you/the driver does not supply evidence of the Driver CPC qualification, we will cancel this training in due course.
- **The driver has recently completed the initial qualification tests prior to training** – this training will be validated once the test passes are shown on our system
- **We are currently unable to view the driver's licence entitlements** – DVSA sometimes have to contact the DVLA in order to view the driver's licence entitlements. This can cause a delay to the assessment of the training's validity.
- **The training is in your centre's partially completed courses** – if all the drivers from a particular course appear as 'processing', this would suggest that the course is awaiting payment and will be recorded in your centre's 'Partially completed courses' (see page 24).
- **The training has been incorrectly uploaded against a GB counterpart** – the driver holds an EU/EEA licence with a GB counterpart. Any training uploaded against a GB counterpart cannot be validated as there is no licence entitlement attached to a counterpart. We will identify this record and cancel the training. We will notify you of this cancellation by email.
- **The training has been uploaded against an invalid driver number** – we will identify the record and cancel the training. We will notify you of this cancellation by email.

If you have any queries regarding the status of training, please contact the CPC R&E Team at the DVSA, see page 32.



## **Training upload errors**

If an error has been made when uploading periodic training to the CPC R&E system, such as recording the incorrect date or training course, or an administrative error concerning the drivers licence number or name, send an email to [cpcrc@dvs.gov.uk](mailto:cpcrc@dvs.gov.uk) with the following details:

- Approved centre number
- Driving licence number(s)
- Course code/name
- Course completion date
- Explanation of the error
- Contact telephone number

The CPC R&E Team will review this information and get back to you.

## **Upload cancellation requests**

You can contact the CPC R&E Team in writing at [cpcrc@dvs.gov.uk](mailto:cpcrc@dvs.gov.uk) to request a cancellation of uploaded training. You will need to give a full explanation of the cancellation reason. We will not cancel/revoke an upload due to a dispute between you and the driver or employer e.g. regarding payment. Neither will we cancel 'invalid' training where the driver has attended in excess of 35 hours training during their current 5-year cycle. Use of this facility is regularly monitored by the CPC R&E team; if a centre makes these requests on a regular basis it may cause DVSA concern regarding the centre's administrative arrangements.

## **Late uploads**

All training must be uploaded to the Driver CPC R&E system within five working days and you must have adequate administrative processes in place to ensure you comply with the requirement. The training must be uploaded for the exact date when the driver completed the training course. DVSA monitors this on a regular basis and could take action against centres who do not adhere to this requirement.

If, due to circumstances beyond your control you are unable to upload with the required five working day period please record the reason for this for future audit purposes.

If the completion date of the training was over a year ago, you will need to contact the CPC R&E Team to start the upload on your behalf.

## **Drivers exchanging to a GB licence after training uploaded**

If a driver exchanges from an EU/EEA or Swiss licence to a GB licence, from a NI to a GB licence, or from a GB to a NI licence after their training has been uploaded to the CPC R&E system, please see the guidance below.

### **EU/EEA or Swiss to GB driving licence exchange**

Drivers who held an EU/EEA or Swiss driving licence at the time of their periodic training and have subsequently exchanged it for a GB driving licence, can have their periodic training hours reflected against their GB driver number by contacting the DVSA.

### **NI to GB driving licence exchange**

If a driver exchanges a Northern Ireland driving licence to a British driving licence part way through completing their 35 hours of training, their records cannot be combined due to the licences being issued by different authorities (DVA and DVLA).

In this situation we need the driver to contact us, so we can manually record the training hours against their new licence. We will need to verify with the DVLA that both licences belong to the same driver, before recording the training.

### **GB to NI driving licence exchange**

If a driver exchanges a British driving licence to a Northern Ireland driving licence part way through completing their 35 hours of training, their records cannot be combined due to the licences being issued by different authorities (DVLA and DVA).

In this situation we need the driver to contact the DVA as the current licensing authority. The DVA can ensure that the previous training hours are manually recorded against their new NI licence.

## Useful contacts

### CPC R&E System - DVSA

If you have any difficulties with the CPC R&E system, please contact the DVSA CPC R&E Team directly by email. Alternatively, you can call our Customer Support Team on 0300 123 7721. This line is open Monday to Friday, 8am - 5pm.

CPC R&E Team: [cpcre@dvsa.gov.uk](mailto:cpcre@dvsa.gov.uk)

Pre-funded account queries: [financeetb@dvsa.gov.uk](mailto:financeetb@dvsa.gov.uk)

For more information about all government services you should go to [www.gov.uk](http://www.gov.uk)

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### DVSA (For British licence holders or drivers based in GB)

Email: [cpcre@dvsa.gov.uk](mailto:cpcre@dvsa.gov.uk)

Tel: 0300 123 7721

Post: DVSA  
PO Box 349  
Newcastle upon Tyne  
NE12 2GN

Twitter: @DVSA\_HelpMe

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### DVA (For Northern Ireland licence holders or drivers based in NI)

Email: [dva@infrastructure-ni.gov.uk](mailto:dva@infrastructure-ni.gov.uk)

Help using the ODE service: [CPC.Enquiries@infrastructure-ni.gov.uk](mailto:CPC.Enquiries@infrastructure-ni.gov.uk)

Website: [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

Tel: 0300 200 7861

Post: CPC Section  
DVA  
County Hall  
Coleraine  
BT51 3TD

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