



# ANNOUNCING

## 4 FURTHER CPC COURSES AT OUR APPROVED TRAINING CENTRE

### IN BODELWYDDAN

### Driver Certificate of Professional Competence

Further courses including MIDAS courses to be arranged  
Please contact us for details and available dates

Course registration: 8.30am - 9.00am  
Course duration: 9.00am - 5.00pm.  
Includes lunch and refreshments

Only

**£55.00** Plus VAT

**Either Course**



Weds 2nd March

+ Mon 18th April 2011 (Easter)

#### CUSTOMER CARE AND THE SCHOOL TUN

Designed to give an overview of how food communication builds good customer relations and retention. How to deal effectively with complaints, thus improving profitability.

#### Operational Benefits:

Responsibilities of the company and of the driver under the Health and Safety Act. Emergency Procedures in the event of a breakdown or in the event of a fire. Behaviour issues and young people. Strategies for handling confrontation with school children.

Fri 25th Feb

+ Wed 16th March 2011 (Half Term)

#### DRIVERS' HOURS AND TACHOGRAPHS - DIGITAL AND MANUAL

Designed to give the driver a working knowledge of hours, Tachograph regulations and Digital tachographs, with practical involvement.

Operational Benefits: Fewer drivers' hours offences minimising prosecution, fewer fixed penalty fines and accidents through fatigue, resulting in safer drivers.

#### COURSE LOCATION

Voel Coaches Training Centre, Terfyn, St. Asaph Road,  
Bodelwyddan, Denbighshire, LL18 5SW

[www.voelcoaches.com](http://www.voelcoaches.com)

COURSE: CPC .....  
COURSE REQUIRED (Date): .....  
DELEGATE NAME: .....  
DRIVING LICENCE No: .....  
COMPANY NAME: .....  
LGV / PCV OR BOTH: .....



#### Voel Coaches Ltd

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