✓ Specialist vehicle drivers

✓ Driver CPC

DSA

DRIVER CPC

the **OFFICIAL DSA GUIDE** for Professional Bus and Coach Drivers

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Understanding a driver's work

Essential preparation for case studies and practical demonstration tests





2012 EDITION

Written and complied by industry experts for the Driving Standards Agency

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The Official DSA Guide to Driving - the essential skills
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The Official DSA Theory Test for Car Drivers (CD-ROM)
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The Official DSA Guide to Tractor and Specialist Vehicle Driving Tests
The Official DSA Guide to Hazard Perception (DVD)

Every effort has been made to ensure that the information contained in this publication is accurate at the time of going to press. The Stationery Office cannot be held responsible for any inaccuracies. Information in this book is for guidance only. All metric and imperial conversions in this book are approximate.

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Businesslink

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businesslink.gov.uk/transport

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DVA (Northern Ireland)
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Practical test **0845 247 2471**

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The Driving Standards Agency (DSA) is an executive agency of the Department for Transport. You'll see its logo at theory and practical test centres.

DSA aims to promote road safety through the advancement of driving standards, by

- establishing and developing high standards and best practice in driving and riding on the road; before people start to drive, as they learn, and after they pass their test
- ensuring high standards of instruction for different types of driver and rider
- conducting the statutory theory and practical tests efficiently, fairly and consistently across the country
- providing a centre of excellence for driver training and driving standards
- developing a range of publications and publicity material designed to promote safe driving for life.

The Driving Standards Agency recognises and values its customers. It will treat all its customers with respect, and deliver its services in an objective, polite and fair way.

dft.gov.uk/dsa



The Driver and Vehicle Agency (DVA) is an executive agency within the Department of the Environment for Northern Ireland.

Its primary aim is to promote and improve road safety through the advancement of driving standards and implementation of the Government's policies for improving the mechanical standards of vehicles.

dvani.gov.uk

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section **one**

INTRODUCTION

This section covers

- The CPC qualification
- How to get your Driver CPC
- Who needs to obtain the Driver CPC?
- What is in the test?



A message from the chief driving examiner

Drivers of large vehicles have a special responsibility, not only to themselves, but also to all other road users. A professional driver should set an example to other drivers by ensuring that the vehicle is driven at all times with the utmost safety, and with courtesy and consideration for everyone else on today's busy roads.

The Driver Certificate of Professional Competence (Driver CPC) is a qualification that all professional bus and coach drivers need to hold in addition to their vocational driving licence. The aims of the Driver CPC are not only to improve the knowledge and skills of PCV drivers before they start work, but also to ensure that these skills are developed throughout their working life. It is also expected to improve road safety through better-qualified drivers.

This book is designed to help trainees prepare for the initial qualification tests and to provide a resource that can be used by trainers to assist in developing the knowledge, skills and understanding of drivers to enable them to adopt a responsible attitude and drive in a safe and fuel-efficient manner.

Training and adequate preparation will help lay the foundations necessary to become a safe professional driver for life.



Trevor Wedge

Chief driving examiner and director for safer driving

The CPC qualification

The Driver Certificate of Professional Competence (CPC) was introduced in 2008 for bus and coach drivers, and in 2009 for lorry drivers. In 2003, the EU passed the Driver CPC Directive, which introduced the initial qualification for new drivers. This increases the amount of knowledge that drivers need to acquire before they can drive.

If you are learning to drive a bus or coach and intend to drive in a professional capacity in the EU, then you'll need the Driver CPC in addition to your vocational licence. Lorry drivers have their own version of the Driver CPC.

The purpose of the Driver CPC is to improve the knowledge and skills of bus and coach (and lorry) drivers when they start work, and also ensure that their skills are developed throughout their working life. The Driver CPC is also expected to

- improve road safety and reduce casualties by ensuring that drivers are better qualified
- help the passenger transport (and road freight) industries achieve and maintain better staff performance, better recruitment and staff retention, and more economical vehicle usage
- improve and maintain the skill levels of professional drivers
- mitigate against damage to the environment with reduced fuel consumption and vehicle wear.



As a driver of a passenger-carrying vehicle (PCV), you have a special responsibility – not just to yourself, but also to all other road users. A professional driver should set an example to other drivers by ensuring that the vehicle is driven, at all times, with the utmost safety and with courtesy and consideration for everyone else on today's busy roads.

To become a PCV driver you must have a high degree of skill in the handling of your vehicle, and must also be prepared to make allowances for the behaviour of others. The right attitude and approach to your driving, together with a sound knowledge of professional driving techniques and the ability to apply those techniques, are essential.

This book explains how new and existing drivers obtain and maintain their Driver CPC and how the system of testing works. It also describes the ways in which some of the testing is carried out and the information you will require to prepare fully for all parts of the test.

The CPC qualification should bring an improved positive image to all those involved in driving and operating buses and coaches, and enhance the reputation of driving professionals and the confidence that the travelling public and other road users have in them.

The Driving Standards Agency (DSA) is leading the implementation of the Driver CPC in Great Britain on behalf of the Department for Transport, and the Driver and Vehicle Agency (DVA) is leading the implementation in Northern Ireland on behalf of the Department of Environment. As well as legislation, this involves implementing and testing for both the initial qualification (for new CPC drivers) and periodic training (for all CPC drivers).



How to get your Driver CPC

How you get your Driver CPC will depend on whether you are already a professional driver or are looking to become a newly qualified driver. To become a new driver you will need to pass the Licence Acquisition Multiple Choice Theory Test, the Licence Acquisition Hazard Perception Test, the Driver CPC Case Study Test, the Licence Acquisition Practical Test and the Driver CPC Practical Demonstration Test. You will then need to maintain your knowledge with 35 hours of periodic training in each five-year period after that. The syllabus for these periodic training courses covers safe and fuel-efficient driving, legal requirements, health, safety, service and logistics.

Existing drivers will already have gained valuable experience in their work as professional drivers, and these skills are reflected in the testing process. These drivers have 'acquired' rights, which means that any driver holding a vocational driving licence on the relevant start dates was then automatically deemed to hold the Driver CPC. They will not need to take any new tests but will need to do 35 hours of training every five years to continue being a professional driver of a bus or coach. The first five-year period commenced on 10 September 2008.

There are some requirements that you must satisfy before you can consider training to be a bus or coach driver. To learn to drive a PCV you must

- be at least 21 years old. (In many cases though, if you are over 18 you may still start your training and, when qualified, work as a bus driver, although you will be restricted to driving a vehicle of up to 16 seats or working on routes within a 50 km (31-mile) radius of your base. Many drivers' routes do not exceed this distance.)
- meet the stringent eyesight requirements
- be medically fit to drive PCVs of any type
- hold a full car driver's licence
- hold the appropriate provisional PCV category D licence, or a full PCV entitlement for another category of vehicle, which gives you provisional entitlement for the vehicle you wish to drive.



Who needs to obtain the Driver CPC?

Not everyone who drives a bus or coach needs to obtain the CPC qualification. Only drivers who wish to drive buses or coaches for a living need to hold it. Also, from 10 September 2009, the requirements of the CPC qualification applied equally to van and lorry drivers as well.

Drivers who do not need the qualification for buses and coaches are listed in section 2.

Conversion test

Drivers who hold a Driver CPC for either large goods vehicle (LGV) (carriage of goods) or passenger-carrying vehicle (PCV; carriage of fare-paying passengers) and who wish to broaden or modify their activities by acquiring the other vocational category of licence, are required to sit a Module 2 conversion test. This will not include the common parts of the initial Driver CPC qualification which they have already taken.



What is in the test?

This book describes how Driver CPC testing works and section 2 describes the outline of the testing process. You should refer to the list of publications in section 6 for full details of the theory and practice of driving buses and coaches.

New drivers need to take all of the five parts described below, which are collectively known as the initial test. The initial test involves a total of four hours of theory testing and two hours of practical testing. The tests are at the equivalent of national vocational qualification (NVQ) level 2.

The tests are in separate modules, so that drivers can obtain their driving licence and Driver CPC at the same time. The Driver CPC syllabus covers the additional knowledge a professional driver needs to have. It is not just about practical driving skills.

The theoretical side of the Driver CPC test is in three parts: the Licence Acquisition Multiple Choice Theory Test, the Licence Acquisition Hazard Perception Test and the Driver CPC Case Study Test. All three tests are conducted on screen at approved testing centres, and can be taken together or separately. The multiple choice test consists of 100 multiple choice questions.

The five parts of the Driver CPC

In summary, the full Driver CPC qualification is made up of the following individual tests:

- the Licence Acquisition Multiple Choice Theory Test
- the Licence Acquisition Hazard Perception Test
- the Driver CPC Case Study Test
- the Licence Acquisition Practical Driving Test
- the Driver CPC Practical Demonstration Test.

The Driver CPC Case Study Test and the Driver CPC Practical Demonstration Test are the new parts of the test.

The licence acquisition tests

These are summarised in section three. To prepare for the Licence Acquisition Multiple Choice Theory Test, we strongly recommend that you study the publications from which the questions are taken, as well as the questions themselves.

- ***The Official Highway Code*** **(book and CD-ROM)** This is essential reading for all road users. Even if you studied it when you took your car test, it's worth getting an up-to-date copy to ensure that you have the most recent advice on road safety and the laws that apply to all road users.
- ***Know Your Traffic Signs*** This contains the vast majority of signs and road markings that you are likely to encounter.
- ***The Official DSA Guide to Driving Buses and Coaches*** This book covers all aspects of driving buses and coaches, in particular the regulations and the way in which they differ from driving smaller vehicles. It also contains the practical test syllabus.
- ***The Official DSA Guide to Driving – the essential skills*** This contains much general advice about driving that is not necessarily repeated in *The Official DSA Guide to Driving Buses and Coaches*.

To prepare for the Licence Acquisition Hazard Perception Test, we strongly recommend that you study *The Official DSA Guide to Hazard Perception* (DVD) which is packed with useful tips, quizzes and expert advice. It also includes interactive hazard perception clips and your performance will receive a score so you'll know when you're ready to pass.

Before taking the Licence Acquisition Practical Driving Test, you should study *The Official DSA Guide to Driving Buses and Coaches* for the full syllabus.

The Driver CPC Case Study Test

This tests your knowledge by presenting a series of practical scenarios that you may meet in your work and then asks questions to test your understanding. The case study testing method is described in section 4, along with the areas of the syllabus that apply to this part of the test.

The Driver CPC Practical Demonstration Test

This tests your knowledge of your vehicle and how it should be operated safely and efficiently. The test will be conducted using your vehicle except where that vehicle does not have all of the features that need to be tested – for example, with reference to the Disability Discrimination Act (DDA). In these circumstances, the examiner will refer you to photographs of the features or equipment used for that part of the test. You will be asked questions in order to demonstrate to the examiner what must be done before the vehicle leaves the depot to make sure that the journey is safe, that your driving complies with all the relevant regulations and is carried out in an eco-efficient and environmentally aware way. The Practical Demonstration Test is dealt with in detail in section 5.

section **two**

GAINING THE DRIVER CPC



This section covers

- Becoming a professional driver
- Exemptions
- The tests
- Periodic training
- The documentation
- Enforcement

Becoming a professional driver

The tests that you need to take depend on the reason why your qualification to drive buses or coaches is being obtained.

If you want to be a professional driver (which means you will drive for a living), you need to take the full test. This is divided into five parts. These parts test your knowledge of theory and your practical ability to drive, but also bring your knowledge to practical situations, to make sure that you have an understanding of how to deal with the range of scenarios that you might meet in your work as a professional bus or coach driver.

New ways of testing this knowledge have been devised, but they will work alongside the existing methods used in the theory test and the on-road driving test. The Driver CPC aims not only to improve your knowledge and skills when you start work, but also to ensure that your skills are developed throughout your working life as a professional driver. The Driver CPC is expected to improve road safety and reduce casualties by ensuring that professional drivers of buses and coaches are better qualified.

Once qualified, you will be issued with a Driver Qualification Card, which shows that you hold the Driver CPC. You must carry this card at all times.



Exemptions

Certain drivers who need to hold PCV driving licences are exempt from the requirements of the Directive and do not need to hold a Driver CPC. The exemptions apply only if you are carrying out certain duties. For example, if you are employed by the armed forces you will not be required to hold a Driver CPC when engaged in duties relating to that profession. However, if you leave the armed forces and become employed by a bus or coach company as a professional driver, you will need to hold a Driver CPC. The exemptions apply to drivers of

- vehicles with a maximum authorised speed not exceeding 27 mph (45 km/h)
- vehicles used by, or under the control of, the armed forces, civil defence, the fire service and forces responsible for maintaining public order
- vehicles undergoing road tests for technical development, repair or maintenance purposes, or new or rebuilt vehicles that have not yet been put into service
- vehicles used in states of emergency or assigned to rescue missions
- vehicles used in the course of driving lessons for any person wishing to obtain a driving licence or a Driver CPC, as provided for in Article 6 and Article 8(1) of Directive 2003/59/EC
- vehicles used for non-commercial carriage of passengers or goods, for personal use
- vehicles carrying material or equipment to be used by the driver in the course of his or her work, provided that driving the vehicle is not the driver's principal activity.



The tests

The multiple choice and hazard perception tests

These two parts are very similar to the current driving theory test. The multiple choice part has 100 questions and the hazard perception part has 19 clips (with 20 scorable hazards). In total the two parts will last for 2 hours 30 minutes.

You can take both parts one after the other on the same day, or on separate occasions, but you must pass both before taking the practical driving test. If you are a new bus and coach driver, you must take these two parts, whether or not you intend to drive professionally.



Case Study Test

In addition to passing the multiple choice and hazard perception tests, if you wish to obtain your Driver CPC and drive professionally, you also need to pass the Driver CPC Case Study Test. Each case study is based on a real-life scenario that you may encounter in your working life. The case study method tests your knowledge and basic understanding by examining how you put your skills into practice.

Questions are based around these scenarios, and you will be asked to answer in a number of different ways – for example, by

- selecting from multiple choice answers
- clicking an area of a photograph or image
- giving a short text answer.

There will be between six and eight case studies, each with between five and ten questions. The test, including the introductory screens, will last for one hour 30 minutes.

The Official DSA Guide to Driving Buses and Coaches and the other publications listed on page 13 provide information to help you answer questions in the Driver CPC Case Study Test. It is likely to be information that you have learned for other parts of the test.

The case studies are a new way of testing that you are able to put your knowledge and skills into practice and make judgements based on what you have learned. You must pass the Driver CPC Case Study Test before taking the Driver CPC Practical Demonstration Test.









Licence Acquisition Practical Driving Test

You will need to pass this practical driving test if you are a new bus and coach driver. It will be slightly longer than before, to allow you to show the examiner how you drive in a wider range of situations and on different types of road.

Ecosafe driving is a recognised and proven style of driving that contributes to road safety whilst reducing fuel consumption and emissions. You will be assessed on your ecosafe driving during the test. At the end of the test, the examiner may also provide a leaflet that gives further information to help you develop your skills.

Driver CPC Practical Demonstration Test

This is also a practical test, but it is only for new professional drivers who need to obtain their Driver CPC. It assesses your knowledge and abilities on matters of safety and security. For example, you will be required to show the examiner that you have knowledge of the following:

- safe use of your vehicle, and the checks that you should make on the vehicle before driving
- safe and secure loading
- how to check that your vehicle is secure from criminal acts and trafficking
- how to assess emergencies and risks.



Periodic training

After qualifying, and for those who passed their test prior to 10 September 2008, the emphasis of the Driver CPC is to maintain the standard reached and to enhance it as your driving experience grows. In addition to ongoing training in specific driving skills, professional drivers following the periodic training courses receive instruction in other matters that concern bus and coach driving, such as efficient and eco-friendly driving and the place of the bus and coach in the transport system as a whole.

There are no tests for this ongoing training. You are required to attend approved courses totalling at least 35 hours in each five-year period. These courses must be in periods of at least seven hours at a time, which can be further split into two parts as long as the second part starts within 24 hours of the first part finishing. The course providers will confirm that this has been done.

The training provided must involve interaction or contact time with the trainer. So, although e-learning could be useful as a training tool, it must be overseen by a trainer. That means that distance learning alone is not acceptable as training, because it cannot be overseen in the correct way.

There is no set method of delivering or undertaking periodic training. It may be given in the classroom or in vehicles, or a mixture of both. It can be whatever suits your needs at that time – but it has to be approved training, by an approved centre, and overseen by an instructor.

DSA anticipates that the demand for training will be extremely high as the deadline for buses and coaches of 9 September 2013 (9 September 2014 for lorries) approaches. Drivers may wish to consider undertaking training well in advance of these times in order to ensure training availability.



'Periodic training' means regular and ongoing sessions of instruction that all vocational drivers are required to undertake in five-year cycles throughout their driving career. The requirement is focused on ensuring that every professional driver has the opportunity to regularly gain new skills and refresh existing ones.

For professional drivers qualified to drive buses and coaches as well as goods vehicles, only one set of periodic training (totalling 35 hours) needs be taken in each five-year period. So, if you qualify to drive both kinds of vehicle, you only need to take one lot of periodic training to maintain your professional qualification. You need to select the course best suited to your needs. This can be a mixture of PCV and LGV-related subjects.

Periodic training may count as work under the Working Time Directive (WTD). If you are paid by your employer while you attend the training, the training will count as working time.

The quality of periodic training will be managed through the Joint Approval Unit for Periodic Training (JAUPT), which is governed by the Driving Standards Agency and the Driver & Vehicle Agency. It is managed by two Sector Skills Councils (SSCs): 'Skills for Logistics' and 'GoSkills'. This unit monitors good practice through the quality assurance process and the approval process. Additionally, employers will expect to see benefits from the training, and will ensure good practice by choosing providers who give good-value training.

It is the responsibility of training providers to deliver courses that comply with the regulations and meet your employers' needs. However, employers are encouraged to discuss their training needs with the providers so that courses are tailored, where possible, to meet their requirements.

UK licence holders should be aware that all periodic training is recorded on a central database system provided by DSA. Any periodic training in excess of 35 hours within any five-year period will not count towards a DQC and this information will be visible to trainers using the system.



The documentation

Any professional driver holding and keeping their Driver CPC up to date must prove, at certain times, that they have the Driver CPC qualification – for example, when applying for a new driving job, or if it is necessary for any other reason to show that they are qualified whilst driving. This proof will take the form of the Driver Qualification Card (DQC) – a plastic card that you must carry at all times when driving professionally. This requirement does not apply to these drivers who have acquired rights for the first five-year period (see page 10).

New drivers

If you are a newly qualified driver with a GB (or NI) photocard licence, you will get your DQC automatically when you have passed all five parts in the testing system – a similar process to the automated driver licence issue.

Existing drivers

If you are an existing bus and coach driver (that is, you are a driver already holding a GB or NI licence) and you complete an approved training course for the Driver CPC, the training centre that delivered your training will enter a record onto a central IT-based record-keeping system. Drivers who hold a GB (or NI) photocard licence automatically receive their DQC when they have completed their 35 hours of training. Your DQC is sent to the address on your driving licence, so it is very important to keep the address up to date.

If you are a driver who does not hold a full GB (or NI) photocard licence (or a driver who holds a licence from another EU member state) you may have to submit an application form to the DSA, and may have to pay a fee for your DQC.

If your DQC is lost, stolen or damaged, you must report it to DSA as soon as possible and apply for a replacement card. There will be a fee to replace and issue new cards.

You will be able to continue to drive professionally while you wait for your new DQC to arrive. If your replacement card does not arrive within 15 days of you making the application, we strongly recommend that you contact us to confirm that your application has been received and is being processed. If you do not receive your card and have not contacted DSA within three months you will have to pay for a replacement DQC to be issued.

To report your DQC card lost, stolen or damaged, email **customer.services@dsa.gov.uk** (putting 'DQC enquiry' in the subject field), tel **0300 200 1122**, or write to:

Driver CPC Enquiries
PO Box 280
Newcastle
NE99 1FP.

Enforcement

It is an offence for an operator to cause or permit a driver who needs a Driver CPC or DQC to drive without one, and there are penalties for drivers and operators who do this.

The Driver CPC is enforced on the road in the same way as holding an appropriate driving licence, particularly by the police, Vehicle and Operator Services Agency (VOSA), DVLA, and DVA in Northern Ireland.

Any EU enforcement body can ask a driver for proof that their Driver CPC status is current while driving in other member states, and can issue a penalty if the driver is in breach of the Directive's obligations.

EU nationals from other member states driving buses in the UK are not affected by the UK Driver CPC and do not need to carry the UK DQC. Instead, they will carry whatever their home country uses as evidence of Driver CPC competence.

Foreign nationals from non-EU countries will need to achieve the UK Driver CPC if resident in the UK.



section **three**

LICENCE ACQUISITION TESTS

This section covers

- Preparing for the tests
- The theory test
- The practical driving test



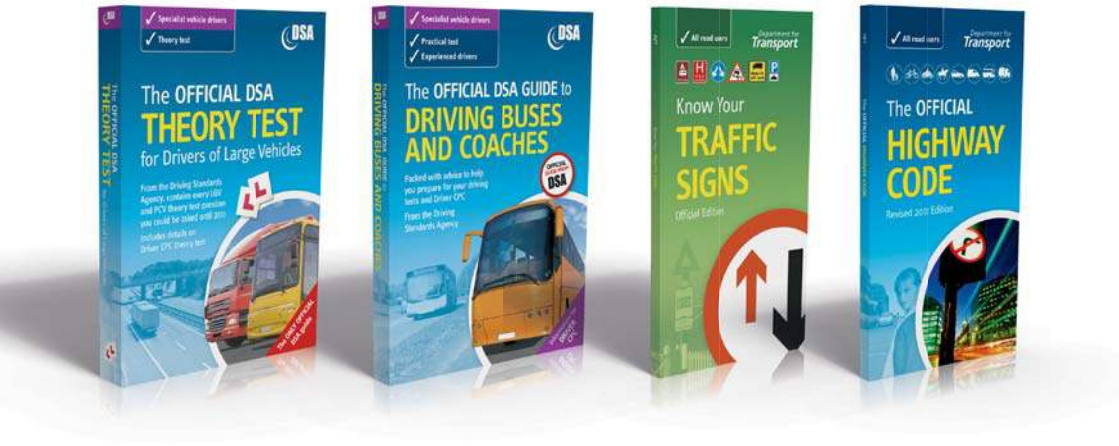
Preparing for the tests

All new drivers wishing to drive PCVs must pass the appropriate theory test (two parts) before taking the practical driving test. Although you can start your lessons before passing the theory test, you cannot book the practical driving test until you have passed the Theory Test (also called Module 1) and the Case Study Test (Module 2).

The theory test is in two modules and they are treated as separate items, although the Licence Acquisition Multiple Choice Test and the Licence Acquisition Hazard Perception Test may be taken one after the other on the same day or on separate occasions.

The practical driving test is being enhanced to include an eco-driving assessment.

Full details of these tests and the skills and knowledge they cover are given in *The Official DSA Theory Test for Drivers of Large Vehicles (book or CD-ROM), The Official DSA Guide to Driving Buses and Coaches, Know Your Traffic Signs* and *The Official Highway Code (book or interactive CD-ROM)*. All of the information and answers you will need in order to study for the relevant tests are contained in these publications.



The theory test

Your training for the theory test should cover a comprehensive knowledge of *The Official Highway Code, The Official DSA Guide to Driving – the essential skills, Know Your Traffic Signs,* and *The Official DSA Guide to Driving Buses and Coaches.* Such training includes

- the regulations governing drivers' permitted working hours (EC Directive 561/2006)
- regulations covering the carriage of passengers
- general motoring regulations
- health and safety regulations.

For more information go to **businesslink.gov.uk/transport**

You should refer to *The Official DSA Theory Test for Drivers of Large Vehicles (book or CD-ROM)* for full details of what this section of the qualification involves. This test (both the multiple choice and hazard perception parts) is taken by candidates who want to obtain either a vocational licence only, or a vocational licence and the Driver CPC.

In the latter case, candidates also take the Case Study Test. The theory test consists of 100 multiple choice questions and 19 hazard perception clips (with 20 scorable hazards). The multiple choice part lasts for two hours and the hazard perception part lasts for 30 minutes.

The purpose of the theory test is to assess your knowledge and skills over the complete range of matters that affect drivers of buses and coaches. The test is taken on screen at an approved testing centre. The theory test pass results, obtained for either the multiple choice or hazard perception parts of the theory test, have a life of two years. You need to hold a valid pass result for both parts of the theory test (and for the case study test) to be able to book and take your practical driving test. This means that if you do not pass the practical driving test within the two-year time period of passing both the theory test module (Module 1) and the case study test (Module 2), you will have to retake and pass the appropriate module before you can book the practical driving test.

There are some specific rules for certain types of vehicle and for vehicles with certain kinds of trailer. *The Official DSA Guide to Driving Buses and Coaches* contains full details of what you can drive once you have passed the theory and practical tests. That guide also contains details of the various kinds of licence that are available for all drivers of buses and coaches and the classes of vehicle in each category.

The practical driving test

All PCV drivers must take this test, even if they do not intend to drive professionally and do not need to take the full set of tests for the Driver CPC.

The practical driving test is the assessment of your skill, ability and judgement to drive with all the factors needed for the theory test in place. *The Official DSA Guide to Driving Buses and Coaches* contains lots of information and advice to help you prepare for the practical test.

The driving part of the test will last a minimum of 60 minutes on the road.

In your practical driving training, you must appreciate the differences between driving large and small vehicles. Some of these aspects will be obvious from the moment you first start to drive a larger vehicle. Other features will only become apparent as you gain more experience during your training.

This module will test your practical driving skills in the following areas

- vehicle controls, equipment and components
- behaviour on the road
- vehicle characteristics
- road and weather conditions
- traffic signs, rules and regulations
- vehicle control and procedure
- safe working practices
- motorway driving
- certain other aspects of driving practice that cover safety and compliance, and the carriage of specific groups of people (for example, children or people with disabilities).



Ecosafe driving

As a professional driver, you have a responsibility to use your vehicle in a manner that is sympathetic to the environment. *The Official DSA Guide to Driving Buses and Coaches* contains full information on ecosafe driving. If you follow the principles of driving with eco-awareness, you will become a more environmentally friendly driver. Your journeys will be more comfortable for you and your passengers, and you could considerably reduce the amount of fuel your bus or coach uses, and reduce those emissions that damage the atmosphere. You will also be setting a professional example to other road users.

One of the main ways to be an ecosafe driver is to plan ahead, so that you are prepared for potential hazards. Your ecosafe driving instruction will show you the ways in which this is done in practice, while keeping the all-important safety of yourself, your passengers and other road users in mind as you are driving.

Remember that during the practical driving test you will be assessed on your ecosafe driving. The examiner may give you some advice to help you improve your ecosafe driving skills.



You can improve fuel economy while driving by remembering the following factors:

E very time you move off, do so smoothly – avoid harsh acceleration.

C hange down to the appropriate gear, but wait while speed decreases.

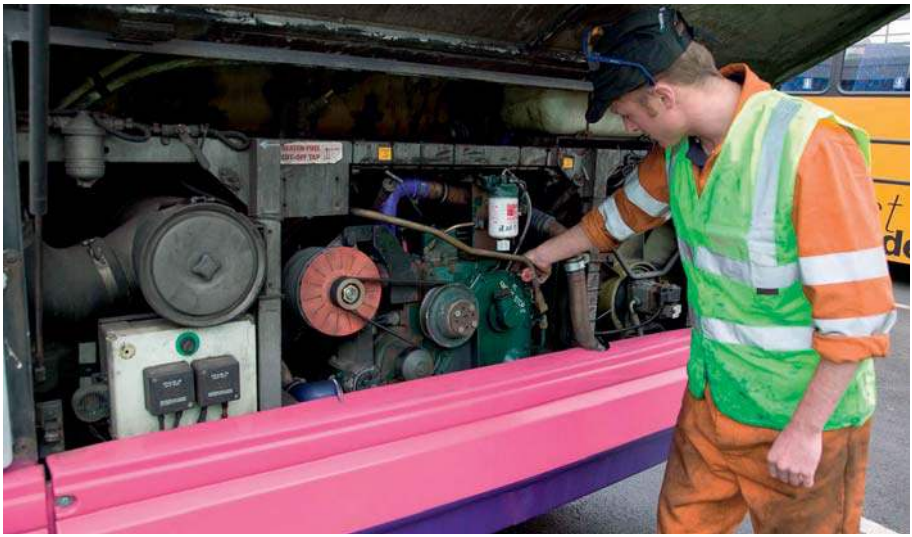
O n acceleration, try to skip gears when you can.

N ever leave it to chance – maintain your vehicle in good condition.

O bserve and keep within the rev counter green zone.

M inimise brake use – plan ahead and keep monitoring road conditions.

Y our top speed should remain constant – think 'Gear high – rev low'.



section **four**

THE CASE STUDY TEST

This section covers

- The Case Study Test
- What to expect on the day
- What you need to know
- Case study example



The Case Study Test

CASE STUDY

Tomas is the driver of a bus. He works under the British Domestic Drivers Hours Rules. He makes sure that he has a balanced diet so that he is always fit to drive.

Tomas arrives at work for an early shift and carries out a daily walk-round check; there is ice on the windows of the bus and the outside temperature is – 4C. In the depot he notices someone that he does not recognise.

When driving on his last route of the day he arrives at the scene of an incident. A motorcyclist has collided with a car and is injured. Tomas stops to assist; the bus carries a first aid kit.



Which of the following would be the most appropriate selection for Tomas to have for breakfast as part of a balanced diet before a driving shift?

Select the BEST option below

- o A. fried eggs and bacon
- o B. wholemeal toast and fruit
- o C. sausage sandwiches
- o D. black pudding and baked beans

Previous (P) | Next (N) | Help (H) | End Test (E)

The case studies are designed to assess

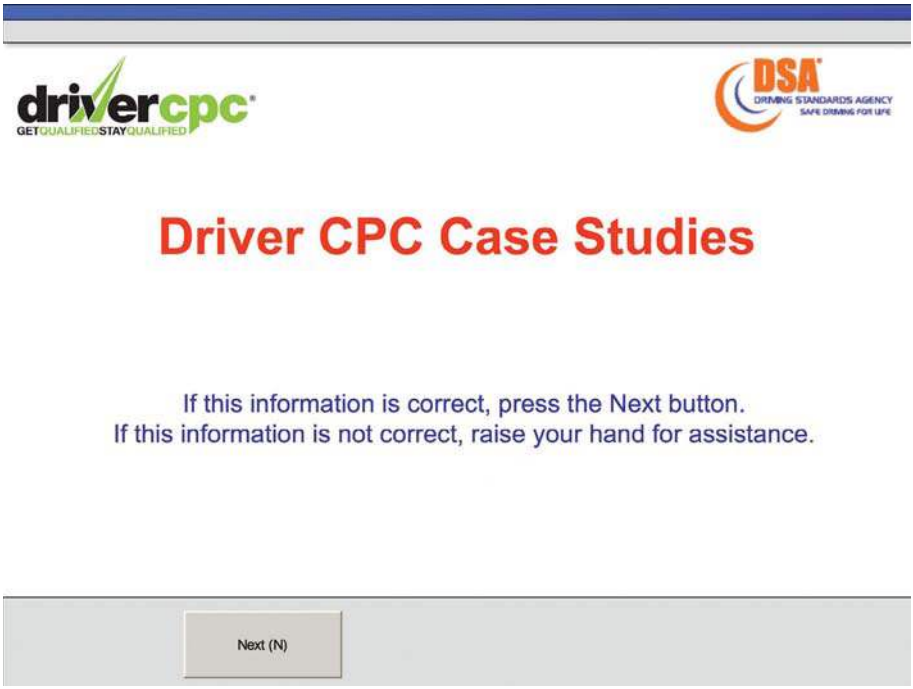
- knowledge (basic recall of facts)
- comprehension (basic understanding)
- application (practical use of knowledge and understanding).

This is done by presenting a scenario or a set of circumstances that you may encounter in your working life as a professional bus or coach driver. You will then be asked a number of questions relating to this scenario, which will require you to consider how you would react/behave in each case.

The look and feel of the actual case study screens may have changed since this book went to press.

The Official DSA Guide to Driving Buses and Coaches and other publications listed on page 13 provide information to help you answer questions in the case studies.

What to expect on the day



The case studies part of the initial Driver CPC qualification will last for 90 minutes. You will be given 15 minutes to acquaint yourself with the system and 75 minutes to answer questions. During that time you are required to review between six and eight different case studies, each with between five and ten questions attached to them. You need to answer 50 questions in total.

You will use a visual display unit (VDU) similar to the one used for the multiple choice and hazard perception tests. You will need to use the mouse to guide and click on certain areas of the screen to record your answers.

The following introductory screens are shown at the beginning of the test so that you can familiarise yourself with the test procedure.

INSTRUCTIONS

CASE STUDIES

The CPC Test has **Case Studies**.

There will be

- a **case** on the left side of the screen, and
- **questions** on the right side of the screen.

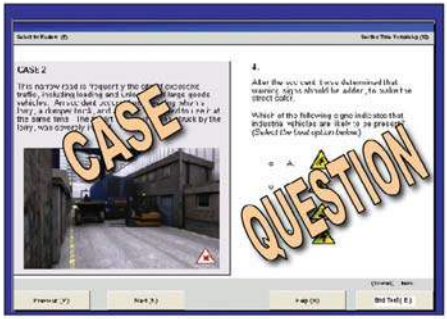
Each case has 6-8 questions.

The test has a total of 7 cases.

Select **Next** to go on…

SAMPLE SCREEN

This is an example of what the test will look like.



INSTRUCTIONS

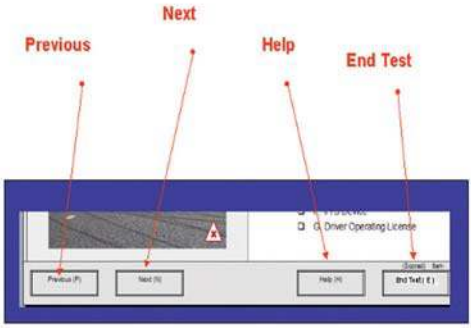
BUTTONS

- To go to the next question or screen, select the **Next** button.
- If you wish to go back, select the **Previous** button.
- If you don't know what to do, select the **Help** button.
- When you are finished, select the **End Test** button.

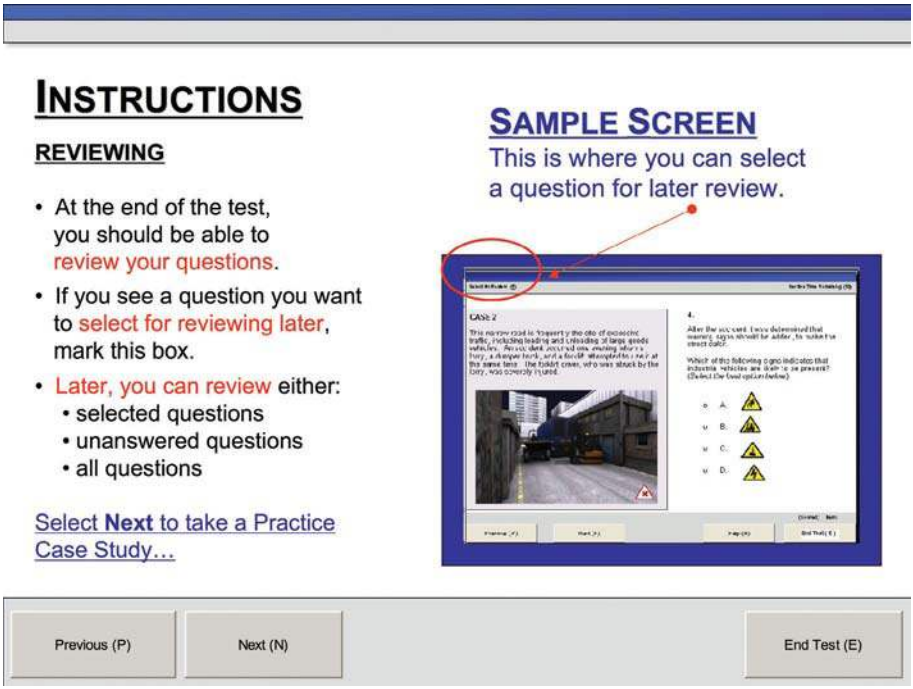
Select **Next** to go on…

SAMPLE SCREEN

This is what the test buttons will look like.



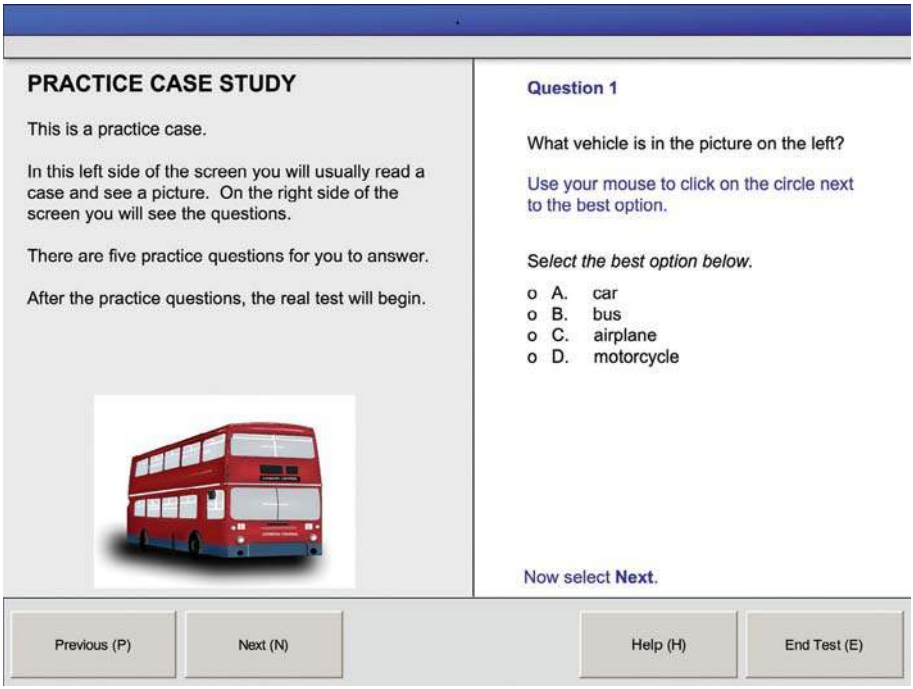




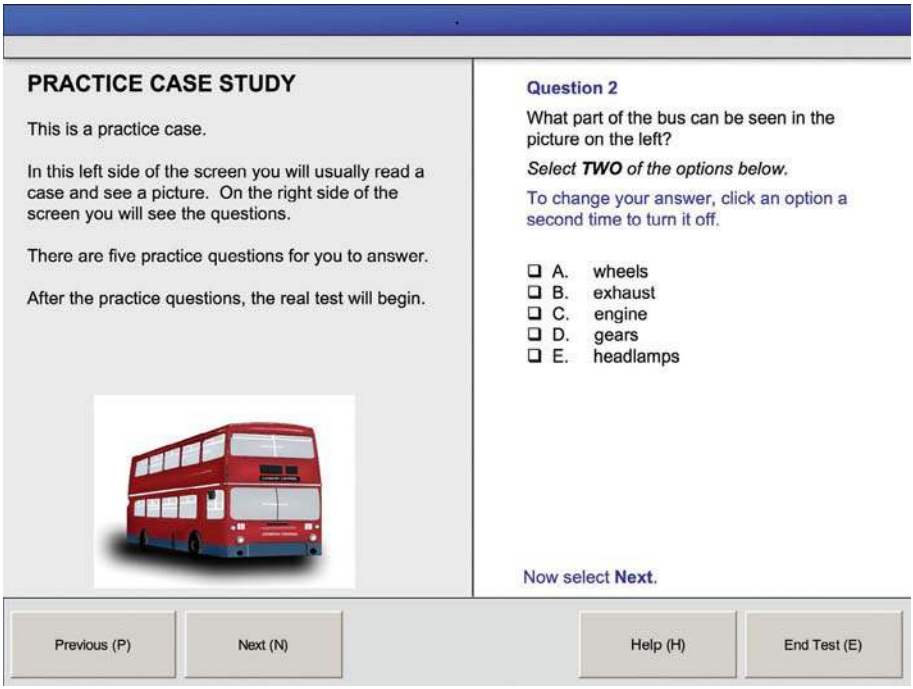
You will be presented with a set of facts – the case study – which will appear on the left-hand side of the screen. The set of facts or scenario will be presented in a text format with a supporting picture or diagram. As you move within the case study and answer each question, you can be assured that the facts and the scenario content will not change, although you do have the opportunity to re-read the scenario throughout the case study should you wish to do so.

The questions will appear, one by one, on the right-hand side of the screen, and you will be asked to respond in various ways. There are four methods of answering the questions; the following slides show examples.

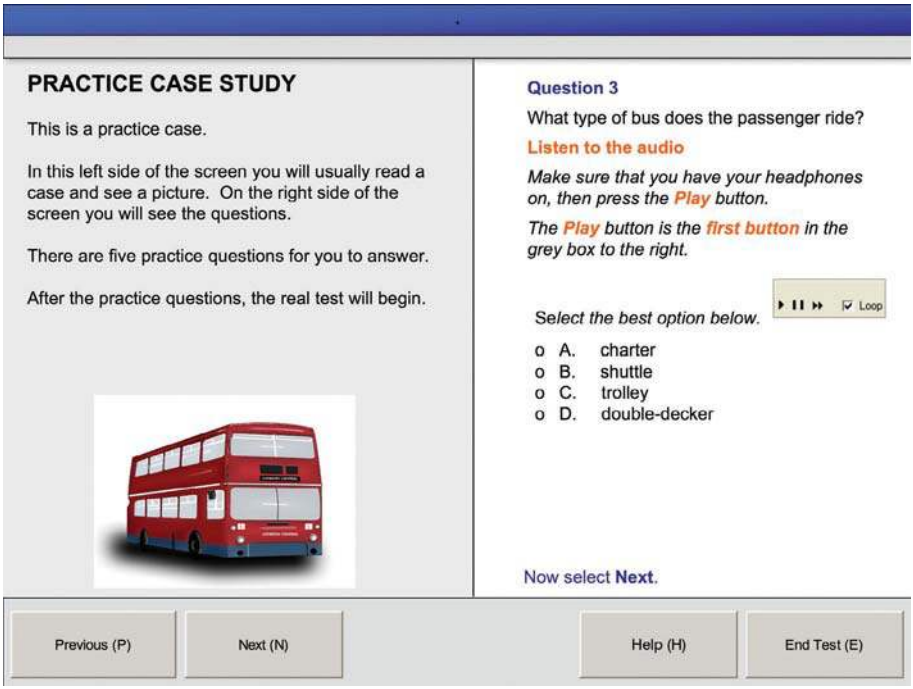
1. Multiple choice – choosing one correct answer from a number of options.



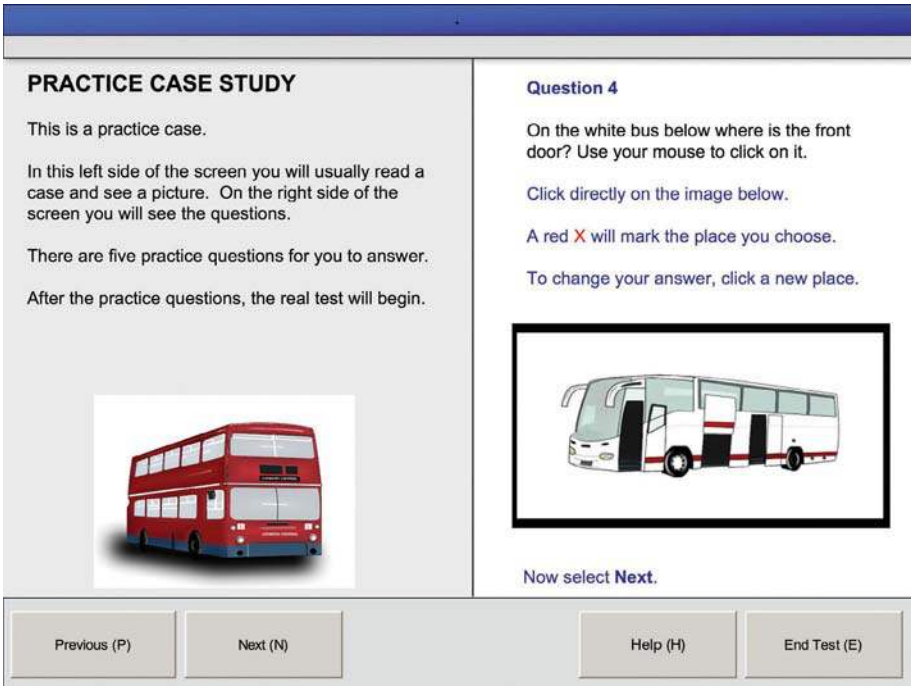
2. Multi-response – selecting more than one correct answer from a number of options.



3. Audio – listening to an audio clip, then choosing one correct answer from a number of options.



4. **Hot spot** – using the mouse, clicking on an appropriate area of an illustration.



Short text – you may also be asked to provide a short text answer by using the keyboard. This will be in a numerical format for ease of response.

Practice – you will be given the opportunity to practise these techniques before you start the test.

Results – you will be told the result of the test within 10 minutes of its completion.

What you need to know

Driving techniques

This part of the syllabus is designed to test your understanding of how the use of the brakes and gearbox are controlled by the accelerator and brake pedals in different conditions. You need to recognise good driving practices and to know that this has an effect on the stability, efficiency and fuel economy of the vehicle you are driving.

You will also need to understand how your passengers will 'move' within the vehicle when you brake, accelerate and steer away from a straight line – for example, when cornering or negotiating roundabouts.

Safe and fuel-efficient driving (SAFED)

You should know

- the basic principles of SAFED
- how to use controls to maximise fuel efficiency. Only by understanding the characteristics of the drive and transmission system can you make efficient use of it. For example, you should understand how to use
  - the green band on the rev counter (where appropriate)
  - block gear changing (skipping or missing out gears on either up or down changes)
  - the most appropriate gears generally



- how to read and make best use of the on-board fuel consumption monitors
- the effect on vehicle safety of
  - cruise and speed control equipment
  - smooth use of the accelerator
  - appropriate use of the brakes
- how to use the safety controls in order to
  - control the vehicle
  - minimise wear and tear
  - avoid mechanical failures (including retarders/exhaust brakes).

To receive SAFED training you must

- hold a valid driving licence including category D or D+E entitlements
- ideally undertake the training in a vehicle fitted with fuel-monitoring equipment.

SAFED, as a training module, meets the relevant syllabus area of Driver CPC, but only when delivered by a training centre approved by the Joint Approvals Unit for Periodic Training (JAUPT). For drivers, this means that if you intend to count your training as part of the CPC requirements, you must select a training company with JAUPT approval of both the training organisation and their SAFED course. Such approval will have a unique number issued by JAUPT.

Passenger safety

You should be able to

- determine styles of driving that keep passengers safe
- recognise the effect that excessive acceleration, braking and speed can have on the way in which passengers move – for example, the causes of a 'rough' ride can be
  - excessive acceleration when moving off, causing passengers to be thrown down the bus or fall if not holding handrails
  - harsh braking, which causes passengers to lurch forward with possible injury (passengers on stairs are also at risk of injury)
- recognise that passengers can also suffer falls from seats or in gangways because of
  - fast cornering
  - too sharp a turning circle
  - changing lanes too quickly
  - veering suddenly when driving.

Other techniques

You should be able to

- recognise the benefits of good positioning on the road and how to allow space so that you do not compromise the safety of your vehicle or passengers



- show that you are aware of the dimensions of your vehicle, especially where there are particular risks with forward and rear overhangs
- recognise the importance and usefulness of bus lanes and other dedicated lanes for making the journey as safe and smooth as possible
- recognise the factors that contribute to stress-free driving and the factors that contribute to stress
- understand the distractions you may face when driving and know how to deal with them, both inside and outside the vehicle. These distractions can include passengers on the bus asking questions or waiting to board or alight
- understand the dangers in interacting with radios, global positioning system (GPS) devices, ancillary bus controls and monitoring cameras while driving.





Dealing with passengers

In this section you will need to show that you recognise that not all passengers are the same and that you are able to deal with them in different ways. Passengers requiring special consideration include

- children
- older people
- those with hearing or sight impairment
- those who cannot move easily, including passengers in wheelchairs.



You should

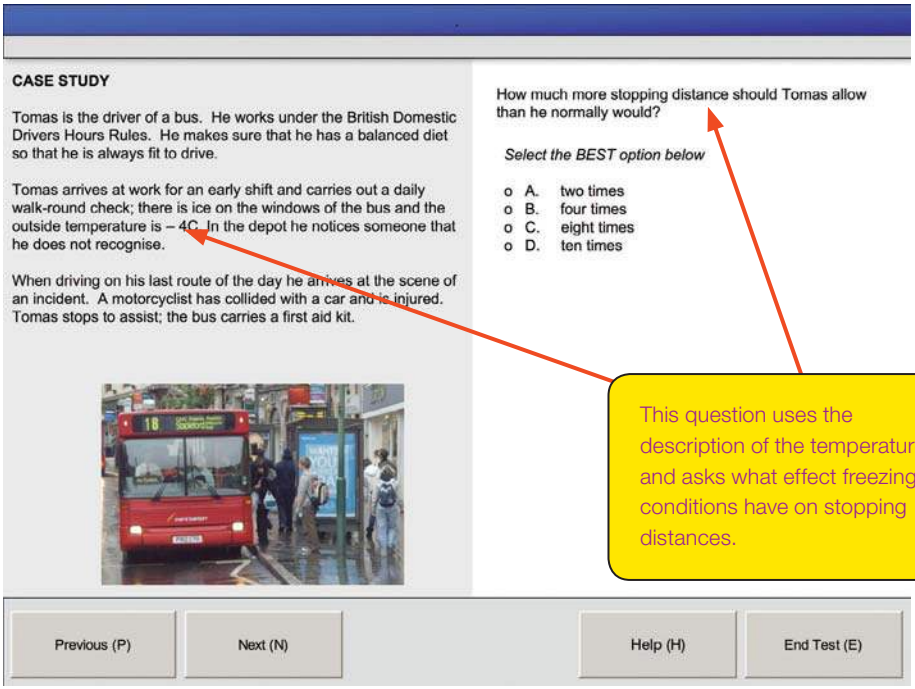
- be able to recognise that your passengers may have different requirements
- know how to deal with your passengers in a manner appropriate for each user
- be able to understand and listen to passengers' problems relating to the journey
- know how to pass on information to passengers – for example, using the public address (PA) system responsibly and safely to keep passengers informed when heavy traffic prevents you from keeping to the timetable
- know how to relay information and comments from passengers to the appropriate company official
- know how to deal with complaints
- be able to recognise aggression and its causes and know how to deal with it. You should know the importance of
  - keeping calm
  - using appropriate body language and gestures
  - being assertive but non-antagonistic.







This slide and the following slides show the way that some questions are asked in the case study.



CASE STUDY

Tomas is the driver of a bus. He works under the British Domestic Drivers Hours Rules. He makes sure that he has a balanced diet so that he is always fit to drive.

Tomas arrives at work for an early shift and carries out a daily walk-round check; there is ice on the windows of the bus and the outside temperature is – 4C. In the depot he notices someone that he does not recognise.

When driving on his last route of the day he arrives at the scene of an incident. A motorcyclist has collided with a car and is injured. Tomas stops to assist; the bus carries a first aid kit.



Due to the road conditions; Tomas must pay particular attention when he is

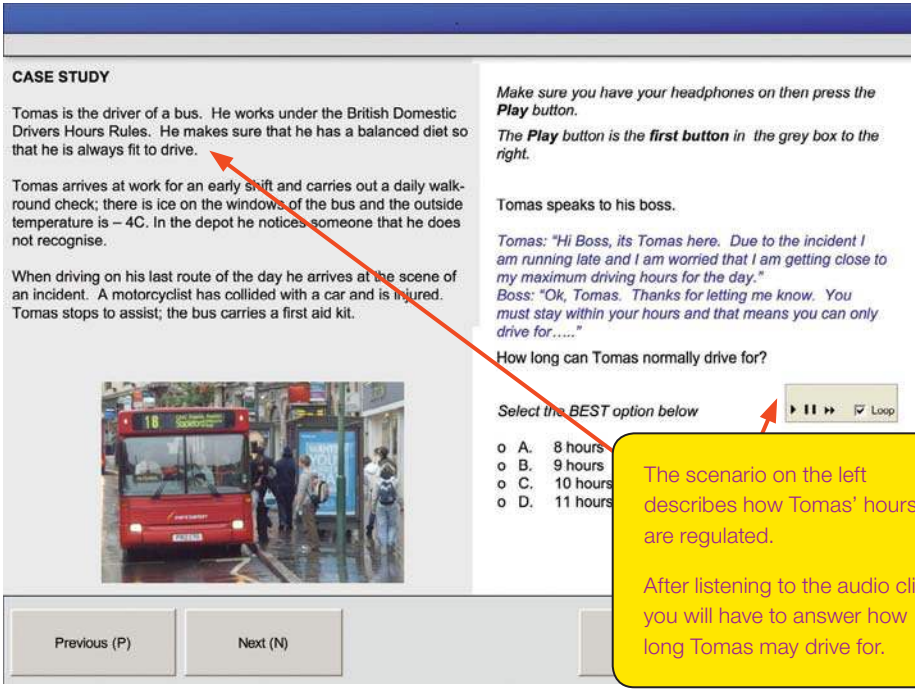
Select the BEST option below

- o A. applying the foot brake.
- o B. changing gear.
- o C. collecting passengers.
- o D. applying the handbrake.

Previous (P) Next (N)

Alternatively, you may be asked a similar question about the weather conditions and safe driving.

The low temperature conditions mean that extra care must be taken when driving and you are asked to show which item in the list is most likely to be affected.



Regulations that govern drivers' hours and tachographs

You will be asked to interpret the regulations from the specific information you are given within the case study.

You should

- know how to interpret the requirements of both EC and domestic drivers' hours regulations so that you can calculate the precise amount of time you can drive or the hours of daily or weekly rest you must take within the scenario given
- understand under which conditions the two codes, EC and domestic, apply
- be able to interpret the requirements of the Working Time Directive and the Road Transport Working Time Regulations
- be able to demonstrate how to record your hours on both analogue and digital tachographs. For an analogue type you fill in and record information on a chart. For a digital type you insert a personal driver card, or if your card is lost, stolen, or develops a fault, you should produce a printout at the start and end of each day

- be able to demonstrate that you know what to do when the tachograph is not working – always carry spare charts so that, if this happens, you can record your journeys/trips manually, including departure and arrival times. In the event of digital tachograph failure, you should record information on the reverse of the printout of driver activities
- understand the penalties for infringing any of the above regulations and for tampering with monitoring equipment.

You should also

- be able to demonstrate that you understand the requirements of the Driver CPC regulations
- understand the social environment and your rights and duties as a driver as regards your initial qualification and your periodic training.



Regulations that govern the carrying of passengers

This section tests your understanding not only of what the law says but also on how the law should be implemented. You should know the procedures to adopt in order to comply with the law relating to all the items and requirements listed below.

Types of passenger

You should be able to

- understand and comply with the law concerning the transporting of passengers generally, and the specific requirements that govern certain groups of passengers such as those with disabilities
- understand and apply the regulations that govern other vulnerable passengers such as schoolchildren
- understand the facilities that modern vehicles have to enable disabled passengers to use buses and coaches and be able to explain when these facilities should be used.

Paperwork

You should know and be able to explain the paperwork legally required to be carried when carrying coach passengers on private hire or on coach work both in the UK and abroad.

Seat belts

You should

- understand the law concerning seat belts and the requirements laid upon the company and the driver
- know the procedure in your company for checking the condition of seat belts and whether they are working properly and reporting any defects. If seat belts are fitted, you must advise passengers that they must be worn at all times.



Safety equipment

You should

- understand and be able to explain the law concerning safety equipment, including the carrying of fire extinguishers and first aid equipment
- understand and be able to explain the correct use of the fuel shut-off switch, isolators, warning lights and buzzers, emergency exits and emergency glass-breaking hammers
- know how to check these items before taking responsibility of the bus and the procedure for reporting defects (see also the section on dealing with emergencies on page 56).





Vehicle loading

You should

- understand the importance of correct and safe vehicle loading and what can be carried on the type of vehicle that you are driving
- be aware of the limits for total luggage weights and how to estimate it
- know the maximum capacity of seated and standing passengers for the vehicle you are driving.

Vehicle maintenance

You should

- understand the requirement for vehicles to be properly maintained on a suitable schedule
- understand your role as a driver in checking for and reporting defects to the correct maintenance staff in your organisation
- check your vehicle at the start of your shift, not just for defects but also for general cleanliness – for example, to make sure that gangways are not blocked or slippery, etc.

Alcohol

You should

- understand and be able to explain the regulations concerning carrying alcohol to certain sporting events.
- understand the regulations relating to consumption of alcohol and driving.



Be aware that alcohol may remain in the body for around 24 to 48 hours. The effects on your reactions will be evident the next morning which will affect your ability to drive safely. You could also fail a breath test.

Your body tissues actually need up to 48 hours to recover, although your breath/blood alcohol levels may appear normal after 24 hours. If you are convicted of a drink-driving offence while driving an ordinary motor vehicle, a driving ban will result in you losing your PCV entitlement and your livelihood.

Lost property

You should

- understand and be able to explain the procedures for dealing with lost property
- know that you must check your vehicle at the start and end of every journey for lost property or suspect packages and seek advice if anything is found about which you are not sure
- know that any lost property found must be handed into your depot, terminus or garage upon your return.

Health and safety at work, both in the workplace and on the road

Road traffic incidents – how and where they happen and their consequences

You will be required to show that you are aware of where there are areas of risk within the vehicle, on the road and at the depot in the transport sector. You should also show that you know how to alert others to such risks and hazards.

You should understand

- where incidents involving passengers can occur
  - on the vehicle
  - at what point during the journey
  - at both high and low speeds
  - that the majority of incidents involving passengers will occur either when
  - they are getting on or off the vehicle whilst it is moving off or stopping, or
  - during the drive, if drivers have to take some sort of unplanned evasive action (for example, harsh braking)
- the risks to passengers of slipping, tripping and falling



- the need to avoid taking unnecessary risks and to work within your capabilities. You should be able to
  - assess what level of involvement you should take in the event of an incident
  - understand that your involvement may depend on how closely you are involved with the situation (see also the separate section on dealing with emergencies, page 56)
- that, as a professional driver, your passengers and other members of the public may look to you for help and guidance. You should
  - act only within your abilities and training
  - not take unacceptable risks that put yourself or others in danger

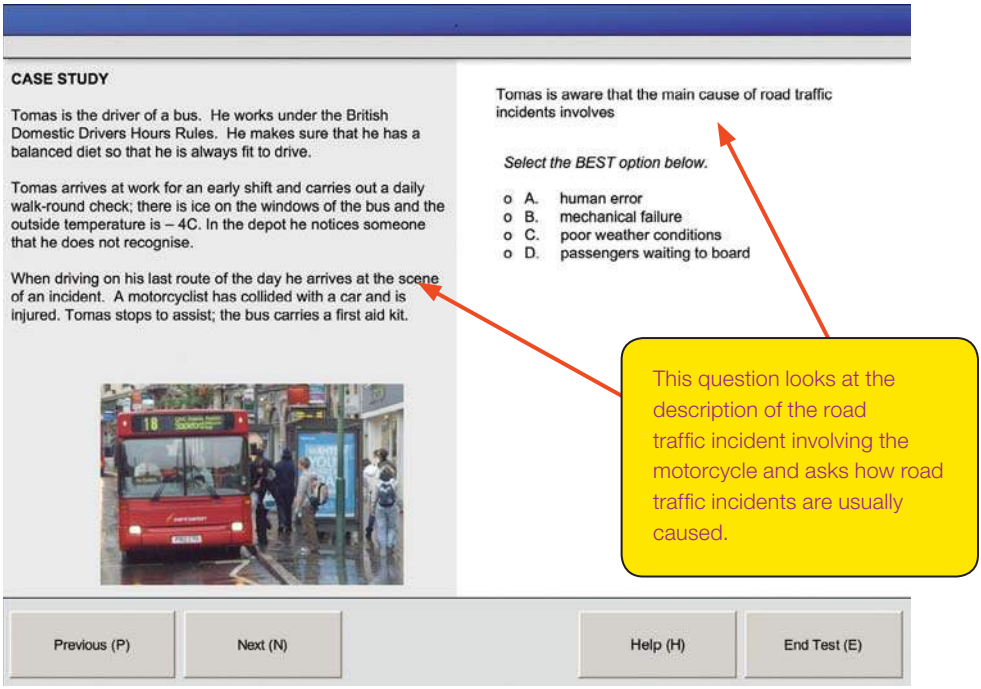




- and be able to explain where there are risks for employees within the workplace. Garage flooring can be slippery so you must always use dedicated walkways and safe areas, and look out for moving vehicles, especially those reversing out between other vehicles
- and know your role for ensuring that health and safety legislation is kept and be able to explain the procedure for ensuring that the workplace is maintained in a safe condition. Everyone is responsible for health and safety in the workplace and if you see anything hazardous, such as an oil spillage, you should report it so that it can be cleared up
- road incident statistics relating to the location, types and causes of incidents involving buses or coaches and appreciate the consequences to the individuals and organisations affected by them and to the industry as a whole
- and be able to explain the consequences of road traffic incidents and how they can affect the passenger, employee and employer, both in human and financial terms. You should understand the consequences for
  - the driver
  - passengers
  - your colleagues
  - the families of those involved

  in incidents of all levels of seriousness and the effect on their domestic and working lives, as well as for the organisation.

More examples of questions asked by the case study.



CASE STUDY

Tomas is the driver of a bus. He works under the British Domestic Drivers Hours Rules. He makes sure that he has a balanced diet so that he is always fit to drive.

Tomas arrives at work for an early shift and carries out a daily walk-round check; there is ice on the windows of the bus and the outside temperature is – 4C. In the depot he notices someone that he does not recognise.

When driving on his last route of the day he arrives at the scene of an incident. A motorcyclist has collided with a car and is injured. Tomas stops to assist; the bus carries a first aid kit.



Use your mouse to click directly on the image below.

A red X will mark the place you choose.

To change your answer, click a new place.

Tomas has to pull into a bus stop in front of a parked car. Which part of the bus would be most likely to hit anyone stood on the kerb.



Previous (P) Next (N)

In this question, you are asked to show which part of the bus risks crossing the kerb as the bus is manoeuvred.





Keeping fit for the job

You should show that you know how to carry out your duties in a safe and competent manner. You also need to show that you are aware of how important it is to be healthy when driving, and what can compromise your health. You must be aware of the symptoms that might cause your standard of driving to fall to an unacceptable and unsafe level.

You should be able to

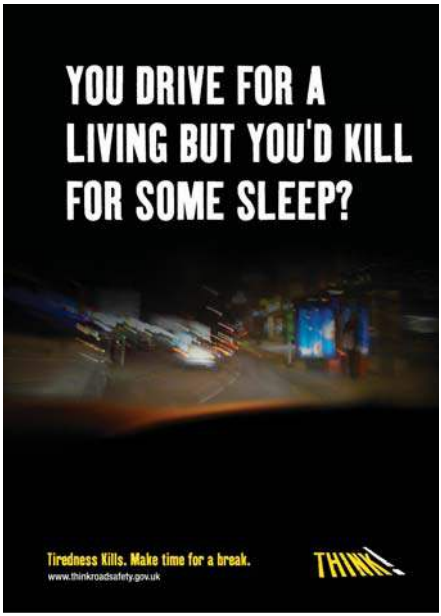
- show that you understand the effects of alcohol on your ability to drive and the way in which alcohol can stay in the body for a long time – this may affect your ability to drive safely
- recognise the effects that some prescribed and 'over-the-counter' drugs can have on your ability to drive. Even prescribed drugs can make you drowsy and affect your driving. Always read the label and if in doubt seek advice or do not drive
- explain the law concerning the use of drugs and alcohol and the penalties that exist for non-compliance. Anyone caught driving while unfit/over the limit through drugs or alcohol will not only be fined heavily but will also lose their licence and may even be imprisoned
- understand the effects of any other substances likely to affect behaviour, impair judgement or increase reaction times



- show that you understand the effects on performance which different diets can produce. Being overweight causes strain on your heart and a poor diet can make you feel sluggish and tired. You should be aware of the importance of a properly balanced diet and of regular eating with respect to shift patterns
- demonstrate that you understand
  - the symptoms and causes of stress and fatigue
  - that stress and fatigue can be caused at work or at home
  - how stress and fatigue can cause personality and behavioural changes
  - what action to take to minimise the effects of stress and fatigue.

  You can become stressed by getting too worked up about situations. Being stressed can cause
  - headaches
  - high blood pressure
  - tiredness
  - irritability

  so you must try to remain calm and not allow yourself to take things out of context or to an extreme
- understand the fundamental role of the basic work/rest cycle in making you a safe and professional driver. You should understand the effect of insufficient sleep due to a variety of circumstances, including out-of-work social activity or a change in shift patterns.



CASE STUDY

Tomas is the driver of a bus. He works under the British Domestic Drivers Hours Rules. He makes sure that he has a balanced diet so that he is always fit to drive.

Tomas arrives at work for an early shift and carries out a daily walk-round check; there is ice on the windows of the bus and the outside temperature is – 4C. In the depot he notices someone that he does not recognise.

When driving on his last route of the day he arrives at the scene of an incident. A motorcyclist has collided with a car and is injured. Tomas stops to assist; the bus carries a first aid kit.



Which of the following would be the most appropriate selection for Tomas to have for breakfast as part of a balanced diet before a driving shift?

Select the BEST option below

- o A. fried eggs and bacon
- o B. wholemeal toast and fruit
- o C. sausage sandwiches
- o D. black pudding and baked beans

This part of the scenario refers to the diet Tomas has.

The question on this screen tests your knowledge of the importance of a healthy balanced diet for professional drivers.

Previous (P) | Next (N) | Help (H) | End Test (E)

Dealing with emergencies

You should be able to show that you would deal with an unexpected incident in an efficient and professional manner which would ensure the safety of passengers and others involved.

You should be able to

- prioritise the actions taken if you are involved in an incident

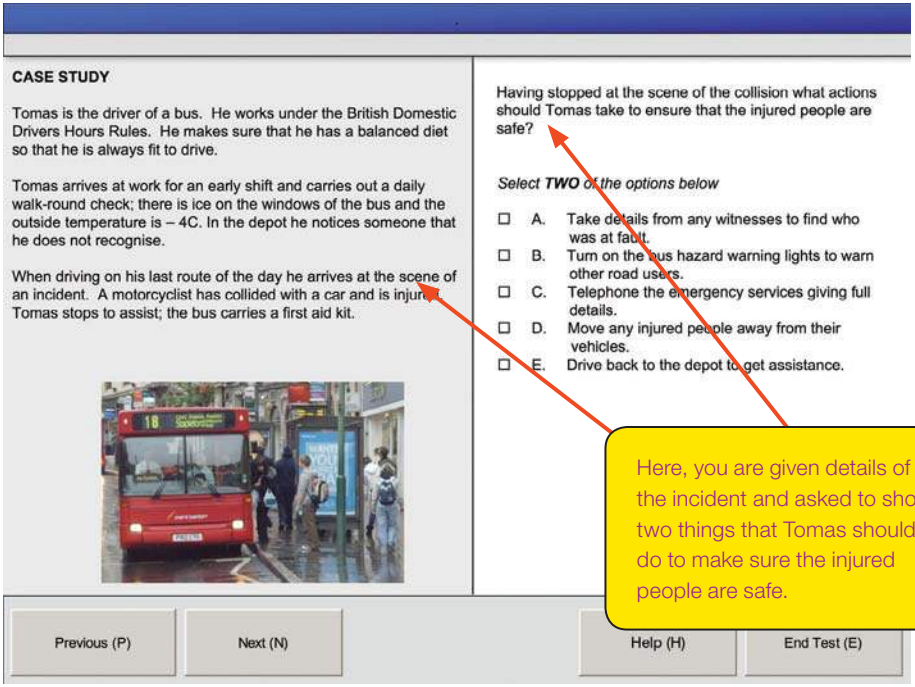


- prioritise the actions taken as a witness to an incident
- demonstrate that you are aware of the procedures for investigating a possible fire and prioritising actions should you find a fire. You should
  - understand how to isolate electrics and fuel if it is safe for you to do so
  - know, if appropriate following suitable training, how to use on-board fire-fighting equipment safely and effectively
- explain the procedures for
  - dealing with passengers with apparent injuries
  - assisting passengers
  - prioritising casualties and giving first aid, if you have received suitable training and are not prohibited from doing so by your employer
- explain the procedures for
  - contacting the emergency services
  - contacting your operator
  - communicating specific information on casualties and the scenario
- understand the need to communicate information on numbers of passengers and loads etc to the emergency services and how to ask for the assistance of others at the scene or in your organisation









- demonstrate that you know how to ensure the safety of your passengers. You should know the importance of moving passengers (where possible, depending on their injuries etc) and other crew to a safe place or to a safe distance from the scene of the incident
- explain how you would communicate with passengers in the event of an incident, and demonstrate that you would be aware of the stress that such incidents may cause
- demonstrate that you are aware of the procedures in your company to be adopted, to effectively record and report any incidents, including gathering or preserving relevant and supporting information and, if necessary, making sketches or taking photographs.

The role of the driver within the company/organisation

This section requires that you recognise your role and the way it interacts with others in the organisation for which you may work. You also need to understand how your performance can affect the perception that passengers and other road users have of the whole industry.

You should

- be able to recognise the importance of your role as a driver and the limitation of your responsibilities. Your company's image will be enhanced by
  - your safe driving practices
  - adoption of a positive attitude to others
  - your promotion of the company and the industry generally
- understand the importance of good customer care and taking part in any driver development programmes that are available to you through your company or organisation
- understand that the way in which bus and coach drivers carry out their duties to their company and its clients (your passengers) creates a positive image of the industry. You should also understand
  - all the routes and schedules that you will work
  - the structure of the company
  - any company procedures that affect or are affected by its drivers
- know the categories of people inside the organisation and outside of it with whom you will have to deal in your work. These can include
  - line managers
  - other drivers
  - other members of bus or coach crew
  - the public
  - the authorities
- be able to show that you know how to relate to other occupations within the organisation and understand the role of the driver. You should know the requirements of the job, namely
  - the delivery and collection of passengers and their luggage safely and securely and in a timely manner
  - the importance of your presentation as a representative of the company
  - the presentation of your vehicle
- take pride in your role in your organisation and understand the value you bring to it
- be able to demonstrate that you are aware of the need for walk-round checks and the procedures that should be adopted for carrying them out and when finding faults that need to be corrected

- be able to recognise and explain the nature of the organisation and understand different reasons why passengers travel
- be able to recognise the main sources of income and costs
- understand the main methods used for communicating within the organisation.

  You should also know

  – how to deal with on-the-spot customer complaints
  – how to pass them on where appropriate, in a satisfactory way, to others in your organisation with responsibility for dealing with them if you cannot



- understand the commercial and financial effects of a dispute affecting your organisation. As a driver, you may be involved in industrial action or be affected by the disputes of others. You should understand the effects of this on
  – the company
  – your colleagues
  – your passengers
  – the industry generally
- understand the consequences of a dispute, which may include
  – loss of custom
  – the transfer of custom to competitors or other methods of passenger transport

  and that this effect may be temporary or permanent. You should also be aware of the possible financial or legal implications of various kinds of industrial action.

The economic importance of the bus and coach industry

This section tests your understanding of the way in which bus and coach travel fits into the transport industry of the United Kingdom. You will be required to demonstrate that you know how and by whom the industry is regulated, who travels by bus and coach, and why.

You should

- know who is responsible for determining bus policy and administering the system of licensing and registration
- be able to understand the policy and use of concessionary fares as they apply to England, Wales, Scotland and Northern Ireland – for example, that around 11 million older people and those with special needs in the UK are guaranteed free off-peak local bus travel
- be able to understand how bus and coach travel fits into the general travel picture and know about recent and current trends – for example, that
  - in recent years the long-term decline in the use of local bus services in Great Britain has reversed and is now showing a steady increase from an all-time low in 1998
  - travel on buses in London now accounts for nearly 45% of the total for England
  - although 80% of local bus services are run on a commercial basis, local authorities have a duty to secure the provision of bus services that would not otherwise be provided, and that the local authority judges to be socially necessary
- be able to understand how bus and coach travel can ease congestion and benefit the environment
- be able to recognise the different types of passenger carriage by bus and coach
- know the types of documentation and equipment required when driving in European and other international destinations
- know the different types of bus and coach operation and the types of documentation required to support them. These include
  - private hire
  - local services
  - tours
  - international services
- know basic statistics on the proportion of passengers carried by buses and coaches, compared to other forms of transport – for example, that buses and coaches have a 6% share of all passenger miles travelled, as do trains
- be able to understand and demonstrate an awareness of the implications for businesses and passengers/customers if vehicles are off the road for periods of time due to breakdown and repair.

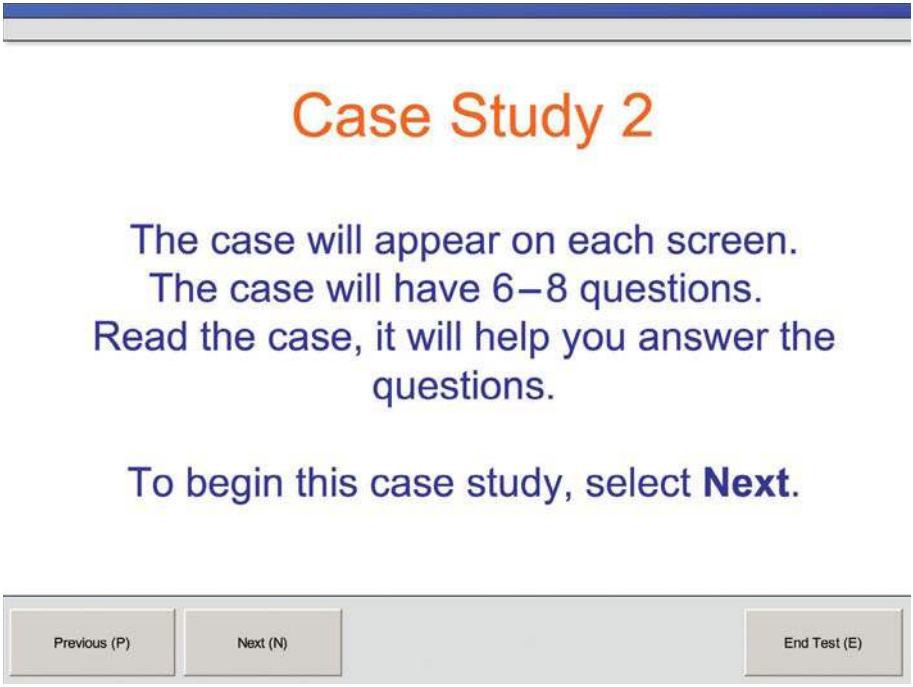
Case study example

Here is an example of how one full case study will look during your test.

Please note that you will not be asked these example questions in your real test.

Note that 10 example questions are given here, but in the real test you will have to answer between five and 10 questions for each case study.

Answers to this case study example test are given on page 84.



CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



At the party what would be the most appropriate behaviour for Chris to adopt?

Chris should

Select the BEST option below

- o A. stop drinking alcohol before midnight.
- o B. only drink non-alcoholic drinks.
- o C. drink alcohol but get 6 hours sleep.
- o D. mix alcoholic and soft drinks.

Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



Select the items that **must** be included in Chris's walk-round check.

*Select **TWO** of the options below.*

- ☐ A. Brakes
- ☐ B. Reading lights
- ☐ C. Tyres
- ☐ D. Luggage lockers
- ☐ E. PA system
- ☐ F. Air conditioning

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

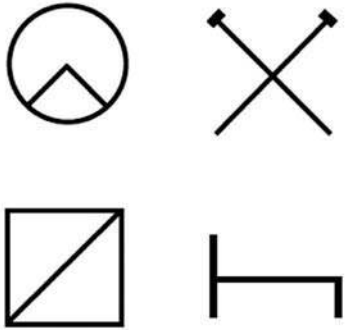
After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



Use your mouse to click directly on the image below.
A red X will mark the place you choose.

To change your answer, click a new place.

While performing his walk-round check, in what mode should Chris's tachograph record?



Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



Make sure that you have your headphones on, then press the Play button.

CHRIS – "Hello Boss, I have to plan a day tour, have you got any suggestions on how I should prepare the route for the tour"?

How should Chris' supervisor respond?

Select the BEST option below.

- o A. "Rely on another driver's verbal directions".
- o B. "Make sure the coach has a satellite navigation system".
- o C. "Carefully plan the most appropriate route".
- o D. "Follow other coaches which seem to be going to the same place".

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



When should Chris make any announcements?

When the coach

Select the BEST option below.

- o A. has stopped and the engine is switched off.
- o B. is moving slowly in heavily congested traffic.
- o C. is travelling on motorways or dual carriageways.
- o D. is standing at traffic lights waiting for them to change.

Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



How should Chris negotiate roundabouts so that passengers enjoy a safe and comfortable ride?

*Select **TWO** of the options below.*

- ☐ A. Check for traffic approaching from the left.
- ☐ B. Ensure that braking and speed reduction is done in good time.
- ☐ C. Ensure the right hand indicator stays on all the time.
- ☐ D. Plan well ahead to ensure the coach is in the correct lane.
- ☐ E. Ensure the left hand indicator is on at all times.



Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



What driving style should Chris adopt when driving near tourist attractions?

*Select **TWO** of the options below.*

- ☐ A. Be alert, drive cautiously and look out for pedestrians.
- ☐ B. Drive on your brakes and be ready to stop suddenly.
- ☐ C. Brake gently to avoid air pressure blow off and accelerate gently.
- ☐ D. Warn passengers of your approach by hard braking to create a brake hiss.
- ☐ E. Sound your horn loudly to warn pedestrians of your approach.

Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



Make sure that you have your headphones on, then press the Play button. The Play button is the first button in the grey box to the right.

Chris asks the trainer the following question.

Chris *– "I've been told to come on this training course, but today should have been my day off. By the end of today it will be 144 hours since my last weekly rest. Will I be OK to drive tomorrow"?*
Trainer *– "What drivers' hours do you operate under?"*
Chris *– "EU regulations"*

How should the trainer respond?

Select the BEST option below.

- o A. *"Training isn't driving; you will be OK to drive."*
- o B. *"No. You must take your weekly rest before driving."*
- o C. *"I've spoken to your manager; he said it would be OK to drive."*
- o D. *"Yes. You can drive a small bus of only 20 seats."*

Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



What would the best course of action for Chris to take on Monday?

Select the BEST option below.

- o A. Ask his manager to give him a local run.
- o B. Take flu medicine and report for work.
- o C. Inform his manager that he will be off work.
- o D. Report for work and hope he will feel better.

Previous (P) | Next (N) | Help (H) | End Test (E)

CASE STUDY

Chris is a coach driver taking groups on a day trips to local tourist attractions. Chris will be driving in busy urban areas.

Prior to this trip Chris asked his manager for advice on preparation of the route for the trip. He attended his brother's birthday party the night before.

Chris starts his day at 7.00 and performs a walk-round check before driving to pick up his passengers.

Chris had a reduced weekly rest period on the previous weekend. He is scheduled to attend a training course to teach techniques to improve his fuel consumption.

After the course Chris feels unwell with flu over the rest of the weekend and has had very little sleep.



What would Chris have been taught on his training course?

That he should

*Select **TWO** of the options below.*

- ☐ A. accelerate smoothly in an appropriate gear.
- ☐ B. brake only when fully into a bend.
- ☐ C. brake early and progressively.
- ☐ D. accelerate rapidly on long straight roads.
- ☐ E. accelerate rapidly in every gear.

What happens next

After you have completed the first case study, the 'Next' button will take you to the next case study, and so on, until you have completed all of them.

You will be able to go back to double-check (and, if necessary, change) answers in previous case studies at any time until you complete the test.

Your results will be available within 10 minutes of completing the entire test.

section **five**

THE PRACTICAL DEMONSTRATION TEST

This section covers

- What to expect
- The questions



What to expect

This test (also known as Module 4) has been introduced to allow you to prove that you can carry out a number of operations, other than driving, which are legal requirements. The examiner will expect you to show that you can

- prepare for duty in a safe manner
- ensure that your vehicle is fit for service
- inspect and use equipment in conjunction with the DDA
- show that you can take measures to ensure that illegal immigrants or goods are prevented from being carried.

The test is interactive and you will be expected to explain and demonstrate your actions. Thirty minutes are allowed for this test, during which the examiner will ask you to explain and demonstrate how you would deal with certain situations. These situations are described later in this section.

You are expected to provide a vehicle that complies with the minimum test vehicle (MTV) standards for this module, and you will be asked to demonstrate your knowledge using the vehicle. If the vehicle does not have certain features, the examiner may show you a photograph and ask you to explain what you would do.

In general, vehicles presented for CPC Module 4 tests must meet the same MTV specification as applies to the corresponding PCV or LGV licence acquisition practical test. However, vehicles used for Module 4 tests need not have those items that are solely for the use of the examiner during the on-road driving part of the licence acquisition test (eg additional mirrors and a suitable seat from which the test can be conducted).

You will not be asked to write or use a computer at any time during this test.

There are five topic areas, and for each you will be asked a number of questions. You are expected to achieve an overall pass mark of 80%, as well as achieving at least 75% in each of the topics. These topic areas are shown overleaf.

The questions

The test will contain a question on each of the following areas.

Demonstrate how to load a vehicle with due regard for safety rules and proper vehicle use

You need to demonstrate

- that you can calculate the weights that contribute to the total weight of a vehicle, and explain what indications you can see that the vehicle may be improperly loaded or overloaded
- the correct use of all equipment provided, to comply with the DDA, including ramps and lifts.

Show that you know how to secure the vehicle and its contents

You need to demonstrate

- that you understand the components of the vehicle that pose a safety risk, and how you would check for their safety
- how to check the equipment that ensures passenger comfort and safety, including seats and safety belts







- how to check that the equipment provided for a safe and comfortable journey is in good working order
- that you know what checks to make before you start your journey.



Demonstrate an ability to prevent criminality and trafficking of illegal immigrants

You should be able to

- demonstrate where illegal immigrants may hide themselves and what checks you would make
- explain the procedures for ensuring that all passengers are accounted for when crossing borders, and in particular when leaving and returning to Great Britain.





Demonstrate an ability to assess emergency situations

You should be able to demonstrate and explain

- the actions you would take in case of a fire, including actions to ensure the safety of passengers and the use of fire extinguishers
- the inherent dangers that a vehicle presents to other road users and pedestrians
- the procedures for checking the safety of vulnerable passengers.





Demonstrate an ability to prevent physical risk

You should be able to demonstrate and explain

- the walk-round checks that you would make before taking the vehicle out on each and every journey. This should also include items which need to be checked from inside the vehicle.

YOU DRIVE FOR A LIVING BUT YOU'D KILL FOR SOME SLEEP?



Tiredness Kills. Make time for a break.

www.thinkroadsafety.gov.uk

THINK

section **six**

FURTHER INFORMATION

This section covers

- Driving publications and websites
- Legislation
- Answers to case study example
- Glossary of abbreviations



Driving publications and websites

Confederation of Passenger Transport and Guild of British Coach Operators (2007)
Bus and Coach Drivers' Hours.

Department for Transport (2007)
Know Your Traffic Signs 5th edition
The Stationery Office, London.

Department for Transport (2007)
Road Casualties Great Britain: 2006 – Annual Report.

Department for Transport (2007)
Road Transport (Working Time) Guidance
dft.gov.uk

Department for Transport (2007)
Transport Statistics Great Britain 2007
The Stationery Office, London.

Department for Transport and Driving Standards Agency
*The Official Highway Code**
The Stationery Office, London.

Department for Transport and Driving Standards Agency
*The Official Highway Code Interactive CD-ROM**
The Stationery Office, London.

Department for Transport and Vehicle and Operator Services Agency (2006)
Guide to Maintaining Roadworthiness:

Commercial Goods and Passenger Carrying Vehicles
The Stationery Office, London.

Driving Standards Agency
*The Official DSA Guide to Driving – the essential skills**
The Stationery Office, London.

Driving Standards Agency
*The Official DSA Theory Test for Drivers of Large Vehicles**
The Stationery Office, London.

Driving Standards Agency
*The Official DSA Guide to Driving Buses and Coaches**
The Stationery Office, London.

Health and Safety Executive (2006)
Essentials of Health and Safety at Work
HSE Books.

Vehicle and Operator Services Agency (2007)
PSV Inspection Manual
The Stationery Office, London.

* Please check on **tsoshop.co.uk/dsa** that you have the most recent version.

VOSA Drivers' Hours Regulations (rules for transport by ferry, boat or train).

VOSA Rules on Drivers' Hours and Tachographs: Road Passenger Vehicles in the UK and Europe.

Vehicle and Operator Services Agency (2007)
Rules on Drivers' Hours and Tachographs: Passenger-carrying Vehicles in the UK and Europe.

Vehicle and Operator Services Agency (2007)
The Public Service Vehicles (Operators' Licences) (Fees) (Amendment) Regulations 2007
The Stationery Office, London.

Websites

Driving Standards Agency (2007)
A Guide to Periodic Training for Employers and Training Providers to the Road Passenger and Road Freight Industries
drivercpc-periodictraining.org

Robinson, D. and Campbell, R. (2005)
Contributory Factors to Road Accidents
Department for Transport
dft.gov.uk/pgr/roadsafety/research

JAUPT
(Joint Approvals Unit for Periodic Training)
drivercpc-periodictraining.org

Legislation

Note: UK legislation is available from legislation.gov.uk for Acts and Statutory Instruments.

Council Regulation (EEC) No 3821/85 as amended. Official Journal L370 31/12/1985 P.0008–0021.

Directive 2002/15/EC. Official Journal L080, 23/03/2002 P.0035–0039 (Road Transport Directive).

Disability Discrimination Act 1995.

Disability Discrimination Act 2005.

Driver CPC EU Directive 2003/59. Official Journal L226/4 10/09/2003.

EU Drivers Hours Regulations 561/2006. Official Journal L102 11/04/2006 P.0001–0014.

EU Drivers Hours Regulations 521/2006. Official Journal L093 31/03/2006 P.0043–0044.

Motor Vehicle (Driving Licences) (Amendment) Regulations 2008, SI 2008 No. 508.

Motor Vehicle (Driving Licences) (Amendment No. 2) Regulations 2008, SI 2008 No. 1038.

Motor Vehicles (Driving Licences) (Large Goods and Passenger-Carrying Vehicles) Regulations 1990. SI 1990 No. 2612.

Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. SI 1990 No.1020.

The Road Transport (Working Time) Regulations 2005. SI 2005 No. 639.

The Road Vehicles (Construction and Use) (Amendment) Regulations 2000. SI 2000 No. 1434.

The Transport Act 1968.

Answers to case study example

Category	Answer	Description
Case Study Chris		
Question 1 (page 63)	B	Only drink non-alcoholic drinks
Question 2 (page 64)	A C	Brakes Tyres
Question 3 (page 65)		Other work – crossed hammers
Question 4 (page 66)	C	Carefully plan the most appropriate route
Question 5 (page 67)	A	Has stopped and the engine is switched off
Question 6 (page 68)	B D	Ensure that braking and speed reduction are done in good time Plan well ahead to ensure that the coach is in the correct lane
Question 7 (page 69)	A C	Be alert, drive cautiously, and look out for pedestrians Brake gently to avoid air pressure blow-off and accelerate gently
Question 8 (page 70)	B	'No. You must take your weekly rest before driving'
Question 9 (page 71)	C	Inform his manager that he will be off work
Question 10 (page 72)	A C	Accelerate smoothly in an appropriate gear Brake early and progressively

Glossary of abbreviations

CPC - Certificate for Professional Competence (for Drivers)

CPT - Confederation of Passenger Transport

DDA - Disability Discrimination Act

DfT - Department for Transport

DQC - Driver Qualification Card

DSA - Driving Standards Agency

DVA - Driver and Vehicle Agency (Northern Ireland)

DVLA - Driver and Vehicle Licensing Agency

EC - European Community

EU - European Union

GB - Great Britain

GPS - global positioning system

HSE - Health and Safety Executive

JAUPT - Joint Approvals Unit for Periodic Training

LGV - large goods vehicle

MTV - minimum test vehicle

NI - Northern Ireland

NVQ – national vocational qualification

PA - public address (system)

PCV - passenger-carrying vehicle

PSV - public service vehicle

SAFED - safe and fuel-efficient driving

SSC - Sector Skills Council

UK - United Kingdom

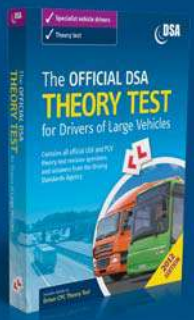
VDU - visual display unit

VOSA - Vehicle and Operator Services Agency

WTD - Working Time Directive

Other Official DSA Publications

DSA
DRIVING STANDARDS AGENCY
SAFE DRIVING FOR LIFE™



The Official DSA Theory Test for Drivers of Large Vehicles

Includes every official LGV and PCV theory test revision question together with the full DSA explanation of the answers. The CD-ROM provides the closest experience to the real test and also includes a digital version of The Official Highway Code plus a useful voiceover option.

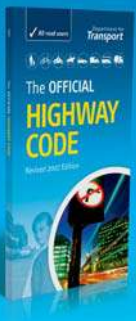
Book	**ISBN 9780115531897**	**£15.99**
Downloadable PDF	**ISBN 9780115531903**	**£15.99***
CD-ROM	**ISBN 9780115529047**	**£35.00**



The Official DSA Guide to Hazard Perception DVD

Contains official DSA video clips to help you prepare fully for your theory and practical tests. Includes references to the current edition of *The Official Highway Code*.

DVD	**ISBN 9780115528651**	**£15.99**



The Official Highway Code

Essential reading for all road users in England, Scotland and Wales. This current edition of the only Official Highway Code contains up-to-date rules of the road. Many of these rules are legal requirements and must be adhered to in order to avoid penalty fines, penalty points, disqualification or even prison.

Book	**ISBN 9780115528149**	**£2.50**
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Learning The Highway Code with British Sign Language DVD and book pack

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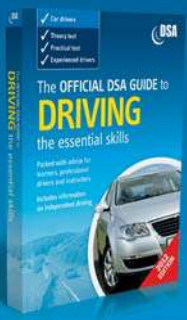
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The Official DSA Guide to Driving Buses and Coaches

This book is the only official guide which explains the standards required to pass today's practical PCV (passenger-carrying vehicle) test. Packed with expert advice to help all PCV drivers become safer on the road, this is the definitive guide for new and experienced bus and coach drivers and trainers. It includes essential source material for Driver CPC.

Book	**ISBN 9780115529009**	**£15.99**
Downloadable PDF	**ISBN 9780115530593**	**£15.99***



The Official DSA Guide to Driving – the essential skills

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Downloadable PDF	**ISBN 9780115531385**	**£12.99***



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For all government motoring information relating to drivers of large vehicles, go to:

businesslink.gov.uk/transport



To book your theory and practical tests, and much more, visit:

direct.gov.uk/drivingforaliving

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Find out what to expect when you take your theory and practical driving tests and Driver CPC by visiting DSA's YouTube channel:

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Driver CPC – the Official DSA Guide for Professional Bus and Coach Drivers

This official downloadable PDF is specifically designed to help bus and coach drivers prepare for their initial Certificate of Professional Competence (CPC). The guide focuses on case studies (part two of the CPC test) and Driver CPC practical test - vehicle safety demonstration (part four of the CPC test), complementing the other official titles in the DSA range. Essential reading for all learner PCV (Passenger-Carrying Vehicle) drivers.

This official guide

- explains the purpose of the Driver Certificate of Professional Competence and the process of gaining Driver CPC
- provides detailed information about the case studies test, including guidance on the subject areas that will be tested and two official examples
- describes what drivers will be tested on in the practical demonstration test and how they will be tested
- contains information on periodic training and ecosafe driving.

Compiled by industry experts for the Driving Standards Agency, the people who set the tests.

Other official DSA products available:

- **The Official DSA Guide to Driving Buses and Coaches (Book and PDF)**
- **The Official DSA Theory Test for Drivers of Large Vehicles (Book, PDF and CD-ROM)**
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