

WEEK ONE

DAY 1
Classroom based introduction and welcome to Stagecoach, City & Guilds, and relationship with TfL etc.

DAYS 2-3
Preparation for PCV Theory test, Hazard Perception test, and Case Studies test - Tuition and discussions with visual aids and/or video simulations.

DAY 4
PCV Theory and Hazard Perception tests.

DAY 5
Case Studies test and setting the scene for the practical training to follow.

WEEK TWO

DAY 1
Full introduction to the vehicle - A mix of theoretical and practical tuition and demonstration, with opportunities for 'hands on' involvement.

DAY 2+
On-road training to develop driving skills and dealing with practical problems as they arise in progress towards PCV licence. Following progress assessments your PCV Practical Test date will be confirmed.

Upon successful completion of PCV Test we provide three additional training days:

ADDITIONAL TRAINING

DAY 1
Bus Type Training - Familiarisation with the different vehicles you will drive at your garage including ramp use.

DAY 2
Ticket Training & lbus - Learning about ticket types, rotas and schedules, electronic ticket machine use and our onboard lbus comms system.

DAY 3
Customer Service Training - Tuition on customer service, wheelchair procedures and other disabilities with practical demonstrations discussions and DVDs.

Within 12 months, you will have two further days of your City & Guilds course which will contribute towards your next Driver Qualification Card.

ADDITIONAL TRAINING+

DAY 1
Driver quality, customer safety and customer service - Making for a better customer experience and reducing the risks and behaviours related to accidents/incidents.

DAY 2
A series of interactive workshops and discussions leading to a final written assessment and City & Guilds examination.