



## **Course Summary**

### **Module 1: Introduction to driver training**

#### **1.1.1 The areas covered by this course include;**

- Health and safety
- Driver safety
- Driver Etiquette
- Confidentiality and ethics
- Client contact
- Trouble shooting
- Administration
- Car care
- Orientation

#### **1.1.2 Characteristics of a good driver**

- Knows how to greet correctly and interacts well with superiors and clients
- Plans routes well and keeps all documentation in order
- Is never late
- Looks after his vehicle
- Is efficient and business-like
- Is a courteous road user and accepts responsibility for his own and the clients' safety?

### **Module 2: Health and safety**

- 1.1.3 Occupational Health and Safety Act 85 of 1993 (as amended)
- 1.1.4 Risks while driving
- 1.1.5 Trip Preparation
- 1.1.6 Seatbelt use
- 1.1.7 *Accident scene procedure*

### **Module 3: Driver safety**

- 1.1.8 **Defensive driving techniques**
- 1.1.9 **Mirror use**
- 1.1.10 **Blind spot**
- 1.1.11 **Following distances**
- 1.1.12 **Collision avoidance**
- 1.1.13 **Hijack avoidance**
- 1.1.14 **Smash and grab**
- 1.1.15 **Cell phone procedure**

### **Module 4: The Environment**

- 1.1.16 **Road Conditions**
- 1.1.17 **Road users**
- 1.1.18 **Weather conditions**

### **Module 5: Emergency Driving Skills & Handling Vehicle Emergencies**

- 1.1.19 **Prevent and control car skidding**
- 1.1.20 **Vehicle Emergencies**

### **Module 6: Driver etiquette**

- 1.1.21 Introduction
- 1.1.22 Do`s and Don`ts
- 1.1.23 Road rage

## **Module 7: Confidentiality and ethics**

- 1.1.24 Confidentiality
- 1.1.25 Ethics
- 1.1.26 Dress code
- 1.1.27 Personal Hygiene

## **Module 8: Client contact**

- 1.1.28 Greetings
- 1.1.29 Tips on how to remember names
- 1.1.30 Greeting procedures
- 1.1.31 Interacting with client
- 1.1.32 General do`s and don`ts

## **Module 9: Trouble shooting**

- 1.1.33 Introduction
- 1.1.34 Special needs / handicapped people
- 1.1.35 Men vs. Woman
- 1.1.36 Irate and aggressive clients
- 1.1.37 Being late
- 1.1.38 Luggage problems

## **Module 10: Administrative requirements**

- 1.1.39 Introduction**
- 1.1.40 Interacting with superiors**
- 1.1.41 Taking instructions**
- 1.1.42 Time management**
- 1.1.43 Paper work**
- 1.1.44 Parking**
- 1.1.45 Speeding**

## **Module 11: Car Care**

- 1.1.46 Vehicle running costs**
- 1.1.47 Vehicle presentation**
- 1.1.48 Tyres**
- 1.1.49 Parking**
- 1.1.50 General vehicle maintenance tips**

## **Module 12: Orientation**

- 1.1.51 Map reading**

## **Module 13: Convoy Etiquette**

- 1.1.52 Arranging a Convoy**
- 1.1.53 Forming a Convoy**
- 1.1.54 Running the Convoy**
- 1.1.55 Courtesy**

## **Module 14: Conducting an Interview**