



Driving Standards Agency

DT1 standard operating procedure

For the guidance of all examiners carrying out driving tests. These notes are supplemental to training courses

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01 : The Practical Driving Test and Extended Test for Cars

1.01 INTRODUCTION

This chapter sets out the background and basic requirements of practical driving tests. It also gives detailed guidance on conducting tests. Supplementary advice and guidance relevant to particular types of vehicles is contained in Chapter 6

1.02 CAR DRIVING TEST REQUIREMENTS

Driving tests are conducted in accordance with the provisions of the Motor Vehicles (Driving Licences) Regulations.

Test candidates must satisfy the examiner as to their ability to carry out properly the activities and perform competently, without danger to and with due consideration for other road users, the manoeuvres below.

Eyesight: Read in good daylight (with the aid of glasses or contact lenses if worn) a registration mark fixed to a motor vehicle and containing letters and figures 79.4 millimetres high at a distance of 20.5 metres (or 20 metres for new style number plates).

Vehicle safety checks: Answer vehicle safety check questions.

Preparation to drive

Adjust the seat as necessary to obtain a correct seated position.

Adjust rear-view mirrors and seat belt.

Check that the doors are closed.

Technical control of the vehicle

Start the engine and move off smoothly when going ahead, at an angle and on a gradient (where appropriate).

Accelerate to a suitable speed while maintaining a straight course, including during gear-changes.

Adjust speed to negotiate left or right turns at junctions, possibly in restricted spaces, while maintaining control of the vehicle.

Brake accurately to a stop where directed if need be by performing an emergency stop.

Perform one of the following manoeuvres:

reverse in a straight line and reverse right or left round a corner while keeping within the correct traffic lane;

turn the vehicle to face the opposite way, using forward and reverse gears;
park the vehicle (parallel, oblique or right-angle).

Perform a controlled stop by pulling in a designated position

Behaviour in traffic

Observe (including the use of the rear-view mirrors) road alignments, markings, signs and potential or actual risks.

Communicate with other road users using the authorised means.

React appropriately in actual risk situations.

Comply with road traffic Regulations and the instruction of the police and traffic controllers.

Move off from the kerb or a parking space.

Drive with the vehicle correctly positioned on the road, adjusting speed to traffic conditions and the line of the road.

Keep the right distance between vehicles.

Change lanes.

Pass parked or stationary vehicles and obstacles.

Approach and cross junctions.

Turn right and left at junctions or to leave the carriageway.

Where the opportunity arises - (a) Pass oncoming vehicles, including in confined spaces (b) Overtake in various situations (c) Approach and cross level-crossings.

1.03 MINIMUM TEST TIME REQUIREMENTS

It is important that, unless the test is terminated, the minimum driving times are strictly adhered to.

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Regulations state that the time during which a person is **required to drive on the road** is:

- (i) for the case of a test for a licence authorising the driving of a class of vehicle included in the category B+E, C+E, and D+E, **not less than 50 minutes**
- (ii) for the case of a test for a licence authorising the driving of a class of rigid vehicle included in the category C1, C, D1 and D, **not less than 60 minutes**. This additional time requirement is to comply with EU Directive 2003/59/EC (Driver's Certificates of Professional Competence)
- (iii) in the case of any other test, ***not less than 30 minutes.***

This means that for category A and B tests, in addition to the above, when taking into account DSAs requirements, including the manoeuvres and the new test content, the test will last between 38-40 minutes from signing the DL25 to stopping the engine at the end of the test.

*** Category B Tests.**

Minimum on road time is measured from when the vehicle starts moving at the beginning of the test to when the engine is stopped at the conclusion of the test. Therefore, manoeuvres carried out in the DTC car park count towards the minimum time period. **However, as already stated, when taking into account all DSAs requirements the total test time will last between 38 and 40 minutes.**

Despite correct use of a well constructed route occasionally a candidate, because of their ability, experience and favourable traffic conditions will be able to get round the test route more quickly than is normal. In these exceptional circumstances examiners are reminded that it is still **vital that the on road minimum time requirement and the total time of between 38 and 40 minutes is adhered to.** Therefore, to comply with DSA's requirement examiners should consider modifying the route to avoid returning to the test centre too early. Alternatively if examiners are aware of any hazards on routes, i.e. road works that would knowingly cause delay, these areas should be avoided. It is not acceptable to deliberately use unsuitable routes at busier times in order to return late and cause cancellations.

Time management is all part of the 'control' of test. Providing all legal requirements have been met, the examiner should consider modifying the route if a candidate drives excessively slowly or hesitant and a serious fault has been recorded. It is not acceptable to doggedly follow a full route if this is clearly going to cause such a late return that the next test would have to be cancelled.

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Any deviation from the route or other action taken to comply with the requirement should be recorded in the remarks section on the back of the DL25B.

The Centre Manager/EIC is responsible to ensure that all routes are sufficiently long enough to ensure that route(s) are not extended on a regular basis. Therefore routes should only need to be modified/extended in exceptional circumstances, as mentioned above.

1.04 GENERAL COMPETENCE TO DRIVE

The object of the test is to ensure that the candidate is well grounded in the basic principles of safe driving, and is sufficiently practised in them to be able to show, at the time of the test, that they are a competent and considerate driver and are not a source of danger to themselves or to other road users. Examiners should remember that, in most cases, candidates will be novices and will have had only limited driving experience, and will have been accompanied by a professional instructor or other tutor. It would therefore be unreasonable to expect them to demonstrate the degree of skill and road sense of a seasoned driver. It must also be appreciated that many candidates will also be more nervous during the driving test than when driving with their instructor or with a friend. A pleasant outgoing approach, not only in the waiting room and on the way to the vehicle, but throughout the test is particularly important to help candidates to relax.

1.05 COMPLETION OF FORMS

Clear and accurate completion of forms is **very important**. Forms should be completed in black ink. Examiners whose signatures may be difficult to read should print their names after their signature. Rubber stamps may be used, except in the case of DSA10 pass certificates.

DL25

A complete set of driving test report forms consists of four components - DL25A, DL25B, DL25C, DL25D. The top copy (DL25A) is to be forwarded for fast-keying.

The second copy (DL25B) is to be retained at the driving test centre for 2 years - the written report is to be entered on the rear.

The third/ fourth copies (DL25C/D) (this includes the 'Driving Test Report Explained') should be given to the candidate at the end of each test to supplement the oral de-brief.

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1. Before the test, enter the candidate's details. Insert the candidate's title, i.e. Mr, Mrs, Miss, Ms or other title, followed by first name, all known initials, and then the surname, within the boxed area.
2. In the appropriate boxes insert the application reference number and the numerical part of the driver number (middle 6 numbers) followed by the date and time of test.
3. Complete the driving test centre code / authority box and staff reference number.
4. Examiner name to be printed within the examiner box, (again, to be kept within the boxed area).
5. Insert the category of vehicle in the appropriate code boxes, this should be based on the actual vehicle presented for test.
6. Mark appropriate box if the vehicle has automatic transmission or the test is extended (as identified on the DL34 journal).
7. Examiners conducting practical tests at a centre other than their permanent centre will need to be recorded as a 'visitor'.
8. Vehicle. Later (when known) insert the registration number.
9. Mark the appropriate box if the vehicle belongs to a driving school and the second box if dual controls are fitted.
10. Record (if available) ADI's personal reference number and certificate number from the ADI's certificate displayed on the vehicle's windscreen.
11. If an ADI, interpreter, supervisor or other observer accompanies the test the appropriate box/boxes at the top of DL25 must be marked.

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1.06 ASSESSMENT AND RECORDING OF FAULTS

It is important that, in addition to a common standard of test, there should be a common standard of assessment of candidates' driving ability. The most reliable basis for assessing a person's competence to drive is to observe faults as they are committed and to evaluate them as soon as a confident judgement can be made. Examiners should not be too hasty in making a definitive assessment and marking the fault. Examiners should wait until the event has finished, then mark the fault. Driving **errors must not be double marked**. Once assessed, each fault should be recorded on the DL25 in accordance with the definitions laid out below.

Note: When assessing and marking a manoeuvre, it is not considered as double marking to mark both control and observation.

1.07 DEFINITION OF MARKINGS ON FORMS DL25

1 (a) Eyesight: - Unable to meet the requirements of the eyesight test.

1(b) Highway Code / Safety - (Highway Code for Categories F/G/H only. Safety - PCV safety questions only).

2 Controlled Stop: - Slow reaction / inadequate braking / loss of control.

3 Reverse/left reverse with trailer: - Control: incorrect use of controls and/or inaccuracy.

Observation: lack of effective all round observation.

4 Reverse/right: - Control: incorrect use of controls and/or inaccuracy. Observation: lack of effective all round observation.

5 Reverse Park (road/car park): - Control: incorrect use of controls and/or inaccuracy. Observation: lack of effective all round observation.

6 Turn in road: - Control: incorrect use of controls and/or inaccuracy. Observation: lack of effective all round observation.

7 Vehicle Checks: - Answer safety check questions.

8 Taxi manoeuvre: - Control - incorrect use of controls / inaccuracy.

Observations - lack of effective all-round observations.

9 Taxi wheelchair: Not applicable to category 'B' tests.

10 Uncouple/recouple: - Not applicable to category 'B' tests

11 Precautions: Failure to take proper precautions before starting engine.

12 Control:

Accelerator: uncontrolled or harsh use of the accelerator.

Clutch: uncontrolled use of clutch.

Gears: failure to engage appropriate gear for road and traffic conditions. Coasting in neutral or with clutch pedal depressed.

Footbrake: late and/or harsh use of footbrake.

Parking brake: failure to apply or release the parking brake correctly and when necessary.

Steering: erratic steering, overshooting the correct turning point when turning right or left, both hands off steering wheel or hitting the kerb.

PCV Door exercise: any faults regarding safe operation of the door(s) at bus stops should be marked here. (PCV tests only)

Note: Control faults should not be marked at item 12 if committed at items 3, 4, 5 or 6.

13 Move off:

Safely: failure to take effective observation before moving off, including the correct use of signals.

Under control: inability to move off smoothly, straight ahead, at an angle, or on a gradient.

14 Use of mirror(s):

Failure to make effective use of the mirrors well before:

Signalling.

Changing direction.

Changing speed.

15 Signals: -

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Necessary - signal omitted.

Correctly: Incorrect or misleading signal. Failure to cancel direction indicators.

Properly timed: Signal incorrectly timed so as to be either misleading or too late to be of value.

16 Clearance / obstructions: -

Not allowing adequate clearance when passing parked vehicles and other obstructions.

17 Response to signs /signals: -

Failure to comply with or late reaction to:

Traffic signs - inappropriate response to traffic signs.

Road markings: e.g. double white lines, box junctions, lane direction arrows.

Traffic lights: (not Pedestrian Controlled crossings, this is covered at 24), including failure to move off on green when correct and safe to do so.

Traffic controllers: signals given by a police officer, traffic warden, school crossing warden or other persons directing traffic.

Other road users: Failure to take appropriate action on signals given by other road users.

18 Use of speed:

Driving too fast for road, traffic and weather conditions.

19 Following distance: -

Keep a proper and safe distance from the vehicle in front when moving.

Leave a reasonable gap from the vehicle in front when stopping in lines of traffic.

20 Progress: -

Appropriate speed: driving too slowly for road and traffic conditions.

Undue hesitation: being over cautious by stopping or waiting when it is safe and normal to proceed.

21 Junctions: -

Approach speed: Approaching junctions at a proper speed, either too fast or too slow, for whatever reason.

Observations: Not taking effective observation before emerging.

Turning right: Late or incorrect positioning before turning right, including failing to move forward into the correct position to turn right at traffic lights

Turning left: Positioning too close or too far from the kerb before turning left.

Cutting corners: Cutting right hand corners, particularly where the view is limited.

22 Judgement: -

Overtaking: Attempting to overtake unsafely or cutting in after overtaking.

Meeting - Failure to show proper judgement when meeting approaching traffic.

Crossing traffic: turning right across the path of oncoming traffic.

23 Positioning: -

Normal driving: Incorrect positioning during normal driving, including cutting across the normal road position when going ahead at roundabouts without lane markings.

Lane discipline: Failure to maintain proper lane discipline at junctions, roundabouts with lane markings, one-way systems etc

24 Pedestrian crossings: -

Failure to give precedence to pedestrians on a pedestrian crossing.

Non-compliance with lights at Pedestrian Controlled crossings.

25 Position /normal stops: -

Normal stop not made in safe position.

26 Awareness /planning: -

Failure to judge what other road users are going to do and react accordingly.

27 Ancillary controls: -

Failure to use ancillary controls when necessary.

33 Wheelchair: Pass /fail

Pass/fail/none

Total faults.

Route No.

ETA (Examiner took action): verbally/physically (e.g. dual controls/steering).

D255 (Special needs test). Mark only if a D255 is submitted.

Survey boxes. A-H

Eco-safe driving - not part of Pass/Fail criteria

Control - Starting / moving off / accelerator use / gears.

Planning - Hazard awareness / planning and anticipation / engine braking.

Debrief - If any observer (other than another DSA examiner) who has accompanied the test remains present for the end of test feedback then the debrief box should be marked. (If the observer does not remain for the feedback, the box should be left unmarked).

If the test was not accompanied but the ADI, or any other person attends for the end of test feedback the debrief box should be marked.

NB: If an ADI, interpreter, supervisor or other observer accompanies the test the appropriate box/boxes at the top of DL25 must be marked. **If the ADI is the interpreter both boxes must be marked.** If no third party was present either on test or at the debrief both boxes on the DL25 should be left unmarked.

Activity code.

Pass certificate number + pass certificate number for wheelchair test: signature of candidate to confirm receipt of pass certificate and for health declaration.

Mark box if candidate's driving licence surrendered to examiner.

1.08 DEFINITION OF FAULTS

Faults are defined as follows:

A driving fault is one, which in itself is not potentially dangerous. However, a candidate who habitually commits a driving fault in one aspect of driving throughout the test, demonstrating an inability to deal with certain situations, cannot be regarded as competent to pass the test, as that fault alone must be seen as potentially dangerous.

A serious fault is one, which is potentially dangerous.

A dangerous fault is one involving actual danger to the examiner, candidate, the general public or property. (Note: If the fault has been assessed as dangerous then this should be marked regardless of any action taken by the examiner.

Faults should be marked with an oblique stroke in the appropriate box.

Note: Fails as a result of either one serious fault or one dangerous fault and an accumulation of 16 or more driving faults - the written report only needs to cover the more serious or dangerous fault. Fails as a result of an accumulation of 16 or more driving faults only need to be written up in full.

1.09 PREPARATIONS FOR THE TEST

The examiner should take on test forms DSA10, DL25, DL77, some blank forms DL26 (postal and telephone applications) and additionally in the case of 'home' tests, forms HS3, D255, DT5 and the official tape.

If the route to be used involves an independent section with verbal directions the relevant visual aid must be taken Examiners should always carry one set of verbal direction route diagrams to allow them to 'offer' both methods of independent driving. (This could occur with a special need candidate who declares after leaving test centre)

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Before going to meet the candidate the examiner should insert on the DL25 all the details available prior to the test e.g. the candidate's name, application reference number, driver number, time of test etc.

1.10 NAME BADGES

Name badges **must be worn** when in face-to-face contact with members of the public.

1.11 MEETING THE CANDIDATE

The examiner should ask for the candidate by name, greet them pleasantly, and then:

Ask the candidate for their driving licence, (and if not a photo licence, then a valid passport) and their theory test (TT) pass certificate (if applicable).

Ask the candidate to read and sign the insurance & residency declaration on the DL25.

The 185 day residency regulation only applies to candidates who have moved from EU/EC and obtained a GB provisional licence.

If a licence holder from outside the EU presents a GB provisional licence and questions whether they should sign the residency declaration they should be advised to cross out the residency declaration and replace it with 'Normally resides' before signing. (If the candidate refuses to sign the test must not be conducted).

Compare the signature on the licence with the signature on the DL25 and check the provisional entitlement. Compare the photograph on the photographic identity document against the candidate. If you have concerns that the person in the photograph is not the correct person you may consider that it is a suspected candidate impersonation. - See DT1 Paragraph 1.17 and 'Helpful hints and tips when checking ID' in the Document Library.

Candidates will have to present at both theory and practical tests either:

A valid signed UK (or Northern Ireland) photo card licence. **Both** the photo card licence and paper counterpart.

An old style valid signed UK (or Northern Ireland) paper driving licence; **and a valid passport.**

An EU member state photo card licence and a UK counterpart (D58/2). Note: 'CLH' is not always printed in the licence number any more. This licence is an acceptable form of photographic identification.

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Issue Numbers on Licences

If a candidate presents for

test with a licence that has different issue numbers on the photo-card and paper counterpart, the test should be conducted. Emphasis should be placed on the ID and entitlement of the candidate, and DVLA should only be contacted if the examiner has a query regarding this, not the validity of the licence due to different issue numbers.

Expired Photos

The photograph on a photo-card driving licence expires after 10 years, although in most circumstances the entitlement to drive remains (until aged 70) even if the photograph has expired. DVLA write to all licence holders when their photograph expires advising that by law they must get a new photo to update their photo-card driving licence. However, there may be occasions where a candidate presents for test with an expired photograph on their photo-card driving licence. In these circumstances, the following procedures should be followed:

Candidate arrives for test with an expired photo-card driving licence and the examiner is satisfied that the photograph is a true likeness of the candidate; the examiner should take the test. If the candidate fails they should be advised to apply to DVLA to have their photo-card licence updated. If the candidate passes the examiner should return the licence and advise them they will need to apply to DVLA for their new photo-card licence.

Candidate arrives for test with an expired photo-card driving licence, but the examiner is not satisfied that photograph is a true likeness of the candidate. The examiner should not conduct the test and should advise the candidate to apply to DVLA and update their photo-card licence.

Passports

Candidates are only required to provide a full valid current passport to support their identity where they have a British old style paper driving licence.

The passport does not have to be a UK passport, but holders of non-UK passports should check that they are eligible to take a driving test here.

For those taking the ADI test of instructional ability the trainee licence is accepted instead of a passport.

If the candidate does not have the correct documents then he/she will not be able to take the driving test and may lose their booking fee.

Note: Photocopies of documents are not acceptable.

If a test is not conducted, a full report of the circumstances should be made on the DL25 report.

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The regulations give examiners the discretion to proceed with a test where evidence of a TT pass is available, even if the certificate is not produced. That discretion must be exercised reasonably taking into account the circumstances of the particular case.

1.12 ULTRA VIOLET LIGHT – CHECKING PHOTO-CARD DRIVING LICENCES

Content removed for security reasons

1.13 CANDIDATE'S DRIVING LICENCE AND INSURANCE

Examiners may receive enquiries about driver licensing matters. Basic information is contained in the DVLA leaflet D100, 'What you need to know about driver licences', and a current copy of this should be retained in each DTC.

If it becomes apparent during the course of a test, e.g. from police enquiries, that the candidate's driving licence or insurance is not in order, the test should be terminated and a note made on the DL25 report.

1.14 NORTHERN IRELAND LICENCES

Northern Ireland ordinary driving licences and LGV drivers' licences, full and provisional, are valid in this country. Full licences may be exchanged for equivalent British licences without the need to pass a test.

Note: Northern Ireland licences issued prior to 1989 had no provision for a signature but do have provision for a photograph. If the candidate can be identified from the photograph, the test should proceed.

Check the provisional entitlement and that the date of issue of the licence predates the TT pass certificate. (If the TT pass date precedes the licence issue date then the candidate may have had a disqualification and the TT is now invalid. The TT will need to be passed again before the practical test can be taken).

A period (time) disqualification

If a Theory Test pass was obtained prior to the licence being revoked, it is still valid providing it is still in date, i.e. no more than 2 years old. In such cases the test should proceed.

A disqualification with a re-test requirement

When a candidate is disqualified and a **re-test** is required (extended or normal, including a disqualification under the New Drivers Act), the candidate must pass a further Theory Test.

Return the documents and invite the candidate to lead the way to the vehicle.

1.15 UNDER AGED DRIVERS

Where the DL34 or driving licence shows that the candidate is below the required age for the category of vehicle being used for the test, the examiner should make discreet enquiries, away from the waiting room area, to establish the correct age. If these enquiries confirm the candidate is under age the test should be terminated. However, examiners are reminded that the minimum age to drive vehicles in category F and P is 16; and also for category B (and B automatic) when the person is in receipt of the Higher rate of Disability Living Allowance. Where an under aged candidate is only discovered at the end of a PASSED test, the examiner should issue the DSA10 without comment and report the matter to COB, who will inform DVLA.

1.16 UNDECLARED DISABILITY

If the examiner notices then, or during the test, that the candidate may suffer from some restriction of movement, which could be classed as a disability, make discreet enquiries at an appropriate opportunity. In the case of physically disabled persons examiners should ask about any adaptation(s) fitted to the vehicle and how they operate in relation to the disability. This information should be recorded in detail in the appropriate box on the DL25 and will be helpful in completing the D255.

Care should be taken when the test is accompanied to obtain permission from the candidate before discussing disability issues.

1.17 SUSPECTED IMPERSONATION

Content removed for security reasons

1.18 PRE-BRIEF

Examiners should take the opportunity on the way to the car or before moving off, to briefly explain to the candidate what will happen on the test.

1.19 DL25 FURTHER DETAILS

The rest of the candidate's details can now be entered on the DL25.

ADI Number

If an ADI certificate is displayed in the windscreen or the ADI identifies themselves to the examiner and indicates that they wish the candidate to be linked to their name, then the ADI number and serial number from the ADI certificate should both be entered on the DL 25.

Note: Data Protection Act. If the ADI certificate is not displayed then the ADI number must not be entered on the DL 25 and neither the candidate nor accompanying driver should be questioned about the identity of the instructor.

1.20 EYESIGHT

Care should be taken to select a clean number plate on a stationary vehicle, which can be clearly viewed. The candidate should first be asked to read a number plate containing symbols 79.4 mm high, which is obviously more than 20.5 metres away. If the candidate is unsuccessful, they should be asked to read another plate and, if necessary, allowed to walk forward until it is just over the appropriate distance away.

If the second plate is not read correctly, the examiner must use the official tape to measure the precise distance from a third plate. If the candidate fails to read the third plate, and the examiner is satisfied beyond doubt of their inability to comply with the eyesight requirement, they should be told that they have not reached the required eyesight standard and this means immediate failure to pass the test and that the remainder of the test will not be carried out. Item 1 on the DL25 should be marked with an oblique stroke and a note 'Tape used' showing size of symbol and measured distance inserted on the back of the DL25, together with the correct number and the candidate's interpretation of it.

A DL25 should be issued, and the candidate asked to sign form DL77 acknowledging that they were unable to comply with the eyesight requirement. If the candidate declines to sign the DL77 the matter should not be pursued and the form annotated accordingly. The DL77, attached to the duplicate D255, should be retained in a file in the DTC for inspection by the Supervising Examiner.

Note: A candidate must never be asked to read a number plate at a distance less than 20.5 metres (or 20 metres for new style number plates).

If the candidate uses glasses to read a number plate, then removes them to drive, the examiner should point out that, if they can only read the plate with the aid of glasses, the law requires them to be worn whenever they are driving. If they subsequently take them off during the drive, they should be informed that unless they are worn when driving, the test will be terminated.

The following advice may help examiners to deal with unusual situations, which may arise when applying the eyesight test:

If at any time prior to the eyesight test it transpires that a candidate is without their glasses, or has the wrong ones, they should be told that, if they take and fail the eyesight test, their driving test will be recorded as a failure. If the candidate elects to continue the examiner should proceed with the test in the normal way.

A candidate may attend for test with bioptic (telescope) spectacles. DVLA Drivers Medical Group has advised us that bioptic devices are currently not acceptable for driving in Great Britain. The use of bioptic devices in order to meet the prescribed eyesight standard should not be allowed at the time of driver training nor when the candidate undertakes a driving test. In these circumstances, the candidate should be informed that bioptic devices are not acceptable and unless they can read the number plate by conventional means the test must be terminated. Examiners must not allow the eyesight test to commence if the candidate tries to use one of these devices. More information on bioptic devices can be obtained from the DVLA website under 'Medical Rules for Drivers' from the main menu.

If the candidate decides not to continue, a brief note of the circumstances should be made on the DL25. If they have not already signed the DL25, they should not be asked to do so.

If the candidate attempts to read a number plate, with or without glasses, but is unable to do so, and then explains that they have either lost or broken their glasses or has brought the wrong ones, they must fail.

If the light is suitable for testing but nevertheless cannot be considered 'good daylight', the candidate may, if necessary, be asked to read a number plate at the measured distance. However, if they cannot do so, they should not be regarded as having failed, and the test should be terminated and the circumstances reported to booking section.

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Note: new style number plates were introduced on the 1st of September 2001. These number plates can be easily identified as they start with two letters. The distance requirement for the eyesight test with the new style number plate is 20 metres. These number plates can be easily identified as they start with two letters.

1.21 VEHICLE SAFETY CHECK QUESTIONS

Before moving away candidates must be asked 2 vehicle safety check questions.

Questions must consist of one 'show me' and one 'tell me'.

To ensure uniformity the questions must be selected from those listed at ANNEX ONE. The questions used should be recorded on the rear of the DL25, for example S1 and T7 - there is no need to write out the whole question.

As a general rule the questions should be used in rotation. However, examiners will need to exercise common sense and discretion at times, for example in deciding whether a question which involves opening the bonnet is appropriate in high winds or heavy rain.

Although some checks may involve the candidate in opening the bonnet to identify where fluid levels would be checked, candidates must not be asked to touch a hot engine or physically check the fluid levels.

Assessment

One or both questions answered incorrectly will result in one driving fault being recorded on the DL25 in the appropriate box. However, examiners should not pursue questions unduly in an attempt to elicit the precise responses listed; they should bear in mind that these are basic safety checks, and that in-depth knowledge is not required for the answers to be acceptable.

If the Examiner has to take action to avoid danger to the candidate, examiner or another road user, an ETA will be recorded and a serious/dangerous fault recorded under the appropriate heading on the DL25. As an example, when asked to demonstrate how to check that the lights are working, the candidate inadvertently starts the car up in gear and the Examiner has to take action. An ETA would be recorded and a serious fault recorded at 'Precautions' on the DL25. The candidate may however complete the check correctly and therefore nothing would be recorded under 'Safety Questions'.

As vehicle technology advances, more cars are being equipped with electronic diagnostic systems which inform the driver of the state of the engine fluid levels, tyre pressures, etc. It is acceptable for a candidate to refer to the vehicle information system (if fitted) when answering questions on topics such as fluid levels or tyre pressures.

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Examiners need to be aware that although it may be necessary in order to carry out some of the checks, the ability to open the bonnet is, in itself, not one of the competencies which candidates are required to demonstrate.

Instructors are expected to teach it, but should a candidate experience difficulty, it will be acceptable for the accompanying driver to assist in the opening and closing of the bonnet. Candidates should not be penalised if this proves necessary.

Special needs

Where a special need prevents a candidate from carrying out a practical activity they should be asked to demonstrate understanding by oral explanation.

Health and safety

Examiners must wear fluorescent vests (not full jackets) when asking the vehicle safety questions on the road. If necessary, candidates should be discouraged from standing in a vulnerable location (e.g. along the offside of the vehicle in a busy road) when carrying out these checks.

1.22 DIRECTION INDICATORS AND STOP LAMPS

Before entering the vehicle, the examiner should make a brief visual check of direction indicators and stop lamps. If this reveals any obvious damage, which raises doubts as to whether they are operational, the examiner should offer to assist the candidate in making a practical check and ask them to operate the appropriate control. If the suspect item does not function satisfactorily the candidate should be given the opportunity to rectify the fault. If this cannot be done within 5 minutes the test should be terminated. To avoid subsequent argument, the candidate should be asked if they wish to confirm by personal observation that the particular item does not function satisfactorily, in which case the examiner should operate the control.

In deciding whether or not direction indicators and stop lamps are in an acceptable condition for the purposes of the test, examiners should be guided by the principle that no candidate should be turned away whose test could reasonably be conducted; for example if both obligatory stop lamps are working but the high level light is not the test must proceed.

1.23 L' (OR `D' PLATES IN WALES)

If 'L' (or 'D' in Wales) plates (or only one plate) are not displayed the examiner should ask the candidate about their licensing entitlement.

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If the candidate has only provisional entitlement to drive the vehicle used for the test, the examiner should explain that the regulations require the vehicle to display 'L' (or 'D' in Wales) plates clearly visible from the front and back. A set of 'L' (or 'D' in Wales) plates should be kept at the DTC and offered to the candidate for their use. The candidate should be given reasonable time to comply with the regulations. If they are unable to do so, the test should be terminated.

If the candidate holds a full licence for the category in which the test is being taken, or a valid licence issued outside the UK and has not been resident or a visitor for more than 12 months, the test should proceed normally.

1.24 VEHICLE EXCISE LICENCE

Any vehicle presented for test must display a valid Vehicle Excise Licence*, Crown Exemption Excise Licence, Automated First Registration & Licensing (AFRL) tax disc or diplomatic registration plates**.

*New unregistered vehicles may be licensed midway through the month. DVLA have confirmed that as long as a vehicle is new and the tax disc shows a valid expiry date it is legal to drive. This applies whether or not it has +1/2/3 weeks showing on the tax disc.

**Diplomatic Plates - general information: The registration plate should conform to the following format - No. No. No. D or X No. No. No. (e.g. 123 D 456 or 789 X 321).

Diplomatic plates should also show 'DVLA' in small letters as an additional security marking.

It is legal to use or keep a vehicle on public roads for up to five working days after the current tax disc has expired whilst waiting for a new tax disc to arrive. This only relates to those who have applied for a new tax disc before their current tax disc has expired. The expired disc should continue to be displayed on the vehicle until the new one has been received. For the purposes of this note a working day means; Mondays to Fridays not including bank holidays. Individuals can now also apply to buy their tax disc from the fifth day of the month their current tax disc is due to expire in.

If the vehicle is not displaying a tax disc the test should be terminated, except when the candidate produces a form V100/1 issued by DVLA (subject to the criteria listed below). This form is issued when the original Vehicle Excise Licence is lost or stolen, and the applicant has to wait for DVLA to issue a replacement.

Providing the form conforms/contains the following information, the test should be taken:

- official stamp from the issuing office
 - registration number of the vehicle presented for test
 - signature of the issuing officer
 - form is not over 14 days old from the date of issue.
-

1.25 EXAMINER'S DOOR AND SEATING

The examiner must sit in the front passenger seat of the vehicle, as this is the best position from which to observe the candidate's performance. Before moving away the candidate may check that the front passenger door is properly closed or locked. This is usually done to show the examiner that they are aware of the safety precautions to take before moving off. Examiners should not in any way indicate that this precaution is other than a proper one for any driver to take.

If an examiner would prefer the door not to be locked they should unlock it and, if necessary, politely mention this to the candidate. The examiner should of course exercise ordinary commonsense responsibility to see that the door is properly closed.

Cars presented for test must be fitted with a passenger seatbelt, passenger head restraint and an interior mirror for the examiner's use. A spare stick-on interior mirror should be kept at the driving test centre.

1.26 SEAT BELT, HEAD RESTRAINT AND MIRROR

Before starting the drive, the examiner should ensure that their seat, seatbelt and head restraint is adjusted correctly, to ensure safety and comfort. Examiners should also ensure they are sitting comfortably and in a stable position in order to support themselves in the event of sudden braking or an accident.

The interior mirror fitted for the examiner's use should be adjusted so that the examiner has a view to the rear.

Note: it is not a legal requirement that the head restraint be adjustable, but the passenger seat head restraint must be fitted as an integral part of the seat. 'Slip-on' type head restraints are not permissible.

Additional information on rear seat belt use:

any rear seat passenger(s) accompanying an examiner during a driving test **MUST** wear a seat belt

any rear seat passenger(s) refusing to wear a seat belt, should not be allowed to accompany the examiner on test - this includes a person who holds a seat belt exemption certificate

If a rear seat passenger refuses to wear a seat belt (whether or not they hold an exemption certificate) and refuses to leave the vehicle, the test should be terminated.

Should the ADI/accompanying driver choose not to and/or not be able to accompany the test the examiner should ask the candidate if they would like them to be present at the end of test for the result and debrief

When rear seat belts are not fitted to the vehicle - rear seat passengers **MUST NOT** be allowed to accompany an examiner on test

1.27 INSTRUCTIONS TO CANDIDATES

Examiners should ensure their instructions are absolutely clear. Candidates must not be left in any doubt about the route to be taken. Directions should be given in good time, especially where marking of traffic lanes indicate an option. At complex junctions and gyratory systems, a request simply to turn right or left may not be enough to indicate the route clearly. Candidates should not be given any grounds to complain of being flustered or uncertain. It should not normally be necessary to ask a candidate to stop the engine.

Independent Driving Briefing:

It is important that the candidate is left in no doubt what is required in the independent driving section of the test. There are three methods of independent driving, following traffic signs, a series of verbal directions (supported by a diagram), or a combination of both. The examiner should pull the candidate up on the left and clearly brief the method required. (See Chapter 7.35 General Matters)

1.28 START OF DRIVE

The drive should start without any instruction from the examiner except to indicate the immediate route to be taken.

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1.29 STARTING THE ENGINE

The candidate should ensure that the handbrake is applied and the gear lever/selector is in neutral before starting the engine.

1.30 MOVING OFF

The examiner should observe whether the candidate first sees to the front, then to the rear, that the way is clear for pulling out, gives the appropriate signal if necessary, and moves away smoothly and safely. Wherever possible, ability to move off on a reasonably steep uphill gradient should be tested. A candidate starting on a gradient should be capable of paying attention to other traffic as well as moving their vehicle away without rollback and/or excessive engine revolutions. If stopping on a hill is not possible an additional 'normal' stop need not be sought. However, the test must always include moving off at an angle from behind a stationary vehicle.

1.31 EMERGENCY STOP

An emergency stop should be carried out on one third of tests chosen at random. It can normally be carried out at any time during the test; but the emergency stop exercise **MUST** be carried out safely where road and traffic conditions are suitable. If an emergency has already arisen naturally during the test this special exercise is not required; in such cases the candidate should be told and a note made on the DL25.

With the vehicle at rest the examiner should explain to the candidate that they will shortly be tested in stopping the vehicle in an emergency, as quickly and safely as possible.

The warning to stop the vehicle will be the audible signal "Stop!" together with a simultaneous visual signal given by the examiner raising the right hand to face level, or in the case of a left hand drive vehicle, raising the left hand. This should be demonstrated.

The examiner should explain to the candidate that they will be looking over their shoulder to make sure it is safe to carry out the exercise, and that they should not pre-empt the signal by suddenly stopping when the examiner looks round, but should wait for the proper signal to be given. To minimise the risk of premature braking, examiners are advised to ask the candidate if they understand the ES instructions.

The emergency stop must not be given on a busy road or where danger to following or other traffic may arise.

It is essential that examiners take direct rear observation to ensure that it is perfectly safe to carry out the exercise. They must not rely on the mirrors.

If the exercise cannot be given within a reasonable time the candidate should be asked to pull up, care being taken to choose the right moment as the candidate will have been expecting the emergency stop signal and may react accordingly. They should then be advised that the exercise will be given later and that they will be warned again beforehand. Alternatively, if conditions ahead are expected to be favourable, they should be reminded that the exercise will be given shortly, and the instructions repeated if necessary.

If a candidate asks whether they should give an arm signal, they should be told that the command to stop will be given only when it appears that no danger will arise as a result of a sudden stop, but that they should assume that an extreme emergency has arisen and demonstrate the action they would take in such a case.

The emergency stop exercise must not be used to avoid a dangerous situation.

ABS - Anti-lock braking system.

Note: Anti-lock braking systems (ABS) are being fitted to an increasing number of vehicles. Examiners should not enquire if a vehicle presented for a test is fitted with ABS.

Most ABS systems require the clutch and footbrake to be depressed harshly at the same time to brake in an emergency situation; therefore a fault should not be recorded purely for using this technique with a vehicle fitted with ABS on the emergency stop exercise. On the emergency stop exercise, under severe braking, tyre or other noise may be heard, this does not necessarily mean the wheels have locked and are skidding. Examiners should bear these points in mind when assessing the candidate's control during this exercise. Further advice regarding ABS is given in the DSA publication 'driving the essential skills'.

1.32 MANOEUVRING EXERCISES

The candidate will be asked to carry out two set exercises.

One controlled stop (see General Matters 7.35) and one of the following, which may be selected at random:

- Turning in the Road (using reverse gear)
- Reversing into a junction (either to the right or left)
- Reverse Parking (either into a bay, or on the road)

Examiners should ensure the random use of the reversing manoeuvres is evenly spread. Identifiable patterns (times, routes etc) should be avoided so that the random aspect of manoeuvre selection is retained.

The examiner should select exercises as suitable opportunities arise during the test, and should note the selection on the DL25 by marking either item 3, 4, 5 or 6. Note: set exercises should not be carried out during the independent driving section.

1.33 THE REVERSE PARK EXERCISE

The reverse park exercise can be conducted either into a parking bay in the DTC car park or on road. Examiners have flexibility in making a choice of which manoeuvre to use (left reverse, TIR, Reverse Park) **providing that each manoeuvre is used equally over a period of time.**

PARKING IN A BAY IN THE DTC CAR PARK

The size and layout of the car park may restrict the options available to the candidate. Examiners should allow the candidate to reverse into any bay of their choice and no attempt should be made by the examiner to determine or dictate which bay is used or how the candidate carries out the exercise.

AT THE START OF THE TEST

After the pre-brief the candidate should be told that, before going on to the road, they are to carry out the reverse park exercise into a convenient bay. They should be asked to drive out of the bay to the left or right (if both options are available in that car park) and stop with the wheels straight before reversing into any convenient bay and parking the car (examiners should not instruct candidates to park in the centre of the bay). The instruction is to prevent them reversing back, into the bay on the same lock.

Providing some attempt has been made to straighten the front wheels, examiners should not be concerned if the wheels are not completely straight. The candidate may elect to drive forward to adjust the angle at which they address the bay they intend to reverse into, or space permitting, they are allowed to drive forwards into one bay before reversing back in a straight line into the opposing bay.

Once the exercise is completed the candidate can be given the instructions for following directions around the route.

AT THE END OF THE TEST

On the approach to the centre the candidate should be advised to turn into the car park and reverse into any convenient bay to park the car. The candidate can again make their own choice of bay and carry out the manoeuvre in the way that they choose, given the restrictions that may be imposed by the characteristics of the car park.

Candidates should park within a bay, but examiners should not be too concerned, when making their assessment, of the final position of the car in the bay. **Parking outside the bay is unacceptable.** Candidates should not normally be penalised for crossing the lines when entering the bay. Examiners should consider whether the car could reasonably be left, in that car park in the prevailing conditions, in that position. **Exceptionally** the examiner may feel the need to leave the car before making an assessment. This is acceptable provided the candidate is asked to secure the car and stop the engine.

Irrespective of the presence of other vehicles or pedestrians, the candidate should be expected to take all round observations to ensure that the manoeuvre is executed safely. The question is not whether there is anybody there, but whether the candidate has taken adequate observations to ensure that safety is maintained throughout the exercise. Observation should be assessed as though the exercise was carried out on road.

At some DTCs, to avoid congestion, it will be necessary for some examiners to carry out the exercise at the start of the test and some at the end. The exercise may be completed into any empty marked bay, irrespective of whether cars occupy the adjacent bays, providing that these vehicles do not encroach on the bay to be used.

PARKING ON THE ROAD

The candidate should be asked to pull up well before a parked vehicle identified by the examiner. They should then be asked to drive alongside it and reverse into a parked position either: -

Behind one parked car, when the exercise should be completed within two car lengths; or

Between two parked cars, where the gap should be equal to about two car lengths,

Note: Drivers of vans or other small commercial vehicles are expected to do this exercise in exactly the same way as a car driver. Vehicles parked on the offside of the road should not be used.

The candidate should show proper care for the safety of other road users while reversing.

If, because of the examiner's seating position, the candidate has difficulty in taking observation, examiners should be prepared to adjust their seating position during the reversing exercises.

This exercise should not be carried out in the independent drive section of the test

1.34 REVERSING

The road used for this exercise should be not less than twice the width of the candidate's vehicle. A right-angled corner at a quiet junction in a side street would be suitable. The exercise must not be applied at crossroads, near or between other vehicles, or in car parks or gateways.

For a left-hand reverse the candidate should be asked to pull up before the road on the left into which they are to reverse. They should be told to drive past and reverse into it, continuing in reverse gear for some distance after straightening up, and keeping reasonably close to the left-hand kerb.

For a right-hand reverse (usually a closed van), the candidate should be asked to pull up on the left well before the road on the right into which they are to reverse. They should be asked to continue on the left until they are past the road, then move across to the right-hand side of the road to reverse into it. They should continue in reverse gear well down the side road, keeping reasonably close to the right-hand kerb. It is important that the candidate reverses well down the side road because, in moving forward after completing the manoeuvre, they have to regain the left-hand side of the road.

The candidate should show proper care for the safety of other road users while reversing.

A candidate may refer to advice in the Highway Code and ask the examiner to assist in the reversing manoeuvre. Whatever type of vehicle is being driven, they should be informed that the purpose of the test is to prove their competence to drive it without the help of a supervisor, and that they should carry out the exercise as if they were unaccompanied. **The examiner must not get out of the vehicle to direct or assist the candidate.**

This exercise should not be carried out in the independent drive section of the test

1.35 TURN IN THE ROAD

The object is to see if the candidate can manoeuvre and control the vehicle in a restricted space where proper use of the clutch, accelerator and handbrake, combined with judgement of the position of the vehicle in relation to the kerb, is essential. The place selected should be a quiet road, preferably without gradient, about 6 metres (20 ft) wide, but wider if the candidate's vehicle is longer than average. The exercise may be carried out on a road with a steep camber if a suitable place to test moving off on a gradient is not available elsewhere on the route.

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The candidate should be asked to try to avoid touching the kerb during the manoeuvre. If the candidate starts by reversing, they should be stopped and reminded that the first part of the turn should be carried out in forward gear. The candidate should show proper care for the safety of other road users while turning.

This exercise should not be carried out in the independent drive section of the test

1.36 REACTION TO TRAFFIC SIGNS AND SIGNALS

The examiner should satisfy himself that the candidate reacts promptly and correctly to traffic signals and signs and to signals given by the police, authorised traffic controllers and other road users.

The candidate should be fully aware of their responsibilities at pedestrian crossings, and act accordingly.

1.37 METHODS OF SIGNALLING

Candidates normally signal by direction indicator but may, if they wish, additionally signal by arm. Signals should be assessed on whether necessary and appropriate signals are given in good time, and indicators cancelled afterwards.

In the case of a disabled driver it will usually be apparent whether they are physically capable of signalling by indicator and arm. However, if the examiner can only satisfy himself about this by observing the candidate giving signals whilst actually driving, they should specifically ask the candidate to signal by indicator or arm as appropriate, but only for as long as is necessary to determine whether or not they should be restricted to driving vehicles fitted with direction indicators and stop lamps.

At certain test centres in remote areas, a particular procedure, approved by the Supervising Examiner, may have to be adopted in which the candidate is asked to assume during the test that another vehicle is following closely and to give signals accordingly.

1.38 ROAD JUNCTIONS

The examiner should observe whether the candidate has the vehicle under proper control and in the appropriate gear, takes account of the type of junction, road signs and following traffic, gives any necessary and appropriate signals in good time, and keeps the vehicle correctly positioned throughout. The examiner should also note whether the candidate takes adequate and effective observation before entering the intersection, and that they do so with due regard for other road users.

The route should include some residential roads to observe the candidate's reaction to crossing intersections on lightly used roads. A driver who is over-cautious at a main road may act differently at a junction of less important roads.

1.39 OVERTAKING, MEETING AND CROSSING

The examiner should observe the candidate's actions in overtaking and meeting other vehicles, and crossing the path of other traffic when they are turning to the right. Before overtaking, the mirror(s) should be used to observe following traffic, and appropriate signals given if necessary. While showing consideration for other traffic, the candidate should not give way unduly when it would be safe and proper to proceed. On the other hand they should not be inconsiderate, e.g. by turning right in the face of closely approaching traffic.

1.40 STOPPING NORMALLY

A minimum of two normal stops should be made during the test.

Independent Driving

A normal stop may be included when pulling up to start the independent drive section, or when pulling up for an additional phase, providing the road conditions allow and the correct wordings are used. Candidates should not be asked to carry out a normal stop once they have begun driving independently.

1.41 ECO SAFE DRIVING

'Eco-safe Driving' is a recognised and proven style of driving. It contributes to road safety while reducing fuel consumption and emissions and is part of the EU 3rd Directive on Driving Licences, which reflects the increased awareness and need for economical / environmentally friendly driving.

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Note: 'Eco-safe Driving' will not contribute to the result of the test.

The Eco-safe driving boxes on the DL25 are used to record an assessment of the driver's ability to drive with economy and the environment in mind. The assessment of Eco-safe driving is taken over the whole test, not focussing on one instance - candidates only need to display knowledge of Eco-safe principles they are not expected to be experts. A candidate may sacrifice Eco-safe driving techniques so as not to compromise safety. This should always be carefully considered in the assessment process.

There are two Eco-safe headings: control and planning:

(The examples below do not cover the whole range of Eco-safe driving styles and are for guidance only).

Control: Changing down to lower gears when the road speed is too high is not considered an 'Eco-safe driving' technique. It uses fuel unnecessarily, as does needless harsh acceleration and using the higher rev range between upward gear changes.

Doing so is a waste of fuel with no gain in safety or performance.

A driver should understand the capabilities of his/her vehicle and should be able to take advantage of the power/torque characteristics of the engine by utilising the highest gear possible without causing the engine to labour. The ability to utilise a lower 'rev' range should ensure that fuel is not being used unnecessarily and therefore fewer pollutants will be released through the exhaust system.

Planning: Needlessly stopping then moving away from rest has a detrimental effect on fuel consumption. An Eco-safe driver will keep the vehicle on the move whenever and wherever it is safe to do so. This technique can be demonstrated at junctions, roundabouts, slow moving traffic and when negotiating other hazard situations with no compromise to road safety. Keeping a vehicle on the move uses less fuel to regain momentum and demonstrates sound Eco-safe driving principles.

If a candidate is driving on an open road and has to reduce speed to comply with a change in speed limit or road and traffic conditions, he/she should be able to do so by responding early. This will allow timely use of the accelerator to use 'engine braking' to assisting the vehicle in slowing down smoothly. The alternative of not using this technique is to brake late, which uses more fuel and is not a demonstration of effective Eco-safe driving principles.

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In the previous examples, if the candidate demonstrates safe driving procedures by not committing control or procedural faults, then no fault should be recorded under another heading on the DL25 other than in 'Eco-safe Driving'.

Whether the result of the test is a pass or a fail if an Eco-safe fault has been recorded in either one or both of the boxes the examiner should debrief the candidate in the normal way and offer him/her a copy of the Eco-safe leaflet which gives more information on tips and techniques to save fuel and reduce emissions.

1.42 END OF TEST

At the end of the practical driving test the examiner should advise the candidate of the test result. A decision to fail should be conveyed sympathetically.

1.43 PASS

DSA10's CERTIFICATES OF COMPETENCE

DSA10's should be completed in black ink. Examiners whose signatures may be difficult to read should print their names after their signature.

Note: Rubber name stamps must not be used on a DSA10 certificate. DSA10's are accountable documents and are issued against an examiner's signature. They **must** be safeguarded at all times.

Provided the examiner doesn't work out of their 'home' Area, they can use any of the books of pass certificates issued from any test centre in that area. If an examiner is working on detached duty in another Area, they should draw DSA10's from the DTC and return them to the DTC on completion of the detached duty.

ISSUING OF DSA 10

The examiner should ask the candidate for their licence or other documentation and copy the name & driver number details direct to the DSA10. The driver number should be copied exactly as shown even if the examiner suspects it is incorrect, e.g. the first 5 letters do not match those of the candidate's surname.

In the case of a Northern Ireland licence, the number should be copied exactly as shown - starting from the left - and a line put through the remaining empty boxes.

The DSA10 certificate should be completed in the following order:

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Title - Mr/Mrs/Miss/Ms etc

Forename, and second forename if any, in full and initial(s) of any other forename(s)

Driver number

Appropriate category

1. Strike out whether vehicle used was automatic

2. Whether an extended test

Restriction code (if appropriate)

Test date in numeric form, e.g. 09.06.00

Name of test centre

Signature/Name of examiner

Applicant's signature & date (if appropriate - non ADLI route)

1.44 DOCUMENTATION AT END OF TEST

Pass

The LMS (Licence Surrender) must be completed for all tests using a DL25:

If the licence is surrendered for full ADLI (no change of address) fill in the 'yes' cross.

If the licence is surrendered for partial ADLI (change of address) fill in the 'Change of Address' (COA) cross.

If the licence is not surrendered, fill in the 'No' cross.

An EU member state photo card licence with a UK counterpart cannot use the ADLI route and must be returned to the candidate.

The examiner should give the candidate the DSA10 certificate and 3rd/4th copies of the DL25.

Fail

The LMS (Licence Surrender) must be completed and fill in the 'No' cross.

In the case of failure the examiner should: give a de-brief and the candidate the 3rd/4th copies of the DL25 and offer a test application form.

1.45 DE-BRIEF

At the end of a test the examiner should offer the candidate a brief explanation of the faults marked on the DL25. This de-brief should aim to give the candidate a 'word picture' of their driving, including all serious and dangerous faults recorded and a selection of repeated driving faults. If a candidate fails on an accumulation of more than 15 driving faults then all the faults need explaining.

If the instructor/trainer/accompanying driver **is** present for the decision & de-brief, the examiner should ask: 'would you like you're (instructor/trainer/accompanying driver) to be present for the conclusion of the test?' If the instructor/trainer/accompanying driver is **not** present the question should not be asked.

If any observer (other than another DSA examiner) who has accompanied the test remains present for the end of test feedback then the debrief box should be marked. (If the observer does not remain for the feedback, the box should be left unmarked).

If at any time the instructor/trainer/accompanying driver comes over to the vehicle to listen to the conclusion of the test, and a debrief is to be given, the examiner must ask the candidate whether they want their instructor/trainer/accompanying driver present - consequently if they do attend for the feedback the debrief box should be marked.

If the candidate elects not to have their instructor/accompanying driver present for the decision & de-brief, then the examiner should ensure that the candidate's request is complied with.

If a candidate's performance has been of a very poor standard involving a multitude of serious or dangerous faults, the examiner should use discretion and explain only the most serious faults.

If in exceptional circumstances, an examiner decides not to give an explanation, full reasons for the decision should be noted on the DL25.

Where a candidate refuses the de-brief, the examiner should give their opinion as to why, or any explanation given by the candidate, on the back of the DL25(B).

If the candidate wants to discuss the test in greater detail, it should be explained that examiners are not permitted to do this. However, to be helpful, the examiner should suggest that their comments about the items marked be relayed (by the candidate) to their instructor, who should be able to provide the detail required.

If a candidate argues or becomes abusive, or so upset that an explanation is obviously of no value, the examiner should abandon the attempt and a brief note should be made on the DL25.

1.46 DRIVING TEST REPORT

This form provides, for every test, a record of particular details relating in the main to the candidate, their vehicle, and their driving performance. The back of the form is completed in the office after the test.

The appropriate 'Weather box' (or boxes) should be marked.

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A brief description of the candidate should be sufficient to call them back to mind should the need subsequently arise. The candidate's gender and approximate age should be given. The candidate's age should be estimated from the candidate's appearance and **not** worked out from the driver number.

Best practice recommends the use of the following categories for ethnic descriptions:

White

British, Irish or any other white background.

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background

Black or black British

Caribbean

African

Any other Black background

Chinese or other ethnic group

Chinese

Any other

Note: Examiners should ensure that any description is factual but cannot be misconstrued as being in any way offensive. Therefore, if there is any doubt about the accuracy of the candidate's ethnic origin, the written description must commence with words '**Appeared to be**'

e.g. appeared to be Asian British. Male, about 36 yrs, stocky, deep voice. Appeared to be Black African. Female, 40-45, tall, long hair. Appeared to be Chinese. Male, 20-25, slim, glasses.

Alternatively if there is no doubt about the ethnic description of the candidate it can commence e.g. White male, 18-20, average build and height, dark collar length hair.

Further guidance/or clarity regarding race equality can be obtained from the pamphlet 'Guidance on Race Relations (Amendment) Act 2000' or the Equality & Diversity Manager in Human Resources Team Nottingham.

Note: Examiners should ensure that any description is factual and cannot be misconstrued as being in any way offensive.

Mark 'ID' boxes.

Under 'Remarks' record what combination of safety check questions were asked.

After failed tests, details, which may be useful in dealing with any enquiry or complaint, should be recorded, e.g.

The amplification of any serious or dangerous fault recorded on the front of the form.

Any unusual driving fault or habit

Any aspect of driving worthy of note for which there is no printed abbreviation

Notes of variations from standard controls

Any unusual behaviour or comment by the candidate

Any other special feature of the test, such as the vehicle being in a car park and causing difficulty before the test started.

Note: Plain words should be used with no abbreviations.

After passed tests, any unusual incidents or circumstances that occurred should be recorded.

Followed by the examiner's signature in the box provided.

1.47 THE EXTENDED TEST

Drivers convicted of certain dangerous driving offences are required to take a mandatory extended driving test following a period of disqualification; these will be identified on the DL34. The procedure for conducting these tests is the same as for any other driving test with the following exceptions: -

On meeting the candidate the examiner should, in the pre-brief, inform the candidate that the test will take approximately 70 minutes and will be conducted on a variety of roads including those where the national speed limit applies

The emergency stop exercise must be carried out on every test.

Successful candidates should be issued with a DSA 10 certificate.

Note: The length of the driving part of the extended test is prescribed in Regulations as being of not less than 60 minutes duration. Examiners must note on the DL25 the time the candidate first moved off and the time the candidate returned to the test centre and stopped the engine.

1.48 EXTENDED TEST (ASSESSMENT OF FAULTS)

The normal methods of assessment should be applied. However, examiners are reminded that most candidates are likely to have had considerable driving experience, prior to their mandatory disqualification. Because of this, their method and standard of driving will probably be quite different to that of the majority of learner drivers. For example, their ability to take advantage of gaps in the traffic to emerge safely from junctions is likely to be to a much higher standard than that of the less experienced driver. They should not be penalised for this.

1.49 ILLEGAL DRIVING INSTRUCTION

Examiners should inform their local Driver Training Assessment Manager (DTAM) on the appropriate form when it comes to their attention that an ADI's or PDI's certificate is out of date or illegible, so that the correct enquiries can be made and if necessary enforcement procedures started.

ADI certificates are not legally required to be displayed during a driving test. If the certificate is displayed and an examiner needs to remove it from its holder, they should try to avoid causing damage to either the certificate or its holder.

1.50 UNREGISTERED DRIVING INSTRUCTORS

In the normal course of their duties examiners come to recognise the driving schools and ADIs who bring candidates to their centres for tests and to know which cars they use. The re-appearance of an accompanying driver or an unmarked car, particularly one fitted with dual controls, may give an examiner cause for suspicion. An examiner's suspicions may also be aroused if a consistently poor standard of candidate is brought forward by a particular driving school or instructor, or if they see instruction being given in a school car not displaying an ADI certificate or trainee licence.

Examiners must not involve themselves in enforcement and enquiry work; it is particularly important that they do not question candidates or accompanying drivers, or make any comments which may suggest that they have doubts about the bona-fides of any person who may have given driving instruction.

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If examiners encounter anything in the course of their duties which lead them to suspect that an unregistered instructor is at work in their area, they should inform their Centre Manager. The Centre Manager should pass such information to the Sector Manager with as much evidence (test reports, descriptions, vehicle numbers, details of possible witnesses etc.) as is available. The Sector Manager will pass the details to the appropriate Driver Training Assessment Manager (DTAM) for investigation, and examiners will be informed of the outcome in due course.

1.51 HOME TESTS FOR CATEGORIES F, G, H & K

Examiners **must** conduct these driving tests on foot. A suitable location for the test should be arranged with the candidate through the Customer Enquiry Unit and the relevant DTC. The test **must** be conducted on-road at a location where the examiner can see the candidate making left and right turns. Exceptionally the manoeuvre/s (only) can be carried out off-road if there is the possibility of the vehicle damaging the road, but if the vehicle cannot be driven normally on-road it is not suitable for test.

The Regulations require the candidate to demonstrate competence to drive the vehicle without danger to other road users and, where possible, be observed to drive on roads outside built up areas and if necessary on urban roads

Additionally the Regulations required the candidate to act correctly and promptly on all signals given by traffic signs and traffic controllers, take appropriate action on signs given by other road users and demonstrate appropriate signals in a clear and unmistakable manner. In the case of a vehicle with a left-hand drive or of a disabled candidate for whom it is impracticable or undesirable to give signals by arm, there is no requirement to give signals which cannot be given by mechanical means.

Regardless of the transmission configuration of the vehicle presented for test, driving licences for categories K, F, G & H are not restricted to vehicles with automatic transmission. Therefore when completing the DL 25 for categories K, F, G & H the automatic box should not be marked because it will cause a conflict with DVLA's system and delay the licence being issued.

The usual driving test preliminaries of licence checks, identification, eyesight etc. should be carried out. (Examiner must ensure they have an approved tape measure with them in case of an eyesight failure). Two Safety Check Questions should then be asked. The candidate is then directed where to go with the examiner walking to various vantage points to observe the candidate. The normal rules of assessment should be applied. Examiners, who are not familiar with conducting tests of this type, should seek guidance from their SM.

The route number for a home test is 88. The standard category 'B' test duration should be adhered to.

The candidate will not have taken a theory test, so at the end of the practical drive the examiner should ask five questions on the Highway Code and other motoring matters and a sixth question comprising six traffic signs from the DT5. As these types of vehicles are not allowed to drive on motorways, questions should not be asked on this subject.

1.52 UNITARY TEST REQUIREMENTS FOR CATEGORIES F, G, H & K

Note: All the requirements of the test must be carried out.

1. Read in good daylight (with the aid of corrective lenses if worn) a registration mark fixed to a motor vehicle and containing letters and figures 79.4 millimetres high at a distance of:
 - a) 12.3 metres for Category K; b) 20.5 metres (or 20 metres for new style number plates) for Categories F, G & H.
 2. Answer Vehicle Safety Check Questions.
 3. Start the engine of the vehicle.
 4. Move away straight ahead and at an angle.
 5. Overtake, meet and cross the path of other vehicles and take an appropriate course.
 6. Turn right-hand and left-hand corners correctly.
 7. Stop the vehicle in an emergency and normally, and in the latter case bring it to rest at an appropriate part of the road.
 8. Answer Highway Code Questions.
-

1.53 ADDITIONAL REQUIREMENTS FOR CATEGORIES F & G

Carry out a manoeuvre involving the use of reverse gear - usually a left-hand reverse (except in a case where the vehicle is not fitted with a means of reversing).

1.54 ADDITIONAL REQUIREMENTS FOR CATEGORY H

Drive the vehicle backwards and cause it to face in the opposite direction by means of its tracks.

1.55 MINIMUM TEST VEHICLE REQUIREMENTS

Minimum Test Vehicle (MTV) requirements for categories F, G, H & K

All vehicles presented for test must be legally road worthy and covered by insurance for use on test by the candidate.

Note; Not all vehicles in categories F, G, H & K are fitted with indicators & stop lamps, such vehicles are suitable for test except in the case of a vehicle with left-hand drive or a candidate with a special need when it is impracticable or undesirable for them to give signals by arm.

Agricultural tractors - category F

Agricultural or forestry tractors:

- have two or more axles
- are constructed for use as a tractor for work off the road in connection with agriculture or forestry

To drive tractors on public roads you must be at least 16 years old. At 16 you are restricted to a tractor which is no more than 2.45 metres wide and only driving on the road when travelling to and from a driving test appointment until you've passed your category F driving test. At 17 years old you can drive any tractor and you can drive unaccompanied on the road displaying L plates, or D plates in Wales.

Road rollers - category G

Before you can apply for a provisional licence for a category G you must hold a full category B driving licence.

At 17 years old you can drive a road roller:

- with metal rollers
- weighing less than 11.69 tonnes un-laden
- which isn't steam propelled

At 21 years old you can drive other road rollers:

- which have pneumatic, resilient or elastic tyres
- that weigh more than 11.69 tonnes un-laden
- that are steam propelled

Track laying vehicles steered by their tracks - category H

Before you can apply for a provisional licence for a category H you must hold a full category B driving licence.

At 17 you can drive track-laying vehicles up to 3.5 tonnes MAM

At 18 you can drive track-laying vehicles up to 7.5 tonnes MAM

At 21 you can drive track-laying vehicles over 7.5 tonnes MAM

Note: If the candidate's view is so restricted that they cannot make their own decisions about emerging at a junction etc. and needs the assistance of a third party (e.g. tank commander), then the vehicle is unsuitable for the purposes of a driving test.

Mowing machines or pedestrian-controlled vehicles - category K

A mowing machine is a specialist, ride-on, grass-cutting vehicle with permanent cutting equipment.

You must be 16 years old to drive these vehicles.

Note: A pedestrian-controlled vehicle is a powered vehicle where the operator walks with the vehicle, and does not ride on it. This vehicle is not treated as a motor vehicle, so you do not need a driving licence to operate one.

1.56 TECHNICAL UPDATE

Advisory speed limits:

Advisory speed limits are often being used in particularly sensitive areas, such as outside schools, where it is considered that a reduction in speed would benefit the immediate community; they are there to encourage people to drive at a lower speed than they might otherwise do. In common with assessing all other driving situations examiners must assess whether the driver's actions are safe and not automatically record a fault if the driver does not rigidly comply. As in some instances there may be mitigating circumstances, such as in school holidays or at quiet times of the day, where there are very good fields of vision and low pedestrian activity and safety is not compromised. However, there will be instances where to exceed advisory limits could not be considered as safe and sometimes especially in narrow residential streets the driver may need to reduce their speed considerably lower than the advisory limit.

Steering:

To ensure uniformity, when conducting car or vocational tests and ADI qualifying examinations, only assess the candidate's ability to control the vehicle and do not consider it as a fault if, for example, they do not hold the steering wheel at ten to two or quarter to three or if they cross their hands when turning the steering wheel. The assessment should be based on whether the steering is smooth, safe and under control.

02 : The Motorcycle Test

2.01 Motorcycle Minimum Test Vehicles (MTV)

The driving test regulations require a candidate to provide a suitable motorcycle for the purposes of the test. This means that the motorcycle must be roadworthy, taxed, insured and of such construction or design as to enable the examiner to properly conduct the appropriate test. The motorcycle has to be reasonably representative of type.

Speedometers must be in either mph or mph/km/h. Vehicles which have been changed mechanically from km/h to mph are acceptable for test; the face of the speedo has to show mph or mph/km/h, external overlays are not acceptable.

The introduction of modular testing requires candidates to use the same sub-category of motorcycle for both modules of the practical test.

The requirements for motorcycle minimum test vehicles (MTV) are as follows:

Category AM solo moped no more than 50cc and below 4kW have top design speed of no more than 28 mph (45km/h). (Since June 2003 all EC type approved mopeds have met this rule)

Note: All AM machines can be used on test unless there's clear evidence that they don't meet the new rules.

Category A1 solo motorcycle between 120cc and 125cc capacity with an engine power no more than 11 kilowatts (kW) - 14.6 brake horse power (bhp) and be capable of at least 55 mph (90km/h).

Note: All machines between 120 and 125 cc can be used on test unless there's clear evidence that they don't meet the new rules.

Category A2 solo motorcycle at least 395cc capacity have an engine power between 25kW (33 bhp) and 35kW (46.6 bhp) and have a power to weight ratio of no more than 0.2kW per kilogram.

Category A solo motorcycle at least 595cc capacity and have an engine power of at least 40kW (53.6 bhp).

Only disabled riders may use a motor-tricycle or motorcycle and side car for their test.

For category A2 & A DSA will accept evidence from manufacturers or official importers that a specific model of motorcycle meets these requirements and will publish this information where it applies to a number of machines of a specific type. Examiners should refer to the most recent version of the official motorcycle MTV list - this can be found in the DT1 document library.

For machines not on this list or where an individual machine has been restricted to comply with the minimum test vehicle requirements it will be accepted for test providing certified proof of compliance or restriction is available for the examiner. This must be a certificate or on headed paper from an official source such as a main dealer, official importer or recognised specialist in restricting vehicles. Dyno certificates alone are not acceptable.

Restricted A2 machines

Proof of the restriction must be on headed notepaper, showing the registration number, from a main dealer, an official importer or a recognised specialist

Any switchable engine control unit (ECU) or variable power restriction device must be clearly visible showing the power it's set to (an ECU under the seat is acceptable as long as it is easily accessible). Interchangeable carburettor heads, exhaust manifold restrictors or a hidden ECU are not suitable methods of restricting a bike that can be switched between two categories but may be used as a permanent certified restriction.

A dyno test certificate will not be accepted in isolation as proof.

2.02 Automatic Transmission

Candidates may take their test on a machine fitted with automatic transmission that meets the above requirements, however on passing their test they will be restricted to riding automatic machines in the relevant sub-category.

2.03 Modular Test - General Information

The motorcycle test is in two modules. Candidates have two years from the date they passed their multiple choice and hazard perception test to complete both Module One and Module Two of the motorcycle test. (See following Paragraph for progressive access). Candidates must use the same sub category of machine for both modules of the test. The only exceptions are for candidates who pass their module one before 19 January 2013 on any 35 kW (47 bhp) machine - they may carry this entitlement forward and take module two after 19 January on either a category A machine or a category A2 machine providing they meet the relevant age requirement.

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Candidates must always have a valid theory test certificate before taking their first motorcycle practical test. Unless candidates take the progressive access route, they must have a valid theory test certificate before taking any further practical motorcycle tests. A confirmation letter issued by Pearson is acceptable if the candidate has lost their theory test pass certificate. To avoid a test being terminated unnecessarily and with time permitting, examiners should contact the Examiner Hotline to verify a Theory Test pass. If Deployment can provide the required information then the test can be conducted.

If a candidate has not passed both modules within the two year period they are required to re-take and pass the theory test and to re-take and pass Module One of their motorcycle test before they may take Module Two. The two year period will then recommence from the date of the new theory test.

Candidates must present a valid CBT certificate when they take both Module One and Module Two of the motorcycle test. If a candidate's CBT certificate expires they may retake it at any time.

2.04 Upgrading an entitlement.

Candidates who hold a full motorcycle entitlement, gained by passing both theory and practical tests, who wish to upgrade their entitlement before the two year progressive access period is up will have to complete both modules on the larger category machine. They will have six months from the date of passing Module One to pass Module Two. These candidates are not required to re-take their CBT certificate, but they must have a valid theory test pass certificate.

Candidates who are following the progressive access route (from 2015 onwards) will not require a CBT or theory test pass certificate. They will have six months from the date of passing Module One to pass Module Two.

2.05 Licence and entitlement checks.

Check the candidate's ID as per DT1 Chapter 1, paragraph 1.11.

Note: There are changes to the format of new driving licences. New provisional driving licences just show category A start and finish dates, this encompasses all motorcycle sub categories. Therefore it is acceptable if a candidate attends for a category A1 or A2 test when their provisional driving licence shows category A.

Examiners must check a candidate's entitlement carefully. This is particularly important for Module Two when the examiner must check that the sub-category of machine on the Module One pass certificate is the same as the vehicle presented for the Module Two test.

Following disqualification from riding under the Road Traffic Act, or revocation under the New Driver's Act, all riders are required to complete CBT to validate their new provisional driving licence when it is issued. This applies in all cases, including those where the person previously held full motorcycle entitlement. A DL196 issued prior to the disqualification period is invalidated by the disqualification.

If a disqualification is shown on the driving licence, examiners should check that the date of issue on the DL196 is after the issue date of the provisional licence. If the DL196 is dated before the date of issue of the licence the test cannot be taken.

Riders who have had their licence revoked under the New Drivers Act will not have a disqualification shown on their licence, but must re-take CBT and present their CBT certificate (DL 196) at test.

If having made all appropriate checks a candidate's entitlement cannot be established the test will not be able to proceed.

2.06 Examiner Journals

Examiner journals will be sent out by DTCS in the usual manner for all locations with fax machines. Some non DSA Module One locations may not have access to fax machines, these will be treated as out stations. TCMs will be responsible for agreeing different arrangements, e.g. arranging to collect on the way to the centre.

2.07 Completion of DL25 MC

The top section of the DL25 MC should be completed following existing guidelines. This includes only entering the candidate's names on the B and C copies.

The motorcycle test is in two modules and a candidate must use the same sub - category of machine for both modules. It is therefore very important that examiners ensure the licence sub-category they enter on the DL25 and the pass certificate match the motorcycle actually presented for test, not copied from the journal.

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The following codes and test types should be used when completing the DL25MC:

A - Module 1

DL25 Category AM1

DL25 test type 16

A2 - Module 1

DL25 Category A2M1

DL25 test type 16

A1 - Module 1

DL25 Category A1M1

DL25 test type 16

AM - Moped Module 1

DL25 Category AMM1

DL25 test type 17

A - Module 2

DL25 Category AM2

DL25 test type 1

A2 - Module 2

DL25 Category A2M2

DL25 test type 1

A1 - Module 2

DL25 Category A1M2

DL25 test type 1

AM - Moped Module 2

DL25 Category AMM2

DL25 test type 9

If the candidate has used a machine fitted with automatic or semi-automatic transmission the relevant box on the DL25MC should be marked.

The appropriate category A, A1, A2 or AM should be entered on the DSA12 module 1 pass certificate.

2.08 Module 1 Preliminaries

This Module begins with the normal identity and entitlement checks. The candidate is required to sign the insurance and residency declarations. The candidate must produce the following valid documents:

Driving licence - both parts of a photo card licence or a paper licence and current passport.

DL 196 CBT certificate

Theory test pass certificate (unless exempt)

The following numbers relate to the DL25 MC:

Note: Photocopies of documents are not acceptable.

1a There is no eyesight test in Module One, this is carried out in Module Two. This box should not be used.

1b The safety and balance questions do not form part of Module One, they are included in Module Two. This box should not be used.

2 - 8 These boxes should be used to record any faults committed on the Motorcycle Manoeuvring Area. Only one fault per exercise should be recorded.

9 The speed recorded for each attempt at the avoidance and emergency stop exercises should be recorded.

10 - 11 These boxes feature on both modules.

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12 - 26 Not used for Module One.

27 Faults committed during the first cornering and controlled stop exercise should be recorded here.

Result of test: Mark appropriate box.

Total Faults: Record number of faults - Five or less rider faults required to pass, more than five rider faults or one or more serious or dangerous faults will result in failure.

Route number: Enter route 88

ETA boxes: Mark as normal.

Survey boxes: Mark as normal.

Eco Safe Riding: Can assess and mark control, planning not used.

Debrief: Mark as normal.

Activity Code: Mark as normal.

Pass Certificate Number: Enter as normal

Licence Rec'd box: Always mark 'NO'

Health declaration: Candidate to sign as normal.

2.09 Module 1 test requirements

The law requires anyone riding a motorcycle, scooter or moped, with or without sidecar, to wear protective headgear securely fastened. The test cannot therefore be conducted unless the candidate is wearing properly secured protective headgear.

Candidates who present themselves for test without protective headgear may be given an opportunity to obtain it, provided the start of the test is not unduly delayed.

Otherwise, the examiner should cancel the test and explain why it cannot be conducted.

Note: An exemption to this requirement exists for followers of the Sikh religion if they are wearing a turban. No attempt, however, should be made to establish whether a candidate wearing a turban belongs to that sect.

Start Procedure

At the completion of the document and identity checks the candidate will be asked to ride the machine to the starting position. Irrespective of where the machine is parked the test begins when the candidate first handles the machine. The candidate should be asked to ride front first into either the left or right hand bay marked by green cones as shown on a diagram. The candidate may choose either bay.

General Riding

Candidates who are unable to start their machines by normal means, and who ask if they may push start them, should be allowed to do so.

Candidates should be asked to behave as if they were riding on the public road which should include any necessary safety checks throughout the time they are on the manoeuvring area. The examiner should clearly explain the exercises to the candidate making full use of the manoeuvring board to describe the requirements, and giving precise directions as to the course to be followed. It should be explained to the candidate that they should not touch any of the marker cones during the exercises. At sites where both left and right circuits are available examiners should ensure both circuits are used equally over a period of time.

If the candidate demonstrates a dangerous standard of riding the examiner should assess if it is safe to continue with the test. If the test is terminated the examiner must ensure the test report fully supports the decision to terminate the test.

Each exercise must be assessed on completion, taking into account safety and control. No more than one fault can be recorded for each exercise.

On and Off Stand

Candidates are required to demonstrate they can take the machine on, and off the stand safely, retaining balance and control of the machine. Candidates may choose to use either the side stand or the centre stand. A machine with no stand is not suitable for the test.

The next manoeuvre (wheeling the machine) takes place before the machine is placed back on the stand.

Wheeling the Machine

Candidates are required to demonstrate they can wheel the machine safely and under control from one marked bay to another without the use of the engine. They should demonstrate effective observation during the exercise.

The candidate will be asked to wheel the machine, starting backwards, either from the left bay to the right or vice versa. They may choose to wheel the machine backwards in an arc from one bay to the other. Alternatively they may elect to wheel the machine backwards out of the first bay before pushing it forwards and then backwards into the opposing bay.

Different techniques may be employed when wheeling the machine backwards, i.e. the candidate may hold the bar grip with one hand and place the other on the saddle or rear of the machine, they may also elect to hold the handlebars with both hands. Either technique is acceptable providing they retain safe control over the machine. Examiners should take the size of the machine and the ability of the rider in to account when assessing any faults.

Paddling or sitting astride the machine to move it is not allowed other than by candidates with special needs, i.e. limited mobility, restricted leg movement. If a non-disabled candidate attempts to paddle the machine the examiner should take control of the situation and point out that the machine should be pushed.

Slalom / Figure of Eight

Candidates are required to demonstrate their ability to ride the machine slowly and under control whilst turning in a restricted area, they should maintain balance throughout the exercise.

Effective rear observation should be taken before starting the exercise. When beginning the slalom exercise candidates may elect to ride to either side of the first marker cone. The examiner should assess the actions of the candidate in the normal way. If, for instance, the candidate loses control of the machine and puts a foot down to avoid falling, then obviously a serious fault has been committed. If on the other hand, the rider dabs a foot down with a slight loss of balance and then completes the exercise without further loss of control, the fault should be assessed as a rider fault.

If the candidate misses out a cone as a result of a loss of control then a serious fault should be assessed, if the cone is missed but the candidate's control of the machine is correct then the examiner may elect to allow the candidate to repeat the exercise.

Candidates sometimes ride around the yellow cone (which forms the last of the slalom exercise) as they carry out the figure of eight. This in itself is not a fault unless it is a result of poor control.

The slalom exercise will normally lead straight in to the figure of eight exercise, whilst a general awareness should be demonstrated by the candidate there is no specific requirement for full direct rear observation before starting this manoeuvre. If the candidate stops at the end of the slalom exercise and then starts the figure of eight exercise safely no fault should be assessed.

Slow Ride

The candidate is required to demonstrate the ability to ride in a straight line without losing control of the machine. The candidate should take effective rear observation before starting the exercise.

The examiner should ask the candidate to ride slowly as if in slow moving traffic to the blue stopping cones. A significant loss of control, for example a total loss of balance resulting in foot down to prevent dropping the motorcycle would be assessed as a serious or dangerous fault depending on the circumstances. Slight loss of control, such as a wobble or weave may be assessed as a rider fault.

U turn

The candidate is required to demonstrate low speed balance, control and effective observation before and whilst riding a U turn within a defined restricted space.

The candidate should be asked to ride a U turn between the two marked lines, as if they were riding on a public road. The candidate should take effective rear observation. Touching but not crossing the lines should be regarded as a rider fault, crossing the lines would be assessed as a serious fault. A significant loss of control would be assessed as a serious or dangerous fault depending on the circumstances. If not already positioned correctly the four blue cones that form the controlled stopping box should be re-positioned at this stage

Cornering and controlled stop

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The candidate is required to demonstrate their ability to control the machine safely as they negotiate the bend and then brake to a controlled stop in the designated stopping area. There is no minimum speed requirement for this exercise, candidates should be asked to aim to reach a speed of between 30 - 50 km/h (20 - 30 mph) as they pass the speed measuring equipment before braking to a controlled stop.

The candidate should stop with the front wheel spindle inside the marker cones, stopping with the spindle in line with the cones is acceptable. Stopping well short of the cones, overshooting the stopping area completely with the front wheel spindle clearly outside the cones, would result in a serious fault being assessed. Normal assessment should apply if the candidate loses control of the machine or skids.

The candidate should then be asked to turn their machine around, taking as much space as necessary so they are in position to begin the next exercise. Examiners should be ready to move the cones out of the way if this makes the turn more convenient. **The first two cones (nearest the speed measuring device) should be stacked on the second two cones ready for the subsequent exercises.**

Emergency Stop

The minimum speed requirement for this exercise is 50 km/h (about 32 mph). Candidates are required to demonstrate their ability to stop as quickly and safely as possible whilst retaining control of their machines.

As soon as the front wheel has reached the speed measuring device the examiner should give the signal to stop which should be given with the right arm. The examiner should position themselves in a safe position, near the controlled stopping box, where they can observe correct use of both brakes. A greater stopping distance should be allowed in wet conditions.

Candidates should use both brakes effectively. Failure to use the front brake or applying the front brake well after the rear, or sole use of either brake, even on machines with linked brakes, will result in a serious fault being assessed.

Candidates who reach 47 km/h or less will be asked to repeat the exercise providing they have not committed a serious or dangerous fault and providing their riding does not indicate it would be unsafe to continue. A rider fault will be assessed as the candidate has not achieved the minimum speed

Candidates who fail to reach the minimum speed requirement but who achieve 48 or 49 km/h will not be asked to repeat the exercise; a rider fault will be assessed in addition to any other control or observation faults and should be recorded under item 8 'emergency stop'. No more than one fault can be recorded for this exercise. The examiner should record the speed of each attempt at the emergency stop exercise on the DL25MC.

If the candidate commits a serious or dangerous fault during the emergency stop exercise and fails to achieve the minimum speed requirement the exercise should not be repeated.

If the candidate fails to achieve the required minimum speed at both attempts a serious fault should be recorded under the appropriate heading in item 9 'Not Met'.

Candidates who do not pass the emergency stop exercise will not be permitted to carry out the avoidance exercise, the test will be ended at that point, the result of the test will be shown as a fail - not safe to continue (test activity code 4).

Avoidance Exercise / Controlled Stop

The minimum speed requirement for this exercise is 50 km/h (about 32 mph). Candidates are required to demonstrate their ability to control the machine safely whilst steering to avoid a stationary obstacle, bringing the machine to a controlled stop.

Having briefed the candidate on the exercise examiners should position themselves in a safe position, away from the direction the candidate is steering towards, near the blue controlled stopping box.

Candidates who reach 47 km/h or less will be asked to repeat the exercise providing they have not committed a serious or dangerous fault and providing their riding does not indicate it would be unsafe to continue. A rider fault will be assessed as the candidate has not achieved the minimum speed

Candidates who fail to reach the minimum speed requirement but who achieve 48 or 49 km/h will not be asked to repeat the exercise; a rider fault will be assessed in addition to any other control or observation faults and should be recorded under item 5 ' Avoidance exercise'. No more than one fault can be recorded for this exercise. The examiner should record the speed of each attempt at the avoidance exercise on the DL25MC.

If the candidate commits a serious or dangerous fault during the avoidance exercise and fails to achieve the minimum speed requirement the exercise should not be repeated. The examiner's assessment should be recorded normally.

If the candidate misses the speed measuring device or fails to ride through the two blue avoidance exercise cones the examiner should ascertain if the candidate fully understands the exercise.

If the examiner is confident a lack of understanding caused the candidate to miss the avoidance cones or the speed measuring device then it should not be classed as an attempt and the candidate should be allowed to repeat the exercise. If the candidate didn't carry out the avoidance exercise and in the examiner's opinion this was not attributable to a lack of understanding then this will be classed as an attempt, the speed should be recorded as zero on the DL25MC.

If the candidate commits a serious or dangerous fault during the avoidance exercise and fails to achieve the minimum speed requirement the exercise should not be repeated. If the candidate fails to achieve the required minimum speed at both attempts a serious fault should be recorded under the appropriate heading in item 9 'Not Met'.

Having carried out the avoidance manoeuvre the candidate completes the exercise by coming to a controlled stop between the two blue marker cones (**the two furthest from the speed measuring device**). One of the key competencies for the avoidance exercise is for the candidate to be able to return to their original riding line. Candidates should either have passed between the two blue cones or be in line to pass between them to be considered to have completed the exercise satisfactorily. Accuracy when stopping is not required for this exercise however overshooting the stopping area to a significant degree would result in a serious fault being assessed, stopping just short of the cones is acceptable providing the candidate does so under control. Normal assessment should apply if the candidate loses control of the machine or skids.

Number of rider errors

To pass module 1, candidates must commit no more than five rider faults with no serious or dangerous faults.

2.10 Candidates with Special Needs

Examiners should take any special needs the candidate might have in to account and adopt a flexible approach to make reasonable adjustment to the way the test is conducted.

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2.11 Combination side cars & motor-tricycles

These vehicles used by candidates with a physical disability are not required to carry out the manual handling exercises or avoidance exercise; they are required to carry out the first circuit bend and the controlled stop in addition to the emergency stop exercise. Additional time should be allowed for this test to be conducted.

The decision on whether to use a left or right circuit should be based on the characteristics of the machine, generally if a sidecar is positioned on the left of the machine a right handed circuit should be used and vice versa.

The examiner should remove cones number two and four from the slalom exercise to account for the increased turning circle of combination units, there should normally be no need to alter the two cones used for the figure of eight exercise. The width between the cones associated with the speed measuring device and the width of the controlled stopping box should be increased to 1 ½ times the width of the outfit.

The U turn may be carried out from either left to right or right to left side of the area, depending on the configuration of the combination unit some cones may need to be repositioned to take into account the increased turning circle of combination units only.

EU Codes: 45 motorcycle only with sidecar. 125 motor-tricycle

2.12 Mopeds

The left / right bend (circuit ride), emergency stop exercise and the avoidance exercise should be carried out at a minimum speed of 30 kph (18.75 mph).

The first blue cone (adjacent to the red cone) that candidates are required to steer around during the avoidance exercise should be stepped in one metre. This narrows the space between the blue marker cones which represent the avoidance channel.

All other aspects of the test remain the same as for Category A tests.

2.13 Module One Pass Certificate - DSA 12

Pass certificates are numbered a different number format is used to differentiate them from Module Two certificates. As with all pass certificates they must be completed in black ink in block capitals. The following points should assist in completing the pass certificate:

Candidates name - entered normally.

Candidates driver number - enter from licence.

Theory test pass certificate number - enter from candidates theory test certificate.

Date of theory test pass - enter from candidates theory test certificate.

Exempt - Yes / No; 'Yes' if candidate is exempt from theory test as a result of holding a full licence in category A or P. 'No' if candidate requires valid theory test. Strike out as appropriate.

Category: Enter category - aligned to the right.

Automatic: 'Yes' / 'No' - strike out as appropriate.

Extended: 'Yes' / 'No' - strike out as appropriate.

Restriction Code: Enter appropriate code if required.

Date: Enter in DD/MM/YY format.

At: Enter test centre location in text.

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Examiners signature, Examiners name: Enter as normal

Candidates signature: Candidate is required to sign Module One pass certificate.

2.14 Module 2 Preliminaries

Module Two begins with the normal identity and entitlement checks. The candidate must produce the following valid documents:

Driving licence - both parts of a photo card licence or a paper licence and current passport.

DL 196 CBT certificate

Module One pass certificate

Note: Photocopies of documents are not acceptable.

Examiners must check:

- (a) The date of theory test passed (either from the module one pass certificate or the theory test pass certificate. This must be dated on or before the date of passing module one.
- (b) The sub-category of machine used for module One and ensure it matches the machine presented for Module Two.

The candidate is required to sign the insurance and residency declarations. The candidate should be fitted with a radio at this point. The following numbers relate to the DL25 MC:

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1a The eyesight test is carried out in Module Two in line with normal procedures.

1b The safety and balance questions are part of Module Two. Two safety questions and one balance question from the approved list of questions should be asked.

2 - 8 These boxes are only used to record faults committed on Module One. They should not be used for Module Two.

9 These boxes are only used on Module One. They should not be used for Module Two.

10 - 11 These boxes feature on both modules.

12 - 32 These boxes should be used to record faults committed during Module Two.

Result of test: Mark appropriate box.

Total Faults: Record number of faults - Ten or less rider faults required to pass, more than ten rider faults or one or more serious or dangerous faults will result in failure.

Route number: Enter route number

ETA boxes: Mark as normal.

Survey boxes: Survey box 'E' should be marked for bike to bike and 'F' for car to bike.
Mark other boxes as normal.

Eco Safe Riding: Assess control and planning.

Debrief: If the Trainer / Accompanying rider is present mark the debrief box.

Activity Code: Mark as normal.

Pass Certificate Number: Enter as normal

Licence Rec'd box: Follow current ADLI guidelines.

Health declaration: Candidate to sign as normal.

The minimum on road riding time is 30 minutes for an ordinary test, examiners should aim to spend 33 - 35 minutes on road to ensure this requirement is met.

2.15 Module 2 Test Requirements

Module 2 is the on road test and consists of:

Eyesight test

Safety questions

Balance question

A minimum of 30 minutes on road riding, which includes 10 minutes of independent riding (the target time for module 2 is 33 - 35 minutes)

Two normal stops

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Angled start

Hill start (if available)

To pass module 2, candidates must commit no more than 10 rider faults with no serious or dangerous faults.

2.16 Motorcycle Safety and Balance Questions

The candidate should be asked 2 machine safety check questions and one balance question relating to the carrying of a pillion passenger.

To ensure uniformity the safety questions must be selected from the bank of questions listed at ANNEX TWO.

The balance question should be straightforward and not complex. A sample of questions is given below: -

"What problems could arise from carrying a pillion passenger?"

"How should a passenger be carried on the pillion seat?"

"How would the balance of the machine be affected if you carried a pillion passenger?"

As a general rule the safety questions should be used in rotation. However, examiners will need to exercise common sense and discretion at times, for example if a particular machine does not lend itself to a question.

The questions used (and the answers given) should be recorded on the back of the DL25 MC if they affect the outcome of the test.

Although some checks may involve the candidate in identifying how fluid levels would be checked, pupils must not be asked to touch a hot engine or physically check the fluid levels.

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Assessment

One or more questions answered incorrectly will result in one riding fault being recorded. However, examiners should not pursue questions unduly in an attempt to elicit the precise responses listed; they should bear in mind that these are basic safety checks, and that in-depth knowledge is not required for the answers to be acceptable.

If an Examiner has to take action to avoid danger to the candidate or another road user, an ETA will be recorded and a serious/dangerous fault recorded under the appropriate heading on the DL25 MC.

2.17 Indicators

Motor cycles are not required by law to be fitted with direction indicators, but if they are fitted the law requires them to be in good and efficient working order at all times when the machine is in use on the road. Indicators on some small capacity machines tend to dim when the machine is travelling slowly or is stationary. This is due to machine design and tests should not be terminated on this account.

2.18 Radio Equipment

After the usual pre-test preliminaries e.g. licence and identification check the examiner should help the candidate with the fitting of the radio and earpiece.

They should then accompany the candidate to the machine, explaining how the test will be conducted and how the radio equipment works.

The examiner should make note of any non-standard controls on the candidate's machine, but the machine or its controls should not be handled.

After the eyesight test, a sound check should be made to ensure that the candidate can hear the examiner's instructions clearly.

At the start of a motorcycle test examiners should explain to candidates that, should the radio fail during the test or they cannot hear the instructions for any other reason they should just pull up. They should not be instructed to ride along tapping the side of their helmet.

Examiners should also explain that before the start of the independent section of the ride they will pull the candidate up and explain what is required.

Maximum use should be made of all available test routes to minimise annoyance to local residents.

2.19 Road Riding

If the candidate is a very slow rider, to the extent that the test is likely to result in failure, the examiner should not persist on a route with dual carriageways and roads with fast moving traffic, as that could be hazardous for both riders. The route should be altered to cause the least danger.

All progress, or lack of it, must be commensurate with the size of machine and the road and traffic conditions. A rider should not necessarily be expected to ride at the speed limit, although riding well below it in good road and traffic situations would not be acceptable.

A candidate should not be encouraged to make better progress or to filter along a line of other vehicles. However, if a candidate chooses to filter and does so safely, it should not be regarded as a fault.

2.20 Positioning and Rear Observation

The candidate should take up the correct position on the road when riding straight ahead and when taking corners. Before changing direction, slowing or stopping they should take rear observation.

In difficult traffic situations where this might be hazardous, it is acceptable for them to use the mirror(s). The need to glance behind does not apply in the case of a candidate with a disability, which prevents them from taking direct rear observation; instead, observation should be made by use of suitably positioned mirrors.

Rear observation is a combination of looking behind and mirror checks, which ensures the rider is always fully aware of what is happening behind. The candidate should use judgement in deciding when to look behind. Obviously when they are looking behind they are not looking ahead. This could be hazardous if, for example, they are close to the vehicle in front or if they are overtaking at speed - it is often safer for them to keep their eyes on what is happening ahead. Equally there are situations when it is potentially dangerous not to look behind, such as turning right from a major road into a minor road.

In congested urban situations a candidate is expected to use the lifesaver as a last check into the blind spot before committing themselves to a manoeuvre.

2.20 Hill Start

If the route includes an uphill section, the candidate should be asked to pull up at a suitable place on the gradient, and then asked to move off and continue on the same route.

2.21 Radio and Examiner Bike Breakdown

If the radio equipment fails, every effort should be made to complete the test, and subsequent tests, by giving instructions on route as in the case of non-hearing candidates.

Exceptionally it may be necessary to cancel alternate tests because of the time element. If the DTC does not carry spare radios then examiners should contact their SM as soon as possible to arrange for spare radio equipment to be made available.

Note: Examiners are permitted to carry out a Direct Access test without being in radio contact with the candidate.

If the examiner's motorcycle breaks down, the test, and subsequent tests, should be cancelled unless the fault can be rectified quickly, or an alternative properly insured vehicle is available for use.

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2.22 Safety, Security, and Care of DSA MC's

Examiners must ride with dipped headlights and wear a fluorescent jacket or waistcoat during the test.

Motorcycle examiners responsible for an official motorcycle should ensure at all times that when the machine is left unattended, the steering is locked and the key kept in a safe place.

If the machine is left unattended for longer periods, then additionally the locking 'U' bolt must be used. Whenever possible, the machine should be kept undercover overnight.

Examiners with responsibility for cleaning an official motorcycle are allocated one period per month in which to do so. They should arrange with the Area Office to have this period made available at a convenient time.

2.23 Combined Braking Systems and ABS

It is important that examiners recognise a machine presented for test with the above system fitted, as this may influence the assessment in relation to front/rear brake use in normal riding and particularly for the emergency stop exercise.

The candidate should not be asked whether their machine has a combined braking system. However, most machines with this system fitted advertise this by means of a sticker displayed on the machine, and with experience the examiner will know the machines concerned.

Background

Combined braking systems should not be confused with 'split braking systems'. The latter is purely a fail-safe system that gives partial braking should there be a loss of brake fluid pressure in any part of the system.

Essentially, combined braking means that when one brake is used the other is applied too, but all work on the same principle using some sort of control mechanism to distribute braking pressure in a proportional manner.

Assessment

Examiners should accept for normal riding on machines with combined brakes fitted that the rear brake might be used more (or solely used) at slow speeds than with a conventional braking system. However, when assessing the emergency stop the examiner must keep in mind that the most effective way to stop the machine quickly is still to use the front brake in conjunction with rear. Using either the front or rear brake only is not only poor technique, but could seriously affect the rider's ability to stop their machine promptly and under full control. Therefore sole use of either brake will still be regarded as a serious fault.

ABS - Anti-lock braking system

Note: Anti-lock braking systems (ABS) are being fitted to an increasing number of motorcycles. Examiners should not enquire if a motorcycle presented for a test is fitted with ABS.

Some ABS systems require the clutch to be pulled in and the front/rear brake to be applied at the same time to brake in an emergency situation; therefore a fault should not be recorded purely for using this technique with a motorcycle fitted with ABS on the emergency stop exercise.

On the emergency stop exercise, under severe braking, tyre or other noise may be heard, this does not necessarily mean the wheels have locked and are skidding. Examiners should bear these points in mind when assessing the candidate's control during this exercise.

Further advice regarding ABS is given in the DSA publication 'riding the essential skills'.

2.24 Interpreters

For both modules of the test non hearing or non-English speaking candidates may elect to be accompanied by an interpreter.

Interpreters are allowed on to the motorcycle manoeuvring area and must wear a reflective waistcoat. (Spare Hi viz waistcoats held at the test centre should be made available if required).

If the candidate has advised DSA that an interpreter is needed a car should be used for the module 2 test.

If an interpreter turns up unannounced and a car is not available then the test should be postponed.

Interpreters must be at least 16 years old - the instructor may act as the interpreter. Examiners should ask the interpreter for their name at the start of the test and enter it on the DL25 MC with any other useful additional information.

2.25 Compulsory Basic Training (CBT) - Supervision and Monitoring

The following are the DSA's responsibilities towards visiting ATBs.

Firstly, to ensure that new riders are taken through the official syllabus element by element, until finally being issued with the certificate of completion (DL196), thus enabling them to ride unaccompanied on public roads for the first time. Also, to make sure that trainees are only allowed to progress from one element to the next after reaching the correct level of proficiency.

Another purpose is to check that ATBs are adhering to the conditions of appointment from an administration point of view. e.g. the keeping of proper instructor records, security of DL196 forms etc.

When examiners visit ATB sites for the purpose of supervising the training, it is important to remember that DSA is constrained as to the extent of advice and guidance that can be given to instructors. To help keep within these limitations; the CBT25 form should be used as an "aide memoir", as it is a copy of the CBT Syllabus.

The order of the Elements (A - E), must not be changed although instructors can, if they wish, change the order of headings within each element.

Each heading within an element must be covered by the instructor, but in their own way. DSA cannot dictate how a particular item is covered or what instructional technique is used.

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For example: -

For simulated left and right turns, cones or lines on the ground may be used, advice should not be given as to measurement or spacing;

Practise of changing gear can involve the use of two or more gears, depending on the availability of space or length of area. Advice should not be given as to the number of gears to be used;

The road session **must** last a minimum of 2 hours and perhaps more, depending on the ability of the trainees. Advice should not be given as to a maximum length of time;

Although at Cardington DSA advocate that instructors ride at the rear of a group of riders, some ATBs vary the position of the instructor. DSA cannot insist on our methods being used.

Guidance notes on CBT standards have been formulated and are circulated to ATB instructors. These help them in deciding when a trainee can progress from one element of the course to the next and eventually receive the certificate of completion, DL196. These notes are also available to examiners to help when assessing instructors during visits to CBT sites.

Examiners who supervise CBT training, should give whatever advice or guidance they feel necessary at the time, but remembering that if at all unsure of their facts, should report the matter to the local CBT Manager who will follow up as necessary.

DSA has a commitment to visit each instructor, at least once in their 4 year registration period. It is important that we meet that commitment.

2.26 Extended Test

Candidates who are required to take an extended test will have to pass an ordinary length Module One and an extended Module Two test. Both journals will show extended test, the 'EXT' box on both DL25 MCs should be marked.

The on road riding time for an extended test must be at least 60 minutes, examiners should aim to spend at least 70 minutes on road to ensure this is met.

03 : The B+E (car and trailer), medium and large goods vehicle and passenger carrying vehicle test

3.01 INTRODUCTION & DRIVING TEST REQUIREMENTS

This chapter contains detailed guidance on the conduct of car and trailer, Medium and Large Goods Vehicle & Passenger Carrying Vehicle driving tests. Guidance, which applies to either LGV or PCV tests only, is annotated accordingly. Advice on operational matters particularly relevant to LGV driving test centres is also included.

3.1 DRIVING TEST REQUIREMENTS

Driving tests are conducted in accordance with the provisions of the Motor Vehicles (Driving Licences) Regulations and EU Directive 2003/59/EC.

It is important that, unless the test is terminated, the minimum driving times are strictly adhered to. Regulations state that the time during which a person is required **to drive on the road** is:

- (i) for the case of a test for a licence authorising the driving of a class of vehicle included in the category B+E, C+E, and D+E, not less than 50 minutes, which includes approximately 10 minutes of independent driving.
- (ii) for the case of a test for a licence authorising the driving of a class of rigid vehicle included in the category C1, C, D1 and D, not less than 60 minutes, which includes approximately 10 minutes of independent driving.

This additional time requirement is to comply with EU Directive 2003/59/EC (Driver's Certificates of Professional Competence)

Test candidates must satisfy the examiner as to their ability to carry out properly the activities and perform competently, without danger to and with due consideration for other road users, the manoeuvres below.

Eyesight (B +E only)

Read in good daylight (with the aid of glasses or contact lenses if worn) a registration mark fixed to a motor vehicle and containing letters and figures 79.4 millimetres high at a distance of 20.5 metres.

Note: new/ style number plates were introduced on the 1st of September 2001. These number plates can be easily identified as they start with two letters. The distance requirement for the eyesight test with the new style number plate is 20 metres. These number plates can be easily identified as they start with two letters.

Answer Vehicle Safety Check questions.

Preparation to drive

1. Adjust the seat as necessary to obtain a correct seated position.
2. Adjust rear-view mirrors and seat belts.
3. Check that the doors are closed.

Technical control of the vehicle

1. Start the engine and move off smoothly (uphill and downhill as well as on the flat).
2. Accelerate to a suitable speed while maintaining a straight course, including during gear-changes.
3. Adjust speed to negotiate left or right turns at junctions, possibly in restricted spaces, while maintaining control of the vehicle.
4. Brake accurately to a stop where directed, if need be by performing an emergency stop.
5. Reverse in a 'S' shaped curve.

Behaviour in traffic

1. Observe (including the use of the rear-view mirrors) road alignment, markings, signs and potential or actual risks.
2. Communicate with other road users using the authorised means.
3. React appropriately in actual risk situations.
4. Comply with road traffic regulations and the instruction of the police and traffic controllers.
5. Move off from the kerb or a parking space.
6. Drive with the vehicle correctly positioned on the road, adjusting speed to traffic conditions and the line of the road.

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7. Keep the right distance between vehicles.
8. Change lanes.
9. Pass parked or stationary vehicles and obstacles.
10. Approach and cross junctions.
11. Turn right and left at junctions or to leave the carriageway.
12. Where the opportunity arises-
 - (a) Pass oncoming vehicles, including in confined spaces
 - (b) Overtake in various situations.
 - (c) Approach and cross level-crossings.

Trailers

Un-couple and re-couple trailer or semi-trailer from and to the tractor vehicle.

Vehicle Safety

Show awareness of vehicle safety measures and be able to operate safety systems.

3.02 MINIMUM TEST VEHICLES (MTVs) SUITABLE FOR TEST PURPOSES

All vehicles must comply with the following MTV requirements to be suitable for test.

Key:

MAM* Maximum Authorised Mass = the maximum permissible weight of the vehicle, trailer or vehicle/trailer combination

RTM** Real Total Mass = the actual weight of the vehicle presented for test

Ratios*** At least 8 forward ratios (example: 6 speed gearbox with a splitter)

Note: RTM - changes to MTV's involving RTM are deferred until 2013

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From 1 April 2006, test vehicles used for large vehicle and vehicle-trailer combination tests (bus/lorry) and car plus trailer tests must be fitted with external nearside and offside mirrors for use by the driving examiner during the test. This includes practical tests to join the register of large goods vehicle (LGV) driving instructors. From the same date, seatbelts for the examiner and any supervising officer must be fitted to lorries used for test, including with-trailer and LGV register tests. Seatbelts must be fitted to all buses used for test from 1 July 2007, to tie in with other Europe-wide changes to test vehicles.

Category B+E

Category B vehicle + a minimum of 1 tonne MAM* trailer

Trailer of closed box construction - can be slightly less wide than the towing vehicle.
Trailer must be of such a height that driver rear-view is only possible through external mirrors.

RTM** 800Kg for the trailer.

ABS: Not required

Tacho: Not required

Length: Not applicable

Width (metres): Not applicable

Speed Km/h: 100

Engine capacity: Not applicable

Ratios: Not applicable

Category C1

MAM* 4 tonnes

Cargo compartment: Closed box construction at least as wide and as high as the cab.
RTM** Not applicable

ABS: Yes

Tacho: Yes

Length: 5 metres

Width (metres): Not applicable

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: Not applicable

Category C1+E

MAM* 4 tonnes + 2 tonne trailer

Cargo compartment/trailer: Closed box construction category C1 vehicle with a closed box trailer at least as wide and as high as the cab. The trailer can be slightly less wide than the towing vehicle but rear view must be through external mirrors only.

RTM** 800Kg for the trailer

ABS: Yes

Tacho: Yes

Length: 8 metres

Width (metres): Not applicable

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: Not applicable

Category C

MAM* 12 tonnes

Cargo compartment: Closed box construction at least as wide and as high as the cab.

RTM** 10 tonnes

ABS: Yes

Tacho: Yes

Length: 8 metres

Width (metres): 2.4 metres

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: 8***

Category C+E - Drawbar (Cat. C towing vehicle)

MAM* 20 tonnes

Cargo compartment: Closed box construction at least as wide and as high as the cab.

RTM** 15 tonnes

ABS: Yes

Tacho: Yes

Length: 14 metres. Trailer at least 7.5 metres

Width (metres): 2.4 metres

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: 8***

Category C+E Articulated

MAM* 20 tonnes

Cargo compartment: Closed box construction at least as wide and as high as the cab.

RTM** 15 tonnes

ABS: Yes

Tacho: Yes

Length: 14 metres

Width (metres): 2.4 metres

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: 8***

Category D1

MAM* 4 tonnes

9 - 16 passenger seats

Cargo compartment: Not applicable

RTM** Not applicable

ABS: Yes

Tacho: Yes

Length: 5 metres

Width (metres): Not applicable

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: Not applicable

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Category D1+E (Cat. D1 towing vehicle)

MAM* 4 tonnes + 1.25 tonne trailer

Cargo compartment: Closed box trailer at least 2m high and 2m wide.

RTM** 800Kg for the trailer

ABS: Yes

Tacho: Yes

Length: Not applicable

Width (metres): Not applicable

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: Not applicable

Category D

MAM* Not applicable

Cargo compartment: Not applicable

RTM** Not applicable

ABS: Yes

Tacho: Yes

Length: 10 metres

Width (metres): 2.4 metres

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: Not applicable

Category D+E (Cat. D towing vehicle)

MAM* 1.25 tonnes for the trailer

Cargo compartment: Closed box trailer at least 2m wide and 2m high

RTM** 800Kg for the trailer

ABS: Yes

Tacho: Yes

Length: Not applicable

Width (metres): 2.4 metres

Speed Km/h: 80

Engine capacity: Not applicable

Ratios: Not applicable

3.03 MOTORHOMES / RECREATIONAL VEHICLES

Motorhomes, Recreational vehicles, etc. are either Category C or C1 dependent on the MAM. They should be taken on test provided that they meet the MTVs for the Category

3.04 STRETCHED LIMOUSINES AND PRISON VANS

Stretched limousines and prison vans based on a lorry chassis are not suitable vehicles for a PCV (category D/D1) test.

3.05 LADEN VEHICLES/TRAILERS

Candidates must provide an unladen vehicle/trailer. If it is clear that a vehicle/trailer does not comply with this requirement the examiner must explain to the candidate that they are unable to conduct the test. Small, properly secured articles such as tarpaulins, stillage etc and equipment such as cookers, fridges fitted in recreational vehicles, motor-homes and caravans and other integral factory fitted equipment fitted to vehicles should not be regarded as a load

3.06 SKELETON TRAILERS

Skeleton trailers without a container are not 'representative of type', and therefore not suitable for test.

3.07 LGV - UNCOUPLING/RE-COUPLING – STOWING ‘SUZIS’

During the exercise with an artic the 'suzis' must be stowed correctly and not allowed to trail. The object of the uncoupling exercise is to check that the driver parks the trailer safely as though he was leaving it there and also makes the towing vehicle fit for road use.

The 'suzis' on a draw-bar trailer are left with the trailer and should be left in a safe position, for example laid over the draw-bar

3.08 BALLASTED VEHICLES

Enquiries are sometimes made about the acceptability of ballasted vehicles for the LGV driving test. Enquirers should be informed that, under the regulations, the vehicle provided for the test should not carry goods or burden of any description, and that the Agency has been advised that ballast, although intended as a permanent fixture, is nevertheless burden within the meaning of the regulations.

If a candidate presents himself for test in a vehicle that is obviously carrying ballast, the test should not be conducted. Examiners should not, however, make a detailed examination of the vehicle to establish whether or not it is carrying ballast, or has been modified in any way solely to increase its weight.

3.09 TRADE PLATES

A vehicle carrying a trade plate is not a suitable vehicle for a driving test as the conditions attached to trade licences do not allow for a vehicle to be used for this purpose.

3.10 GENERAL COMPETENCE TO DRIVE

To pass the test a candidate must demonstrate a high standard of competence in handling the vehicle. The candidate must also be able to apply the rules of the Highway Code. They must show that, generally, they have a full understanding of the principles involved in driving large goods or passenger carrying vehicles and of the application of those principles, and can demonstrate proper control in a wide variety of situations. In addition, because of the size and weight of their vehicle, the drivers of lorries and buses must have a highly developed level of courtesy and consideration for other road users.

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The test will also include a section of independent driving where the candidate is asked to follow traffic signs or verbal directions or a combination of both.

3.11 ASSESSMENT AND RECORDING OF FAULTS

It is important that, in addition to a common standard of test, there should be a common standard of assessment of candidates' driving ability. The most reliable basis for assessing a person's competence to drive is to observe faults as they are committed and to evaluate them as soon as a confident judgement can be made. Examiners should not be too hasty in making a definitive assessment and marking the fault. Examiners should wait until the event has finished, then mark the fault. Driving errors must not be double marked. Once assessed, each fault should be recorded on the DL25. The markings on the DL25 are explained below.

3.12 DEFINITION OF MARKINGS ON FORMS DL25

1 (a) Eyesight (B+E only): - Unable to meet the requirements of the eyesight test.

1(b) Highway Code: - (for Categories F/G/H only)

Safety: - (PCV only) - answer safety questions.

2. Controlled Stop: -

Promptness / slow reaction / inadequate braking / loss of control.

3. Reverse / Left reverse with trailer: -

Control: incorrect use of controls and/or inaccuracy.

Observation: lack of effective all round observation.

4. Reverse/Right: -

Not applicable for LGV/PCV & 'B+E' tests.

5. Reverse Park (road/car park): -

Not applicable for LGV/PCV & 'B+E' tests.

6. Turn in the road: -

Not applicable for LGV/PCV & 'B+E' tests.

7. Vehicle Checks: -

Answer safety check questions.

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8. Taxi manoeuvre

Not applicable for LGV/PCV & 'B+E' tests.

9. Taxi wheelchair

Not applicable for LGV/PCV & 'B+E' tests.

10. Uncouple / re-couple

Uncoupling/re-coupling exercise.

11. Precautions:

Failure to take proper precautions before starting engine.

12. Control: -

Accelerator: uncontrolled or harsh use of the accelerator.

Clutch: uncontrolled use of clutch.

Gears: failure to engage appropriate gear for road and traffic conditions. Coasting in neutral or with clutch pedal depressed.

Footbrake: late and/or harsh use of footbrake.

Parking brake: failure to apply or release the handbrake correctly and when necessary.

Steering: erratic steering, overshooting the correct turning point when turning right or left, both hands off steering wheel or hitting the kerb.

PCV door exercise: Any faults regarding safe practice at bus stops should be marked here

Note: Control faults should not be marked at item 12 if committed at item 3.

13. Move off: -

Safely: failure to take effective observation before moving off, including the correct use of signals.

Under control: inability to move off smoothly, straight ahead, at an angle, or on a gradient.

14. Use of mirror(s): -

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Failure to make effective use of the mirrors well before:

Signalling

Changing direction

Changing speed.

15. Signals: -

Necessary: Necessary signal omitted.

Correctly: Incorrect or misleading signal. Failure to cancel direction indicators.

Timed: Signal incorrectly timed so as to be either misleading or too late to be of value.

16. Clearance / obstructions: -

Not allowing adequate clearance when passing parked vehicles and other obstructions.

17. Response to signs / signals: -

Failure to comply with or late reaction to:

Traffic signs: Inappropriate response to traffic signs

Road markings: e.g. double white lines, box junctions, lane direction arrows.

Traffic lights: (not Pedestrian Controlled crossings, this is covered at 24), including failure to move off on green when correct and safe to do so.

Traffic controllers: signals given by a police officer, traffic warden, school crossing warden or other persons directing traffic.

Other road users: Failure to take appropriate action on signals given by other road users.

18. Use of speed: -

Driving too fast for road, traffic and weather conditions.

19. Following distance: -

Keep a proper and safe distance from the vehicle in front when moving.

Leave a reasonable gap from the vehicle in front when stopping in lines of traffic.

20. Progress: -

Appropriate speed: driving too slowly for road and traffic conditions.

Undue hesitation: being over cautious by stopping or waiting when it is safe and normal to proceed.

21. Junctions: -

Approach speed: Approaching junctions at a proper speed; either too fast or too slow, for whatever reason.

Observations: Not taking effective observation before emerging.

Turning right: Late or incorrect positioning before turning right, including failing to move forward into the correct position to turn right at traffic lights.

Turning left: Positioning too close or too far from the kerb before turning left.

Cutting corners: Cutting right hand corners, particularly where the view is limited.

22. Judgement: -

Overtaking: Attempting to overtake unsafely or cutting in after overtaking.

Meeting: Failure to show proper judgement when meeting approaching traffic.

Crossing: Turning right across the path of oncoming traffic.

23. Positioning: -

Normal driving: Incorrect positioning during normal driving, including cutting across the normal road position when going ahead at roundabouts without lane markings.

Lane discipline: Failure to maintain proper lane discipline at junctions, roundabouts with lane markings, one-way systems etc

24. Pedestrian crossings: -

Failure to give precedence to pedestrians on a pedestrian crossing.

Non-compliance with lights at Pedestrian Controlled crossings.

25. Position / normal stops: -

Normal stop not made in safe position.

26. Awareness / planning: -

Failure to judge what other road users are going to do and react accordingly.

27. Ancillary controls: -

Failure to use ancillary controls when necessary.

33. Post test information:

Pass/fail/none

Total faults.

Route No.

ETA (Examiner took action): verbally/physically (e.g. dual controls/steering).

D255 (Special needs test). Mark only if a D255 is submitted

Survey boxes A - H.

Eco Safe driving: Not part of Pass / Fail criteria

Control: Starting / Moving off / Accelerator use / gears

Planning: Hazard awareness / planning and anticipation / engine braking

3.13 DEFINITION OF FAULTS

Faults are defined as follows: -

A driving fault is one which in itself is not potentially dangerous. However, a candidate who habitually commits a driving fault in one aspect of driving throughout the test, demonstrating an inability to deal with certain situations, cannot be regarded as competent to pass the test, as that fault alone must be seen as potentially dangerous.

A serious fault is one which is potentially dangerous.

A dangerous fault is one involving actual danger to the examiner, candidate, the general public or property.

Note: Fails as a result of either one serious fault or one dangerous fault and an accumulation of 16 or more driving faults - the written report only needs to cover the more serious or dangerous fault. Fails as a result of an accumulation of 16 or more driving faults only need to be written up in full.

3.14 PREPARATIONS FOR THE TEST

The examiner should take on all tests:

- Manoeuvring boards for the reversing & braking exercises, forms DSA10, DL25, and blank forms DLV26
- Before going to meet the candidate the examiner should insert on the DL25 all the details available prior to the test e.g. the candidate's name (DL25B only), application reference number, driver number, time of test, category type etc

If a route involving verbal directions is to be used the appropriate diagrams should be taken. Examiners should always carry one set of verbal direction route diagrams to allow them to 'offer' both methods of independent driving. (This could occur with a special need candidate who declares after leaving test centre)

3.15 SETTING THE MANOEUVRING AREA

The manoeuvring area should be laid out in exactly the same way for right and left hand drive vehicles, and strictly in accordance with the examiner's manoeuvring board and ready reckoner. If the examiner is doubtful about the accuracy of the dimensions of the vehicle as shown on the journal, they should be checked with a tape to ensure correct positioning of the marker cones.

The distance from cone B to cones A & A1 is always twice the length of the vehicle used for test.

In the case of vehicles with trailers, cone A1 should be set one metre in from the boundary line. In the case of rigid vehicles without trailers, cone A1 should be set on the boundary line. Exceptionally, at centres where there is a safety barrier or other obstruction close to the boundary line and the rigid vehicle used for test has a large front overhang or limited steering lock, which may make it difficult to negotiate cone B, then cone A1 should be set one metre in from the line.

The distance between cones A & A1 should always be 1½ times the widest part of the vehicle (or outfit) used for test and cone B should always be in line with cone A.

Therefore, when cone A1 is set one metre in from the boundary line cones A and B must also be set an additional metre into the manoeuvring area.

3.16 MAXIMUM LENGTH OF LGV DRAWBAR OUTFIT

The maximum permitted length of a drawbar outfit on the road is 18.75 metres. When setting out the area to accommodate a vehicle of this length the distance between cones A-A1 and cone B MUST be twice the length of the outfit. The bay should be set out as normal.

As you are aware the area is 66 metres in length and this length can accommodate vehicles up to 16.5 metres. For vehicles over 16.5 and up to 18.75 metres cones A-A1 should be set on the yellow line and cone B should be positioned 2 vehicle lengths away. This will mean that for these large vehicles the overall length of the area will be less than 4 times the length of the outfit.

3.17 UPGRADED LICENCES FOR CATEGORY D1 AND C1+E

Candidates attending for category D1 and C1+E tests who previously held D1 (restriction 101) or C1+E through acquired rights must take the appropriate theory test before they are entitled to take the practical test. In such instances 'Check' should appear on the journal, if confirmation cannot be obtained from either CSU or the theory test hotline before the test slot the candidate should be asked to produce a valid theory test certificate or the test must be terminated.

3.18 MEETING THE CANDIDATE

The examiner should ask for the candidate by name, greet them pleasantly and then carry out the same licence check and identification procedures as laid out in Chapter 1. However it should be noted that if the candidate only has category C provisional entitlement on their driving licence when attending to take a category C1 test, or category D provisional entitlement on their driving licence when attending to take a category D1 test: as categories C1 and D1 are subcategories of C and D they have the correct entitlement and the test continues as normal.

On LGV tests where a Traffic Regulation Order prohibits LGVs from using certain roads, but an exemption has been obtained for vehicles being used on LGV driving tests, ensure that the candidate is aware of the exemption. (In such cases a suitable notice and a copy of the order should be obtained from the Area Office for display in the waiting room)

On PCV tests where routes incorporate bus lanes, candidates should be advised to use them as they would normally (PCVs can use bus lanes whether they are in service or not). The only bus lanes that shouldn't be used are those marked 'LOCAL BUSES'.

If the examiner notices then, or during the test, that the candidate may suffer from some restriction of movement, which could be classed as a disability, make discreet enquiries at an appropriate opportunity. In the case of physically disabled persons examiners should enquire about any adaptation(s) fitted to the vehicle, and ask how they operate in relation to the disability. This information should be recorded in detail in the appropriate box on the DL25 and the D255.

3.19 SUSPECTED IMPERSONATION

As per chapter 1 - 1.17.

3.20 EYESIGHT TEST

The B + E test requires the same eyesight test as for an ordinary car test.

The LGV and PCV driving tests do not include an eyesight test. The candidate's eyesight is tested as part of the medical examination necessary before they can obtain a provisional licence.

3.21 CAR + TRAILER TESTS (B+E)

Examiners should choose a selection of five questions from the B+E question bank (Annex 3). Choose questions that suit the vehicle presented for test and the location the test is being delivered from.

At least 50% of the questions should be 'show me' rather than 'tell me', therefore when asking two questions at least one must be 'show me'. When asking five questions at least three must be 'show me'.

Examiners should use all of the questions equally. The choice of questions used should be recorded on the DL25 and will be subject to quality assurance by line managers and by audit.

Although some checks may involve the candidate in opening the bonnet to identify where fluid levels would be checked, candidates must not be asked to touch a hot engine or physically check the fluid levels.

Assessment

Drivers seeking licence entitlement for B+E should be more experienced, and insufficient knowledge on their part could result in a higher level of risk. The assessment criteria for the category reflect this.

A driving fault will be recorded for each incorrect answer up to a maximum of four driving faults. If the candidate answers all five questions incorrectly, a serious fault will be recorded. However, examiners should not pursue questions unduly in an attempt to elicit the precise responses listed; they should bear in mind that these are basic safety checks, and that in-depth mechanical knowledge is not required for the answers to be acceptable.

If an Examiner has to take action to avoid danger to the candidate, examiner or another road user, an ETA will be recorded and a serious/dangerous fault recorded under the appropriate heading on the DL25.

As vehicle technology advances, more and more vehicles are being equipped with electronic diagnostic systems which inform the driver of the state of the engine fluid levels, tyre pressures, etc. It will be acceptable for a candidate to refer to the vehicle information system (if fitted) when answering questions on topics such as these.

Examiners need to be aware that although it may be necessary in order to carry out some of the checks, the ability to open the bonnet is, in itself, not one of the competencies which candidates are required to demonstrate. Should a candidate experience difficulty, it will be acceptable for the accompanying driver to assist in the opening and closing of the bonnet. Candidates should not be penalised if this proves necessary.

Candidates with Special Needs (B+E TESTS ONLY)

The facility already exists for candidates who are physically unable to uncouple or re-couple the trailer to answer questions rather than actually demonstrate uncoupling and re-coupling. In the same way, where a disability prevents a candidate from carrying out a practical activity in response to a 'show me' question, they should be asked to demonstrate understanding by oral explanation.

LORRY AND PASSENGER CARRYING VEHICLES (C & C1, D & D1)

Examiners should choose a selection of two or five questions (dependant on the type of test) from the relevant question bank. Examiners should choose questions that suit the vehicle presented for test and the location the test is being delivered from.

At least 50% of the questions should be 'show me' rather than 'tell me', therefore when asking two questions at least one must be 'show me'. When asking five questions at least three must be 'show me'.

Examiners should use all of the questions equally. The choice of questions used should be recorded on the DL25 and will be subject to quality assurance by line managers and by audit.

Although some checks may involve the candidate in opening inspection covers to identify where fluid levels would be checked, pupils must not be asked to touch a hot engine or physically check the fluid levels.

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Assessment

Drivers seeking vocational licence entitlement should be experienced and technically expert. The assessment criteria reflect this.

Candidates will be asked five questions, which will be a combination of 'show me' and 'tell me'. A driving fault will be recorded for each incorrect answer up to a maximum of four driving faults. If the candidate answers all five questions incorrectly, a serious fault will be recorded.

If the Examiner has to take action to avoid danger to the candidate, examiner or another road user, an ETA will be recorded and a serious/dangerous fault recorded under the appropriate heading on the DL25.

As technology advances, commercial vehicles in particular are being equipped with increasingly sophisticated diagnostic systems. It is acceptable for a candidate to refer to the appropriate vehicle information system when answering questions, so long as the technology provides the information required.

Examiners should also be aware that many haulage, bus and coach companies have a policy of not allowing drivers to remove inspection covers or become involved in the routine mechanical maintenance of their vehicles. It may also be that specialist equipment is needed to carry out some procedures.

This means that some 'show me' questions will have, to some extent, to be treated as 'tell me'. Examiners will have to use their knowledge, judgement and common sense to assess the acceptability of the answers given. Simply pointing out that 'The fitter always does that', for example, would not be an adequate response, whereas an answer which demonstrates an understanding of the topic would be acceptable.

Additionally, rapid technological advances mean that examiners themselves will not be totally familiar with every single aspect of all modern commercial vehicles. Again, their knowledge, experience and assessment skills will enable them to judge the acceptability of the answers given.

LORRY AND TRAILER, PCV AND TRAILER (C+E & C1+E, D+E & D1+E)

Candidates will have answered five questions at the C & D testing stage, therefore only two further questions - one 'show me' and one 'tell me' - will be asked. The questions specific to the above tests should be used (Annex 8), as far as possible, in rotation and the questions selected should be recorded on the back of the DL25.

Examiners should use all of the questions equally. The choice of questions used should be recorded on the DL25 and will be subject to quality assurance by line managers and by audit.

Assessment

The assessment criteria reflect the knowledge and understanding expected of a competent vocational driver.

One incorrect answer will result in a driving fault being recorded. Both questions answered incorrectly will result in a serious fault being recorded.

The guidance given with regard to Categories C, C1, D and D1 should be applied when assessing the responses to the questions asked.

3.22 OBSERVATION OF CANDIDATE

Except for the reversing exercise, examiners should, throughout the test, position themselves within the vehicle where they are best able to observe the candidate's performance.

Advice for PCV examiners standing during tests

1. Each examiner conducting a PCV test should sit in the safest and most suitable seat that allows observation of the driver and road conditions. Few PCV's, however, have forward-facing seats with unrestricted all-round views for examiners (or trainers).

Examiners will therefore occasionally need to stand up and move around during tests in order to observe potential hazards to the sides or rear of test vehicles.

2. PCV courses at Cardington train DSA's examiners, authorised and delegated examiners in the safest and most suitable ways of sitting and moving around during tests. They are also instructed to 'ad lib' on the following lines to candidates after the braking exercise, before the PCV test moves on to the public highway:

'Throughout the drive, continue ahead (etc)... From time to time during the drive it may be necessary for me to stand up and move position within the vehicle to get a view to the side or behind. Please do not let this distract you from your driving.'

3. It is quite normal for passengers to get out of their seats when approaching bus stops or to stand when all seats are taken. PCV candidates should take passenger safety and comfort into account, and are assessed on their smooth use of controls to ensure this. Examiner movement should not therefore present problems.

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4. Examiners do have a responsibility to ensure their own safety and as they are obviously more at risk when not sitting, need to pick the right moments to move without losing control of the test or putting themselves at risk. They should preferably only move when PCVs are stationery or travelling in a straight line, without excessive acceleration or braking, and should also note the location of suitable grab rails and use them when standing, moving around or sitting down.

5. By 1 July 2007 all test PCV must have suitable examiner seats (with seat belts) and mirrors. Even then it will occasionally be necessary for examiners to stand or move around; for example, most double-decker bus stair wells will still obscure part of the all-round view. These safety precautions will continue to be required and must be observed by all examiners involved in PCV testing.

3.23 PCV BELL OR BUZZER

The bell or buzzer should be used only if the examiner considers it is essential to stop quickly to avoid danger to the occupants of the vehicle or to the public at large (ETA). All other instructions to the candidate, including those for normal stops, should be given orally.

3.24 DIRECTION INDICATORS AND STOP LAMPS

The examiner should make a brief visual check of direction indicators and stop lamps. If this reveals any obvious damage, which raises doubts as to whether they are operational, the examiner should offer to assist the candidate in making a practical check and ask them to operate the appropriate control. If the suspect item does not function satisfactorily the candidate should be given the opportunity to rectify the fault. The programming and longer duration of LGV and PCV tests will often allow examiners to be more flexible than is possible in the case of L tests. If the fault cannot be rectified the test should be terminated. To avoid subsequent argument, the candidate should be asked if they wish to confirm by personal observation that the particular item doesn't function satisfactorily, in which case the examiner should operate the control.

If a stop lamp failure becomes evident during the exercises, it should be brought to the candidate's attention when all the exercises have been completed and, if time permits, they should be given the chance to rectify the fault.

In deciding whether or not direction indicators and stop lamps are in an acceptable condition for the purposes of the test, examiners should be guided by the principle that no candidate should be turned away whose test could reasonably be conducted.

When a test is terminated because direction indicators or stop lamps are defective the candidate should be tactfully reminded that, where these are fitted, either compulsorily or voluntarily, the law requires them to be in good and efficient working order whenever the vehicle is used on the road and that, in the circumstances, the test cannot be conducted.

3.25 'L' ('D' in Wales) PLATES

If 'L' (or 'D' in Wales) plates (or only one plate) are not displayed the examiner should ask the candidate about his/her licensing entitlement.

If the candidate has only provisional entitlement to drive the vehicle used for the test, the examiner should explain that the regulations require the vehicle to display 'L' (or 'D' in Wales) plates clearly visible from the front and back. A set of 'L' (or 'D' in Wales) plates should be kept at the DTC and offered to the candidate for their use. The candidate should be given reasonable time to comply with the regulations. If they are unable to do so, the test should be terminated.

3.26 LGV SAFETY & SAFETY EQUIPMENT KNOWLEDGE FOR PCV CANDIDATES

It is the candidate's responsibility to see that all doors, drop-sides and tailboard and any equipment carried are properly secured. In the case of an articulated vehicle or draw bar outfit, they should also check that the trailer brake lines and lighting leads are properly connected and that the semi trailer parking brake is not set. These checks would normally have been made prior to attending for the test.

3.27 PCV SAFETY QUESTIONS

These questions must be asked in addition to the Vehicle Safety Check Questions. PCV candidates need to demonstrate their knowledge of the safety equipment fitted to their vehicle. Prior to the reverse exercise the candidate should be asked to show the examiner where the fire extinguisher is, where the fuel cut-off device is, where the emergency door is and how it operates. If the emergency door will not operate then the test should be terminated. Note: there is no legal requirement for a training vehicle to carry a fire extinguisher. Therefore, if one is not present the test should proceed.

3.28 STARTING THE ENGINE

The candidate should ensure that the handbrake is applied and the gear lever/selector is in neutral, before operating the starter.

Before moving off initially, the candidate should check the seat position and mirrors and, in the case of vehicles fitted with air pressure brakes, the instrument panel to ensure correct working pressure.

3.29 REVERSING EXERCISE

The exercise is designed to test the candidate's accuracy in manoeuvring the vehicle when reversing. The degree of accuracy required is the ability to occupy a bay 1½ times the width of the vehicle and with the rear of the vehicle within the stopping area. The candidate should maintain all round observation during the exercise. The examiner should observe the candidate's performance from outside the vehicle, moving from one vantage point to another while the exercise is being performed.

Before the exercise, the candidate should be asked to bring the vehicle to rest in the starting position. The examiner should then clearly explain the exercise to the candidate making full use of the manoeuvring board to describe the requirements, and giving precise directions as to the course to be followed. It should be explained to the candidate that they should not touch any of the marker cones or cross the yellow boundary lines during the exercise.

To pass, the candidate should not cross any of the yellow boundary lines with the full width of a tyre whilst manoeuvring, nor should they displace any of the marker cones. Cones A & A1 mark the maximum length of the area to be used by a particular test vehicle. If 'shunting' should prove necessary, the candidate should not drive further forward than the boundary of the area marked by cones A & A1, nor take more than two 'shunts' throughout the exercise.

The loading/unloading barrier is not part of the reverse exercise for B+E or PCV tests. Examiners should not refer to the barrier during a de-brief or in the driving test report. If Examiners identify an operational need to reposition the barrier away from the stopping area during a B+E or PCV test then they can do so.

On B+E and on PCV tests candidates should aim to position the extreme rear of the vehicle within any part of the yellow stopping area including the black cross-hatching. Stopping short of the area or reversing through the stopping area (displacing the barrier) should be viewed as unacceptable.

Drivers of LGVs should aim to stop with the extreme rear of their vehicle in the section of the yellow stopping area covered with black cross-hatching. Stopping with the vehicle touching the barrier should not be regarded as a fault, but displacing it should be viewed as unacceptable. Stopping in the yellow box, but short of the hatched area, should be viewed as unacceptable. Candidates should not normally get out of the cab to check their position.

Note: This exercise should normally be carried out before leaving the test centre. (However, where this would cause undue delay, it may be carried out on return to the centre after the drive).

3.30 ON ENTERING THE VEHICLE

In the case of a tilt cab, the examiner should ask if the candidate is satisfied that the cab locking mechanism is secure. Before starting the drive the examiner must ensure that their seat belt, if fitted, is worn and securely fastened. LGV examiner check tests must be restricted to LGVs with standard fitted 3rd seats; or non-standard 3rd seats, which in the managers' judgement, do not present any hazard. DSA examiners, their managers and other DSA staff must not occupy unsafe or unsuitable non-standard LGV 3rd seats under any circumstances. When 3rd seats are not present examiners should not be accompanied by any 3rd parties; DSA staff or otherwise. Under no circumstances should anyone sit on engine covers etc. All H&S incidents on test involving LGV 3rd seats must be fully reported in accordance with DSA H&S Advice Note 2/00.

3.31 BRAKING EXERCISE

Controlled stop/ Angle start

A controlled stop must be carried out on every test.

To commence the angle start the candidate first completes a controlled stop by pulling up on the left behind a parked car, reasonably close but not so close as to make it difficult to move away. The angle start exercise therefore combines two mandatory elements (controlled stop and moving away at an angle) as required.

Exceptionally if a parked car can't be used for this exercise the candidate should be asked to pull up on the left before an object on the kerb, such as a post, street light or tree.

The DL25 should be annotated that a 'controlled stop' has been conducted on every LGV/PCV and B+E test by marking box 2.

NB: If a candidate self-elects to place their vehicle close behind a parked car this may be considered as a completed angle start exercise. A controlled stop has taken place and the DL25 should be annotated.

3.32 MOVING OFF

The prime consideration when moving off is that the candidate does so safely, showing an awareness of the presence of other traffic and pedestrians.

The test should include a demonstration of the candidate's ability to move off uphill, downhill and at an angle from a position reasonably close behind a stationary vehicle.

Gradients for testing the candidate's ability to move off uphill or downhill should be between 8% (1 in 12) and 11% (1 in 9). Gradients steeper than 12% (1 in 8) should not be used in any circumstances.

3.33 METHODS OF SIGNALLING

Candidates normally signal by direction indicator but may, if they wish, signal additionally by arm. Signals should be assessed on whether necessary and appropriate signals are given in good time, and indicators cancelled afterwards. In the case of a disabled driver it will usually be apparent whether they are physically capable of signalling by indicator and arm. However, if the examiner can only be satisfied about this by observing the candidate giving signals whilst actually driving, they should specifically ask the candidate to signal by indicator or arm as appropriate, but only for as long as is necessary to determine whether or not they should be restricted to driving vehicles fitted with direction indicators and stop lamps. Arm signals should not specifically be asked for on a section of route, which includes a roundabout. At certain test centres in remote areas a particular procedure, approved by the Sector Manager, may have to be adopted in which the candidate is asked to assume during the test that another vehicle is following closely and to give signals accordingly.

3.34 EXPERT HANDLING OF ALL CONTROLS

Candidates must be judged on their ability to demonstrate a high degree of skill in the use of controls in a variety of situations.

Examiners should bear in mind the possible consequences of incorrect use of the gears in a heavily laden vehicle on a downward gradient. This could result in a dangerous situation, with the vehicle gaining speed beyond the capacity of the brakes.

The candidate should be assessed on their ability to change down through the gears, and judgement in timing the changes in relation to the gradient.

3.35 GEAR CHANGING EXERCISE

From the 1st January 2008 the gear change exercise was discontinued for all licence acquisition tests.

3.36 USE OF GEARS

Although at no time during the test should the candidate be asked to drive in anything other than the 'normal' gear ratio, they may elect to use a 2 speed axle or other form of 'split' gear change. Any fault committed should be assessed and marked in the usual way. If a candidate asks for guidance on what is required they should be told that they will not be expected to demonstrate use of a 2 speed axle, or auxiliary transmission, unless circumstances arise during the normal course of driving which require its use.

3.37 LGV- MOVING AWAY IN 1st GEAR

Manufacturers are now designing LGV's that should only move off in 1st gear on the level and uphill, exceptionally 2nd gear may be used on downhill starts. It can be demonstrated that moving off in 1st gear significantly reduces wear and tear on the clutch /transmission and benefits the environment.

Examiners should ensure that they correctly assess any aspect of the candidates driving - simply recording a fault because the candidate selects 1st gear to move off is not acceptable.

3.38 PLANNING

The examiner should take particular note of the candidate's judgement of distance, as well as seeing that they look well ahead. They should have regard to the candidate's all round observation and use of mirrors, and note if their actions are deliberate and indicate a thoughtful appraisal of the situation

3.39 HAZARD RECOGNITION

Examiners should satisfy themselves that the candidate recognises hazards in good time, and takes appropriate action. The examiner should observe whether the candidate keeps their vehicle under proper control, in the appropriate gear, and is unhurried in their movements. Late and sudden braking or gear changing shows a lack of foresight.

3.40 ROAD JUNCTIONS, INCLUDING ROUNDABOUTS

The examiner should observe whether the candidate takes account of the type of junction, road signs and following traffic. The candidate should take effective observation, including use of mirrors, before entering the intersection, and do so with proper regard for other road users. Necessary and appropriate signals should be given in good time, speed adjusted as necessary, and the vehicle correctly positioned throughout. The candidate should avoid using the weight and size of the vehicle to take precedence.

3.41 TURNING RIGHT AND LEFT

The examiner should observe whether the candidate takes account of the type of junction and any warning signs, as well as keeping the vehicle under proper control. They should use the mirrors effectively, give proper signals in good time, select the appropriate gear and take up the correct road position well before turning. Effective observation should be taken before emerging, and the proper position on the road taken up as soon as possible after turning.

According to the length of the vehicle, a degree of tolerance may be allowed when assessing the vehicle's position before and after turning, particularly where roads are narrow or the angle of the corner is acute.

When turning left, a candidate driving a long vehicle should position it some distance from the nearside kerb before turning, to avoid the rear nearside wheel encroaching on the pavement. Sharp swing-out should however be avoided and, bearing in mind the danger of cyclists or other road users on the nearside, the candidate should exercise extreme care and make full use of the nearside mirror. When turning right in long wheelbase vehicles cutting the corner is unavoidable in some situations; in such circumstances the candidate must be expected to exercise extreme caution

3.42 OVERTAKING, MEETING AND CROSSING

The examiner should observe the candidate's actions in overtaking and meeting other vehicles, and crossing the path of other traffic when turning to the right. Before overtaking, the mirrors should be used to observe following traffic in good time, and appropriate signals given if necessary. The examiner should bear in mind that this should be done much earlier than in, say, a car. While showing consideration for other traffic, the candidate should not exhibit nervousness by giving way unduly to other vehicles when they could be expected to proceed. On the other hand, they should not be inconsiderate, e.g. by turning right in the face of closely approaching traffic or, when overtaking, using the weight and size of the vehicle to intimidate approaching drivers into giving way. The candidate must allow for the width and length of the vehicle, and a high degree of accuracy in road positioning is expected.

When overtaking, the candidate should be sure that the vehicle has sufficient reserves of power and speed to complete the manoeuvre within a reasonable distance, so that following drivers who may wish to overtake are not unduly inconvenienced.

The use made of a nearside mirror is very important. The examiner should note carefully the candidate's use of it to ensure that following road users are not inconvenienced or placed in danger as a result of the vehicle's change of position, e.g. a return to the nearside from a position or lane away from the left of the carriageway.

3.43 TRAFFIC LIGHTS

The candidate's reaction to the lights should be noted. An increase of speed where the lights have been showing green for some time could indicate a tendency to rely unduly on the colour remaining at green or to proceed on amber when they should have stopped.

3.44 TRAFFIC LANES

The candidate should try, wherever possible, to keep within the appropriate lane. However, with a large or long vehicle, there may be occasions when it is necessary to straddle or 'shut down' lanes to be able to negotiate a hazard safely.

3.45 ONE WAY STREETS

The examiner should observe whether the candidate maintains a suitable course when driving along a one way street and, when intending to turn right or left, takes up a correct position. If directional arrows appear on the road, the candidate should follow the course indicated for the intended direction.

3.46 STOPPING NORMALLY

5 or 6 normal stops should be carried out. The words "pull up" should be used for these stops. The candidate should be able to pull up parallel to, and within a reasonable distance of, the nearside kerb. The examiner should observe whether the candidate then applies the handbrake and puts the gear into neutral. On these occasions failure, to select neutral on vehicles fitted with automatic transmission should not necessarily be regarded as a fault.

In the case of a PCV, the candidate should be able to stop the vehicle within stepping distance of the nearside kerb and, at bus stops, to bring the exit to the correct position in relation to the stopping place.

These stops should not be incorporated into the independent drive section. However a normal stop can be carried out at the start, or before a series of verbal directions, of the independent driving section providing road conditions are suitable and the correct wordings are used i.e. 'Pull up on the left at a safe place, please'

3.47 OPERATION OF DOORS ON PCV TEST

The following procedure should be followed:

During the PCV driving test examiners should ask the candidate to pull up on two separate occasions at an empty bus stop in a position where passengers can alight and embark safely. During these stops and only on vehicles fitted with doors that can be operated from the driver's seat, the door should be opened and closed. To prevent passengers embarking (at a normal bus stop) a suitable lamppost can be used instead of a bus stop. For assessment purposes the handbrake should be applied whenever the door is open.

3.48 CONSIDERATION FOR OTHER ROAD USERS: ANTICIPATION OF THEIR PROBABLE ACTIONS

The examiner should take particular note of the candidate's anticipation, observation, and consideration, for other road users. Full use of the mirrors should be made to help faster traffic to overtake. Sufficient distance should be kept from the vehicle in front to allow overtaking drivers to pull in if necessary. Lane discipline should be maintained at all times.

The early recognition of potential danger is extremely important. The examiner should look for prompt and appropriate reaction to signals given by other road users. They should also note the candidate's reaction to the cyclist who has just looked round, children or other pedestrians moving towards the kerb, the opening of car doors, etc.

3.49 USE OF ANCILLARY CONTROLS

Candidates should be able to use all the ancillary controls fitted to their vehicle. If the candidate has problems using the controls, e.g. wipers, or if the candidate has to be reminded to use a control, the examiner must make a judgement on seriousness using the normal criteria.

3.50 UNCOUPLING AND RE COUPLING

A candidate taking their test in a vehicle drawing a trailer must give a practical demonstration of un-coupling and re-coupling. This is normally carried out at the end of the test but at busy test centres the exercise can be carried out before going on the road.

The vehicle must be parked alongside the trailer after uncoupling; approximately parallel and level with it. Sound judgement and accurate steering are required to re-couple from this position; candidates can get out of the cab to check their position, but this is not essential. A physical check is usually necessary to ensure the trailer parking brake is applied before re-coupling; however if it is obvious it is applied from the position of the button or cable, a visual check is acceptable. The under run bar on the prime mover of a draw-bar combination can be left up for this exercise.

After reversing the towing vehicle up to the trailer, it is not a fault if the candidate physically moves the trailer to line it up and re-couple.

A special needs candidate taking their test in a B+E combination who is unable to physically un-couple or re-couple the trailer should be asked questions about the procedure from the list of questions in the next paragraph.

3.51 UNCOUPLING AND RE-COUPLING OF CAR & TRAILER (B+E)

1. Q What factors should be taken into consideration in selecting a suitable place to leave an uncoupled trailer?

A Select a position where the trailer will not cause danger or inconvenience to any other road user.

2. Q What are the important factors in selecting a suitable surface for uncoupling?

A Select a firm hard surface on level ground. This reduces risk of movement and prevents strain on brakes and/or suspension.

3. Q In what order would you carry out the operations necessary to uncouple.

- A a. Secure trailer brake in 'on' position
- b. Lower jockey wheel and lock in position
- c. Release the electrical connections
- d. Disconnect safety cable/chain (if fitted) and release coupling
- e. Drive car slowly away.

4. Q What should always be the first action in uncoupling?

A Apply trailer brake.

5. Q When uncoupling/re-coupling how should the car be driven?

A Slowly and smoothly.

6. Q On re-coupling what safety check should be made to ensure that the car and trailer are securely coupled?

A Either wind the jockey wheel down a few centimetres or lift the coupling by hand to make sure it is securely coupled.

7. Q Having re-coupled what is your last action before moving off?

A Release trailer parking brake.

8. Q What is the correct order in which the re-coupling drill should be carried out?

- A a. Check that the trailer parking brake is applied
 - b. Reverse car slowly into coupled position
 - c. Ensure vehicle is securely coupled by either winding the jockey wheel down a few centimetres or lifting the coupling by hand . Connect electrical connections (and the safety chain, if fitted)
 - e. Secure jockey wheel in 'up' position
 - f. Release trailer parking brake.
-

3.52 ECO-SAFE DRIVING

'Eco-safe Driving' is a recognised and proven style of driving. It contributes to road safety while reducing fuel consumption and emissions and is part of the EU 3rd Directive on Driving Licences, which reflects the increased awareness and need for economical / environmentally friendly driving.

Note: 'Eco-safe Driving' will not contribute to the result of the test.

The Eco-safe driving boxes on the DL25 are used to record an assessment of the driver's ability to drive with economy and the environment in mind. The assessment of Eco-safe driving is taken over the whole test, not focussing on one instance - candidates only need to display knowledge of Eco-safe principles they are not expected to be experts. A candidate may sacrifice Eco-safe driving techniques so as not to compromise safety. This should always be carefully considered in the assessment process.

There are two Eco-safe headings: control and planning:

(The examples below do not cover the whole range of Eco-safe driving styles and are for guidance only).

Control:

- Changing down to lower gears when the road speed is too high is not considered an 'Eco-safe driving' technique. It uses fuel unnecessarily, as does needless harsh acceleration and using the higher rev range between upward gear changes. Doing so is a waste of fuel with no gain in safety or performance.
- A driver should understand the capabilities of his/her vehicle and should be able to take advantage of the power/torque characteristics of the engine by utilising the highest gear possible without causing the engine to labour. The ability to utilise a lower 'rev' range should ensure that fuel is not being used unnecessarily and therefore fewer pollutants will be released through the exhaust system.

Planning:

- Needlessly stopping then moving away from rest has a detrimental effect on fuel consumption. An Eco-safe driver will keep the vehicle on the move whenever and wherever it is safe to do so. This technique can be demonstrated at junctions, roundabouts, slow moving traffic and when negotiating other hazard situations with no compromise to road safety. Keeping a vehicle on the move uses less fuel to regain momentum and demonstrates sound Eco-safe driving principles.
- If a candidate is driving on an open road and has to reduce speed to comply with a change in speed limit or road and traffic conditions, he/she should be able to do so by responding early. This will allow timely use of the accelerator to use 'engine braking' to assisting the vehicle in slowing down smoothly. The alternative of not using this technique is to brake late, which uses more fuel and is not a demonstration of effective Eco-safe driving principles.

In the previous examples, if the candidate demonstrates safe driving procedures by not committing control or procedural faults, then no fault should be recorded under another heading on the DL25 other than in 'Eco-safe Driving'.

Whether the result of the test is a pass or a fail if an Eco-safe fault has been recorded in either one or both of the boxes the examiner should debrief the candidate in the normal way and offer him/her a copy of the Eco-safe leaflet which gives more information on tips and techniques to save fuel and reduce emissions.

3.53 TEST TERMINATED AT CANDIDATE'S REQUEST

Ensure that this box is marked when a candidate decides not to continue.

3.54 END OF TEST - ISSUE OF DOCUMENTS

At the end of the drive (and in the case of a trailer test, after the un-coupling /re-coupling exercise) the examiner should advise the candidate of the test result. A decision to fail should be conveyed sympathetically but firmly. The necessary documents should be completed and an oral explanation given in accordance with the guidance given in Chapter 1.

Please be mindful that the candidate may have a Module 4 CPC test booked after this test (either straight away or in the very near future) and will require their licence for ID purposes. It would help to ask if this is the case. If so, the candidate should not follow the ADLI route and the licence should not be taken off them.

3.55 SECURITY AT JOINT LGV/PCV DTCs

Security arrangements at joint centres are a matter for local agreement between the VOSA station manager and driving examiners. Local instructions to examiners setting out the arrangements should be agreed with the station manager and retained in a folder at the centre; they should be made available to visiting examiners. The station manager, or deputy manager, must be informed in advance of occasions when examiners' finishing time will be later than that of the vehicle testing staff. The appropriate examiner is then responsible for ensuring that the public have left the station, that those parts of the station which have been left unsecured for driving test purposes are finally secured, and all lights etc switched off before leaving. Whilst the Sector Managers will liaise with station managers as necessary on security matters, examiners are responsible for ensuring that agreed arrangements are implemented.

3.56 ACCIDENTS AT CENTRES

If an accident occurs on the test centre site, certain action may be required in addition to the normal Accident Procedures.

If necessary, the appropriate emergency service police, fire or ambulance should be called immediately by dialling 999.

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At joint centres the station manager or deputy manager must be informed at once, and will take any necessary action regarding damage to buildings etc. The examiner should provide a statement of observed facts if requested to do so.

For independent centres the Sector Managers must report the facts to the AM who will initiate any necessary action if buildings etc are damaged.

3.57 FAILURE OF VEHICLE ON MANOEUVRING AREA

If a vehicle breakdown obstructs the manoeuvring area to the extent that exercises cannot be carried out, and removal is beyond the resources immediately available, the nearest service station with a recovery vehicle should be contacted; at joint centres, advice should first be sought from the station manager.

Note: Examiners MUST not attempt to remove a disabled vehicle by pushing, nor invite anyone else to do so.

A list should be maintained of the names, addresses and telephone numbers of garages in the vicinity of the centre, which operate heavy recovery vehicles. Bills for recovery service should be certified and sent to the Area Office for payment.

3.58 ICE AND SNOW CLEARANCE EQUIPMENT

At Joint centres, the VOSA is responsible for snow/ice clearance and gritting. Independent LGV driving test centres are provided with Westwood machines for salting and gritting the manoeuvring/braking areas to help avoid tests having to be cancelled in the event of bad weather conditions. The machines are not however suitable for clearing heavy falls of snow.

VOSA is responsible for the annual servicing of all gritters, and for the routine maintenance and repair of those at joint centres.

Headquarters periodically provides independent centres with a list of appointed repairers for use in emergencies, and examiners should telephone the repairer direct. It is important that only appointed agents carry out repairs. Bills for work carried out should be certified by the examiner and passed to the Area Office for payment.

3.59 CARE AND OPERATION OF THE WESTWOOD TRACTOR

Examiners should either have had previous experience or be trained before using a Westwood tractor. Training can be obtained through the local Area Manager.

Examiners at independent centres should be aware of the following advice on the care and operation of the machines:

As the machine is used only occasionally and then only during the winter months, it is essential that it is started and allowed to warm up at frequent intervals throughout the period when it is not in use. Tyre pressures should be checked and kept properly inflated. Tyre pressures are Front 12 PSI: Rear 15 PSI. To obtain a better traction on ice or snow decrease the rear tyre pressures to about 12 PSI.

To operate the tractor:

- Apply the parking brake by depressing the clutch/brake pedal fully, check that the gear lever is in neutral, and place the throttle lever to the choke position
- Start the engine by pulling the recoil handle sharply (use the full length of the rope). Let the engine warm up, then select a gear and slowly release the clutch/brake pedal and engage the drive
- The machine is capable of grading to a maximum depth of 4 inches of un-trodden snow. Do not attempt to grade at greater depths. In the event of wheel spin do not back off the tractor and run the snow blade at the snow, as this will damage the drive train
- When using the tractor on level ground gear changing can be achieved without depressing the clutch, but to prevent undue strain on the gear lever the clutch should be used if the tractor is climbing a gradient or drawing a load

3.60 SALT SUPPLIES

Sector Managers are responsible, in liaison with Deputy Operational Delivery Manager for ensuring that supplies are obtained for independent centres. At joint centres the procurement of supplies is the responsibility of the station manager, but it is nevertheless the Sector Managers responsibility to satisfy themselves in the interests of driving test operations that adequate supplies are available.

3.61 PROCEDURE

At independent centres, when there is a possibility of snow or freezing conditions affecting the early morning test, responsibility for assessing the situation, and salting as necessary, rests with examiners.

At joint centres, examiners should approach the station manager the previous afternoon and agree arrangements for the centre handyman to salt the manoeuvring/braking areas.

On occasions the station manager may decide to use additional contractual or other assistance to maintain access to, and use of, the site. Invoices for such work are certified by the station manager and annotated to show the proportions applicable to vehicle inspection and driver testing operations. They are then passed to the Sector Manager to forward to the AM for payment.

3.62 TRAFFIC CONES

A supply of about 30 cones (Glocone HN 18/3) should be maintained at permanent centres, and about 20 cones at occasional centres. Requests for necessary replacements should be sent through the Sector Manager to the Deputy Operational Delivery Manager.

04 : The Taxi Test

4.01 INTRODUCTION

This chapter sets out the background and basic requirements of the practical driving assessment for the drivers of Hackney Carriage and Private Hire vehicles. It also gives detailed guidance on conducting assessments. The term 'Taxi' will be used for the ease of use to replace Hackney Carriage and Private Hire vehicles.

4.02 DRIVING ASSESSMENT REQUIREMENTS

Taxi assessments are a non-statutory activity for the Agency. The assessment requirements are currently laid down by the Chief Driving Examiner.

Candidates are normally experienced drivers whose livelihoods will depend on the successful outcome of the test. It is therefore very important that examiners portray a professional but relaxed image throughout an assessment in order to relieve what will be a highly stressful situation for the candidate.

As full licence holders it would be reasonable to expect them to demonstrate a degree of skill and road sense associated with that of a full licence holder, albeit they may well have acquired some acceptable driving habits.

The level of ability required is set higher than that of a standard driving test and takes into account issues specifically relating to taxi driving. The emphasis is in road safety and the safe conveyance of passengers.

Examiners should follow the guidelines for the practical driving test for cars as detailed in Chapter 1 and the specific guidance contained within this chapter.

4.03 MINIMUM TEST TIME

It is important that, unless the test is terminated, the minimum driving time is strictly adhered to, which is 30 minutes.

This means that in addition to the above, when taking into account DSA's requirements, including the manoeuvres and the test content, the test will last between 38-40 minutes from signing the DL25 to stopping the engine at the end of the test.

Minimum on road time is measured from when the vehicle starts moving at the beginning of the test to when the engine is stopped at the conclusion of the test.

Therefore, manoeuvres carried out in the DTC car park count towards the minimum time period.

4.04 GENERAL COMPETENCE TO DRIVE

The object of the assessment is to ensure that the candidate is well grounded in the principles of safe driving, and consideration for fare paying passengers, and is able to demonstrate at the time of the assessment that they are a competent and considerate driver and not a source of danger to themselves or to other road users

4.05 COMPLETION OF FORMS

Clear and accurate completion of forms is very important. Forms should be completed in black ink.

Hackney Carriage/ Private Hire assessment candidates are exempt from the residency rules regulations. Examiners should therefore draw a line through this reference and the health declaration.

A complete set of driving test report forms consists of four components - DL25A, DL25B, DL25C and DL25D (the notes for guidance).

The top copy (DL25A) is sent to Newcastle for scanning.

The second copy (DL25B) is to be retained with other taxi test documents at the driving test centre in a separate file from statutory test documents for 2 years - the written report is to be completed on the rear.

The third and fourth copy (DL25C & DL25D) should be given to the candidate at the end of each assessment to supplement the oral debrief.

4.06 DL25

Complete according to instructions as per Chapter 1.

4.07 DEFINITION OF MARKINGS DL25

As per instructions Chapter 1, with the following exceptions:

8 Taxi manoeuvre.

Control: Incorrect use of controls and/or inaccuracy

Observation: Lack of effective all round observation.

9 Wheelchair Exercise

Failure to safely install and secure the wheelchair for a journey and reverse the entire process.

4.08 PREPARATIONS FOR THE TEST

The examiner should take on test the assessment form DL25, TPH 10, WTA 10, 'Cabology' questions and road signs document (TA5).

Before going to meet the candidate the examiner should enter the relevant details on the DL25 as per all tests. In the case of taxi, the category types should be recorded as:

Category type Z Test type 13 - Private hire:

Category type Z1 Test type 14 - Hackney carriage (drive and wheelchair assessment);

Category type Z2 Test type 14 - Wheelchair assessment.

Examiners should enter an oblique line within the appropriate test code boxes i.e.

1 and 3 to denote Private hire (13)

1 and 4 to denote Hackney carriage (drive and wheelchair assessment) (14)

1 and 4 to denote Wheelchair assessment (14)

4.09 MEETING THE CANDIDATE

The examiner should ask for the candidate by name and greet them pleasantly. Candidates presenting for a Taxi Assessment should be taken on test with either:

- A full UK/NI Licence, both photocard and paper counterpart
- A full British old style paper licence and current passport.

Or

- A recognisable full EU licence (and valid passport if there is no photo on the licence)

A candidate with an EU licence must present a UK paper counterpart (and valid passport if there is no photograph on the licence).

EU licence holders booking a Taxi Assessment before 31 March 2009 may have been issued with a Northern Ireland driver number as a workaround. The NI driver number is a string of numbers with no letters. A candidate with a NI driver number who presents for a Taxi Assessment should be taken on test.

From 01 April 2009 EU licence holders making a booking for a Taxi Assessment must either exchange their current licence for a full UK/NI Licence, or apply to DVLA for a UK paper counterpart(D9). Note: 'CLH' is not always printed in the licence number any more.

Wheelchair assessments - candidates must provide photographic ID in some form to confirm their identity, not necessarily their driving licence as there is no on-road driving.

Customers who arrive without these documents will not be allowed to take the test and so will lose their fee. There will be no free tests for customers without the correct documents.

Hackney Carriage & Private Hire candidates are exempt from the residency requirements and this reference should be deleted from the insurance declaration.
Note: Should a candidate refuse to sign the insurance declaration, the test must not be taken.

Compare the signature on the licence with the signature on the DL25. Return the documents and invite the candidate to lead the way to the vehicle

4.10 UNDECLARED DISABILITY

If an examiner notices during the assessment that the candidate is suffering from some restriction of movement, which could be classed as a disability, make discreet enquires at an appropriate opportunity. In the case of physically disabled persons, examiners should ask about any adaptation/s fitted to the vehicle and how they operate in relation to the disability. This information should be recorded in detail in the appropriate box on the DL25. Do not complete a D255. The candidate is already a full licence holder and clearly the acceptance of the disability is the responsibility of the relevant licensing authority.

4.11 SUSPECTED IMPERSONATION

As per Chapter 1

4.12 EYESIGHT TEST

As per Chapter 1.

Do not complete a DL77 or D255.

Hackney Carriage Black Cab style tests (Z1), if the candidate fails the eyesight test, the wheelchair exercise should still be completed and the appropriate result for this given by the examiner.

The Wheel Chair Assessment (Z2) does not require an eyesight test.

4.13 VEHICLE EXCISE LICENCE

The vehicle must display a valid Vehicle Excise Licence or Automated First Registration and Licensing (AFRL) tax disc or the test must be terminated.

4.14 PRE-BRIEF

Examiners should take the opportunity on the way to the car or before moving off, to briefly explain to the candidate what will happen on the taxi assessment.

4.15 AT THE START OF THE TEST

There is no 'show me tell me' module on taxi tests.

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Hackney Carriage (Black Cab style) - after the pre-brief and if the cab is fitted with a payment meter, the candidate should be asked to switch on the payment meter at the start of the drive. This adds realism and prevents the cab being hailed whilst on test.

The examiner should also inform the candidate **not** to use bus/taxi lanes during the drive (at this stage they are generally only potential taxi drivers).

4.16 EXAMINER'S DOOR AND SEATING IN SALOON STYLE TAXI

The examiner must sit in the front passenger seat of the vehicle, as this is the best position from which to observe the candidate's performance. Before moving away the candidate may check that the front passenger door is properly closed or locked. This is usually done to show the examiner that they are aware of the safety precautions to take before moving off. Examiners should not in any way indicate that this precaution is other than a proper one for any driver to take.

If an examiner would prefer the door not to be locked they should unlock it and, if necessary, politely mention this to the candidate. The examiner should of course exercise ordinary common-sense responsibility to see that the door is properly closed.

4.17 OBSERVATION OF THE CANDIDATE IN HACKNEY CARRIAGE (BLACK CAB STYLE VEHICLE)

Examiners should, throughout the test, position themselves within the vehicle where they are best able to observe the candidates performance. This will usually be in the rear nearside seat of the vehicle. The examiner will need to ensure that either the intercom system is active or the glass partition is open, to enable the candidate to hear directions and instructions clearly.

4.18 SEAT BELT, HEAD RESTRAINT AND MIRROR

Private Hire as per chapter 1.

Examiners have discretion when deciding whether an interior mirror for their use would be beneficial when conducting assessments in Hackney Carriages, (Black Cab style vehicles).

4.19 INSTRUCTIONS TO CANDIDATES

Private Hire as per chapter 1.

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Hackney Carriage (Black Cab style). Candidates should be asked to open the sliding glass screen between themselves and the passenger compartment or alternatively switch on the passenger compartment intercom system.

4.20 EXPERT HANDLING OF CONTROLS

Examiners should be mindful that most taxi candidates are likely to have considerable driving experience. Their method and standard of driving will probably be quite different to that of the majority of L-drivers. The ability to take advantage of gaps in traffic or to emerge safely from junctions for example is likely to be more fluent and faster than the less experienced driver.

Candidates must be judged on their ability to demonstrate a high degree of skill in the use of controls in a variety of road and traffic situations, which should include where possible, motorway driving. Examiners should bear in mind the consequences of incorrect use of gears, brakes and steering on the overall stability of the vehicle and the effect this may have on the safety and comfort of fare paying passengers.

4.21 EMERGENCY STOP

Private Hire as per Chapter 1.

The emergency stop exercise should be carried out on 1 in 3 taxi tests.

Hackney Carriage (Black Cab Style) vehicles. The examiner should explain with the vehicle at rest that they will shortly be tested in stopping the vehicle in an emergency, as quickly and safely as possible. The warning to stop the vehicle will be the audible signal 'Stop'. Given the constraints of the vehicle, examiners will not give a hand signal to stop but must ensure that the verbal signal is loud enough.

4.22 MANOEUVRING EXERCISE

To carry out the taxi manoeuvre the examiner should pull the candidate up in a road where it is wide enough to execute a turn in the road and where there are options for other manoeuvres e.g. junctions, crossroads. The examiners should then set the scene by saying to the candidate `I would like you to imagine that you have just dropped off a fare and you have now received a call on your radio to pick up another fare in the opposite direction'. I would like you to turn your vehicle round by whatever means are available, please don't mount the pavement or use driveways as this could damage your vehicle'. Crossroads are permissible for this exercise and give the candidate the option of carrying out a TIR, left or right reverse or a 'U' turn.

Note: At no time must the examiner suggest or instruct the candidate to complete a 'U' turn.

Driving into a minor road and attempting to reverse out onto the major road is extremely unsafe. Examiners should take verbal action when it is absolutely certain that the candidate is about to execute this manoeuvre and then assess accordingly.

4.23 STOPPING NORMALLY

Two normal stops should be made during the test. The words "pull up as if you're dropping off or picking up a passenger" should be used for these stops, the imperative "Stop!" being used only for the emergency stop.

The candidate should be able to pull up within a reasonable distance of the nearside kerb, a reasonably fine degree of accuracy should be observed, applicable to that of an experienced driver.

The examiner should observe final position, location of street furniture and whether the candidate then applies the handbrake and puts the gear into neutral. On these occasions, failure to select neutral on vehicles with automatic transmission should not necessarily be regarded as a fault.

Consideration of passenger safety when alighting or entering the vehicle should be considered at all times.

Independent Driving

A normal stop may be included when pulling up to start the independent drive section, or when pulling up for an additional phase, providing the road conditions allow and the correct wordings are used i.e. 'Pull up in a convenient place'. Candidates should not be asked to carry out a normal stop once they have begun the drive.

4.24 ECO-SAFE DRIVING

'Eco-safe Driving' is a recognised and proven style of driving. It contributes to road safety while reducing fuel consumption and emissions and is part of the EU 3rd Directive on Driving Licences, which reflects the increased awareness and need for economical / environmentally friendly driving.

Note: 'Eco-safe Driving' will not contribute to the result of the test.

The Eco-safe driving boxes on the DL25 are used to record an assessment of the driver's ability to drive with economy and the environment in mind. The assessment of Eco-safe driving is taken over the whole test, not focussing on one instance - candidates only need to display knowledge of Eco-safe principles they are not expected to be experts. A candidate may sacrifice Eco-safe driving techniques so as not to compromise safety. This should always be carefully considered in the assessment process.

There are two Eco-safe headings: control and planning:

(The examples below do not cover the whole range of Eco-safe driving styles and are for guidance only).

Control:

- Changing down to lower gears when the road speed is too high is not considered an 'Eco-safe driving' technique. It uses fuel unnecessarily, as does needless harsh acceleration and using the higher rev range between upward gear changes. Doing so is a waste of fuel with no gain in safety or performance.
- A driver should understand the capabilities of his/her vehicle and should be able to take advantage of the power/torque characteristics of the engine by utilising the highest gear possible without causing the engine to labour. The ability to utilise a lower 'rev' range should ensure that fuel is not being used unnecessarily and therefore fewer pollutants will be released through the exhaust system.

Planning:

- Needlessly stopping then moving away from rest has a detrimental effect on fuel consumption. An Eco-safe driver will keep the vehicle on the move whenever and wherever it is safe to do so. This technique can be demonstrated at junctions, roundabouts, slow moving traffic and when negotiating other hazard situations with no compromise to road safety. Keeping a vehicle on the move uses less fuel to regain momentum and demonstrates sound Eco-safe driving principles.

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- If a candidate is driving on an open road and has to reduce speed to comply with a change in speed limit or road and traffic conditions, he/she should be able to do so by responding early. This will allow timely use of the accelerator to use 'engine braking' to assisting the vehicle in slowing down smoothly. The alternative of not using this technique is to brake late, which uses more fuel and is not a demonstration of effective Eco-safe driving principles.

In the previous examples, if the candidate demonstrates safe driving procedures by not committing control or procedural faults, then no fault should be recorded under another heading on the DL25 other than in 'Eco-safe Driving'.

Whether the result of the test is a pass or a fail if an Eco-safe fault has been recorded in either one or both of the boxes the examiner should debrief the candidate in the normal way and offer him/her a copy of the Eco-safe leaflet which gives more information on tips and techniques to save fuel and reduce emissions.

4.25 AT THE END OF THE TEST

When parking back at the centre examiners should consider the extra space needed around the vehicle if the candidate is then going to carry out the wheelchair exercise.

4.26 HIGHWAY CODE/CABOLOGY QUESTIONS

This element of the test should be completed immediately after the drive. It is necessary to ask 3 Highway Code and 2 'Cabology' questions on all taxi tests (with the exception of Z2 wheelchair upgrade), followed by 5 traffic signs from the TA5.

In the case of Hackney Carriage (Black Cab style) tests, examiners may select 'cabology' questions relevant to the particular vehicle presented on the test. A 'crib card' of the questions and particularly the answers should be taken on test. See Annex 5. Examiners should assess the answers given by the candidate in the normal way. Faults should be recorded under item 1b on the DL25.

In the event of a serious fault being recorded for the lack of theoretical knowledge, examiners should debrief the candidate in the normal way. They may if appropriate give 'advice' and refer to the Highway Code and other DSA publications. All questions put and answers given by the candidate should be recorded on the DL25B.

4.27 WHEELCHAIR EXERCISE

High Visibility Vest Must Be Worn By Examiners

When conducting a Z2 wheelchair (Upgrade) assessment, meet the candidate in the normal way. There is no eyesight test requirement.

If part of a full Z1 test, the exercise could be conducted before or after the drive.

This exercise is applicable to all Hackney Carriage (Black Cab Style) vehicles and to some suitably fitted/adapted people carriers.

Do not record driving faults for this exercise.

This element should be assessed in its entirety. The examiner should present the wheelchair to the candidate in a ready to use state, with both wheel brakes applied.

The candidate should be asked to demonstrate their ability to load an empty wheelchair into the cab and secure it correctly and safely for a journey by using the equipment supplied by the manufacturer.

Wordings for wheelchair exercise are contained in Annex 7.

Note: The ramps or pull out ramp should be secure, the wheelchair backed up to the 'dickey' seat or baulk head, both wheelchair brakes applied and the passenger seat belt and wheelchair belts or clamps secure. The ramps need not be removed between loading or unloading. Any omission of the above would result in failure of the wheelchair exercise. If the ramp collapses or the wheelchair topples off the ramp as the candidate either installs or removes it, this would also result in a failure.

Successful candidates will receive a WTA10, completed as per 4.31 for the TPH10.

4.28 TEST CONCLUSION

In order to pass a Hackney Carriage/ Private Hire assessment, candidates must commit no more than 9 driving faults with no serious or dangerous faults. One serious or dangerous fault would entail the failure of the test. A decision to fail should be conveyed sympathetically as the candidate's job is reliant on this driving test.

4.29 TPH10/WTA10 CERTIFICATES OF COMPETENCE

TPH10/WTA10 should be completed in black ink. Examiners whose signatures may be difficult to read should print their names after their signature.

Note: Rubber name stamps must not be used on certificates.

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TPH10WTA10 are accountable documents and are issued against an examiner's signature. They **must** be safeguarded at all times.

4.30 ISSUING OF TPH10s

The examiner should ask the candidate for their licence or other documentation and copy the details direct to the TPH10/WTA10. The driver number should be copied exactly as shown even if the examiner suspects it is incorrect, e.g. the first 5 letters do not match those of the candidate's surname.

In the case of a Northern Ireland licence, the number should be copied exactly as shown - starting from the left - and a line put through the remaining empty boxes

Enter the test date in numeric form, e.g. 09.06.00

Enter the candidate's name clearly in the following way:

Title - Mr/Mrs/Miss/Ms etc

First forename and second forename if any, in full and initial of any other forename

Surname

The address

Enter the licensing authority name

Sign the form and enter the name of the driving test centre

Obtain the candidate's signature in the space provided

Give the candidate the completed TPH 10 / WTA 10

If you have a two part WTA 10 the bottom copy should be attached to the DL25B

If the candidate is applying for a Z1 (HCD) Taxi licence for the London Public Carriage office, the examiner should write the Hackney Carriage 'plate' number immediately below the signature of candidate on both the TPH 10 and WTA 10.

4.31 DOCUMENTATION AT END OF TEST

It is possible on Taxi assessments to pass the driving element and fail the wheelchair element and visa versa. Examiners must ensure they enter the appropriate pass certificate number or numbers into the relevant boxes on the DL25

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The examiner should give the candidate a TPH10 and / or a WTA10, DL25C and DL25D, (notes for guidance), and such road safety or other information leaflets as may be approved from time to time.

Fail

The examiner should give a de-brief on the relevant element/s and give the candidate a copy of the DL25C & DL25D, (the notes for guidance). Further postal application forms are available from the candidates licensing authority

4.32 DE-BRIEF

As per Chapter 1

05 : Physical Disabilities

5.00 Physical disabilities

In common with other applicants for driving licences, those who are physically disabled have to take a test of competence to drive. The test requirements are generally the same as for non-disabled candidates, and the same test documents are used. In addition the examiner must complete a report on form D255.

5.01 Restrictions

The only cases where a restriction, other than the appropriate category letter, may be indicated on a pass certificate are those of candidates with a physical disability, which affects their ability to drive. **Restrictions must not be related to a specific make of vehicle or machine, or to horse-power, cubic capacity, or un-laden weight.**

5.02 Successful candidates

If the examiner is satisfied that the candidate is competent to drive **all un-adapted vehicles** in the category on which they were tested, **and in any additional categories covered**, a normal pass certificate for the category should be issued.

If the examiner considers that the candidate can drive un-adapted vehicles only of the category on which they were tested, but not the additional categories covered, then the pass certificate should be issued for that category (for example category B) and the D255 should indicate that the candidate should be restricted to category B vehicles.

If the examiner considers the candidate can drive only a vehicle with suitable adaptations, this should be indicated on the pass certificate. The appropriate EU code (listed below) should be entered on the DSA10.

5.03 EU Codes

Code

- 10 modified transmission
- 15 modified clutch
- 20 modified braking systems
- 25 modified accelerator systems
- 30 combined braking and accelerator systems
- 35 modified control layouts
- 40 modified steering
- 42 modified rear-view mirror(s)
- 43 modified driving seats
- 44 modifications to motorcycles
- 44 (1) single operated brake
- 44 (2) (adjusted) hand operated brake (front wheel)
- 44 (3) (adjusted) foot operated brake (back wheel)
- 44 (4) (adjusted) accelerator handle
- 44 (5) (adjusted) manual transmission and manual clutch
- 44 (6) (adjusted) rear-view mirror(s)
- 44 (7) (adjusted) commands (direction indicators, braking light, etc.)
- 44 (8) seat height allowing the driver, in sitting position,
to have two feet on the road at the same time
- 45 motorcycle only with sidecar

125 motor-tricycle

78 restricted to vehicles with automatic transmission

Where the candidate is to be restricted to driving automatic vehicles of the category on which they were tested the DSA10 should, depending on the circumstances, be completed as follows:

If the examiner considers that the automatic transmission, regarded as an adaptation, wholly overcomes the effects of the disability, appropriate category letter should be entered in box 4 and 'Y' in box 5; or

If the examiner considers that the automatic transmission, regarded as an adaptation, does not wholly overcome the effects of the disability, the appropriate category letter should be entered in box 4, 'Y' entered in box 5, and the appropriate EU code inserted in the space provided.

5.04 FORM D255 - REPORT ON DRIVING TEST OF A CANDIDATE WITH A PHYSICAL DISABILITY OR WHO FAILS THE EYESIGHT TEST

A report form D255 must be completed in duplicate in all cases, pass or fail, where a candidate has a disability, declared or undeclared, or fails the eyesight test.

In completing the form D255 the use of the boxes is self-evident. In addition it will be necessary for examiners to observe the instructions below:

(With the exception of vocational tests) DVLA have requested that in all cases the eyesight section must be completed and not lined through.

Box 5 - This is split into 4 sections as follows:

- Do you consider that the candidate should drive vehicles with adaptations and/or automatic transmission to overcome the effects of the disability? The examiner should briefly describe the adaptations fitted if the answer is yes. Where appropriate, describe the type of adaptation(s) considered necessary, e.g. "ball fixed to steering wheel, hand operated clutch", etc
- Did the adaptations and/or automatic transmission overcome the effects of the disability? The examiner should briefly give reasons if the answer is no
- Did the test show that the candidate would be unsafe as a driver of any kind of vehicle? Drivers Medical Branch (DMB) is seeking information here about whether the examiner considers the candidate would be unsafe to drive/ride vehicles of any kind. It is unlikely that someone who failed because adaptations to their vehicle were unsuitable or non-existent would warrant a 'YES' under this heading

NOTE: Examiners should be aware that if they report the candidate would be unsafe as a driver of any kind of vehicle, DVLA will revoke (or refuse) a licence.

- Do you have any other comments including likely effect of the disability on driving vehicles in other categories? Particular attention should be given to the candidate's ability to drive/ride vehicles in other categories. Comments should be made here to indicate whether the candidate's disability would affect their ability to drive/ride other vehicles safely

The examiner should briefly describe the adaptations fitted.

The original copy D255 should be forwarded on the day of the test to DVLA and the copy should be retained in a file in the DTC.

In the case of an eyesight failure, form DL77, if completed, should be attached to the copy D255. In the event of the candidate declining to sign the DL77, a note to this effect should be attached to the D255.

In completing the form D255 the use of the boxes is self-evident. In addition it will be necessary for examiners to observe the instructions below:

DVLA have requested **that in all cases** the eyesight section **must** be completed and not lined through.

5.05 GUIDANCE TO UNSUCCESSFUL CANDIDATES

Generally the candidate should be given the result of the test, and be given an oral explanation of faults in the usual way. The examiner should not make any remarks, or enter into any discussion, about the candidate's licensing entitlement. However, if the examiner thinks some, or further, adaptation of the vehicle might enable the candidate to pass the test, they may give a general indication to that effect.

If a candidate asks for advice as to the precise manner in which they should adapt the vehicle they should be referred to The Forum of Mobility Centres.

Their web site address is:www.mobility-centres.org.uk

THE MOTOR CYCLE TEST

If direction indicators are fitted to a machine ridden by a candidate who cannot give arm signals, they must be regarded as a necessary adaptation to the machine.

It is very unlikely, but not impossible, that a one-armed motorcyclist could take the test. The examiner would have to be quite satisfied that all the requirements of the test were met and that the candidate was safe, and might find it necessary to repeat some manoeuvres, particularly the emergency stop, before reaching a decision. Each case must be treated on its merits.

A disabled motorcyclist who cannot take direct rear observation, but otherwise meets the test requirements may be granted a pass certificate to ride a category A or P machine; "with suitably positioned mirrors" (EU code 42).

A motorcyclist can be restricted to riding a combination machine if the examiner is not satisfied that they are capable of riding a solo machine safely. The appropriate category letter and disability code should be entered on the DSA10, and the D255 should indicate that the candidate should be restricted to riding machines with sidecars.

5.06 RESTRICTED/ABNORMAL STATURE

Extra large or extra small stature is not of itself a disability and examiners should not normally restrict a pass certificate on those grounds, nor complete a D255. However there may be cases where restricted or abnormal growth could be said to amount to a disability, in that it could have an effect on the candidate's driving ability. If the controls of the candidate's vehicle have been adapted in any way to overcome this disability then the appropriate EU code should be entered on the DSA10.

In such cases a description of the candidate's build, giving some indication of size, approximate height, and whether build appears to be in proportion, should be given on the DL25 and a D255 should be completed.

5.07 DRIVING TESTS REQUESTED BY DVLA

Occasionally Drivers Medical Group (DMG) may require a disabled driver to take a driving test even though they already hold, or have held, a full licence. This may be done when a driver has become disabled since the full licence was issued, or when a previously disclosed disability has become more acute. The test is to help medical advisers in assessing the driver's licensing entitlement.

DMG send two copies of the special report form (D255) and a copy of the notification sent to the driver (D375), with a covering letter to the Area Office. The booking section holds these documents to link with the candidate's test application. An appointment is then made and the documents sent to the test centre with the normal programmes of work. After conducting the test, the examiner should issue a pass certificate or statement of failure, as appropriate, in the usual way. If the candidate does not take the test the documents should be returned direct to booking section.

The D255 should be completed in duplicate. The two un-numbered boxes will have been completed by DMG. Most of the other boxes are self-explanatory.

If the candidate fails the test, a copy of both sides of the DL25B should be made. The original should be attached to the D255 and the copy placed with the week's work.

The completed D255 and DL25B in the case of a failure should be sent on the day of the test to DVLA. The duplicate copy D255 should be forwarded to the Sector Manager for retention on file.

5.08 TIME ALLOCATED FOR TEST

More than one test period is normally allocated for an L test for a disabled person because of the extra documentation involved. Extra time is also allowed for candidates who are deaf without speech or who have declared a severe degree of deafness. If a candidate in one of these categories fails to declare their disability when applying for the test, only one period will have been allowed. The test should however be conducted, the documentation being left for completion later in the day if necessary.

5.09 DIRECTIONS ON ROUTE

Try to ensure that as far as possible the instructions are given when the vehicle is stationary and the candidate can see your face clearly. Speak clearly and not too fast. Do not shout. Keep your head still. Try to move your lips a little more than you normally do. Please be patient.

The examiner should agree with the candidate beforehand how instructions about the route and manoeuvres are to be given. This should be done in writing or, if the candidate is accompanied by a signer, through them.

Note: The signer may be the ADI or accompanying driver.

There are now small electronic communication devices available to facilitate conversation with people who are hard of hearing. If asked to use one of these devices, the examiner should comply, after first ascertaining that it can be worn other than around the neck.

Independent drive section.

Where a disability or special need is declared or is apparent, and providing the test is not undermined, examiners should, wherever possible adapt their approach to accommodate the candidate and acknowledge any coping strategies used. (Please see Chapter 7.35 General Matters, Independent Drive Section for full explanation)

5.10 DEAF CANDIDATES (Motorcyclists)

In the case of deaf candidates or those with a hearing defect that would make radio communication impractical, the examiner should give directions on route with the aid of a diagram or map, taking into account the candidate's local knowledge of the area. Care should be taken to ensure that the distance between briefing points is not too long, nor the directions too complicated.

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Independent ride section.

Where a disability or special need is declared or is apparent, and providing the test is not undermined, examiners should, wherever possible adapt their approach to accommodate the candidate and acknowledge any coping strategies used. (Please see Chapter 7.35 General Matters, Independent Drive Section for full explanation)

If the booking section knows that the candidate is profoundly deaf in both ears, 2 periods will be allocated for the test. If a candidate reports for test with a hearing problem, which was not declared, on their application, the examiner should ascertain the extent of the deafness and check whether it can be overcome by the radio equipment. If not, the test should be postponed so that it can be re-booked with more time. The procedure of rebooking should be explained to the pupil.

5.11 WITHOUT SPEECH

Directions can be given without difficulty, although examiners should bear in mind the possibility that the candidate may not have understood them.

Independent drive section.

Where a disability or special need is declared or is apparent, and providing the test is not undermined, examiners should, wherever possible adapt their approach to accommodate the candidate and acknowledge any coping strategies used. (Please see Chapter 7.35 General Matters, Independent Drive Section for full explanation)

5.12 COMBINATION OF DEAFNESS AND WITHOUT SPEECH

The examiner should conduct the test as far as they reasonably can, resorting to less conventional methods of communication if necessary. The test must not however be distorted to an unacceptable degree to meet the candidate's needs. If the test cannot be conducted to a standard, which enables the examiner to reach a decision, they should terminate the test and make a report to the Sector Manager for onward transmission to the AOM.

06 : Particular Types of Vehicle and Adaptations

6.01 CATEGORY B1 - THREE WHEEL CARS, MOTOR TRICYCLES AND QUADS

Vehicles designed so that the examiner can sit in them (such as a Reliant Robin) should be booked on a car programme and a normal car test carried out. The test will take the form of a normal car test including the reversing exercises, if a reverse gear is fitted. (Note: the fee is the same as a car test)

Vehicles such as the 'Hot Rod' Type (motorcycle front end and car rear) and quads should be booked on a motorcycle programme and take the form of a normal accompanied motorcycle test, except that the 'U' turn, wheeling without the use of the engine and the 'Balance' question will be omitted. The candidate will wear a radio for communication whether or not a helmet is worn.

Note: The test will only be available at DTCs where motorcycle tests are normally carried out and the fee will be the same as for a car test.

Note: Motor tricycles may be reversible or non-reversible; in the latter case examiners should not be concerned that either the reverse or reverse parking or turn in the road exercises cannot be carried out. Before beginning the test for a motor tricycle the examiner will need to ascertain whether it is reversible and act accordingly. Examiners should not comment upon or concern themselves with the means by which, in some cases, a reversing gear may have been rendered inoperative.

6.02 INVALID CARRIAGES

This test will be conducted from any DTC on the lines of a Home Test - that is with the examiner on foot similar to a Category F test. The candidate will be directed round a route consisting of blocks and the test will include an Emergency Stop - Angle Start - Hill Start if possible and normal driving. (Note: there is no fee for this test)

For driver licensing and testing purposes an invalid carriage is defined as a mechanically propelled vehicle with an un-laden weight not exceeding 10 cwt, specially designed and constructed, and not merely adapted, for the use of a person suffering from some physical defect or disability, and used solely by such a person.

These vehicles are exempt from excise duty, but should display a valid 'exempt from taxation' vehicle excise licence.

Drivers of these vehicles normally signal with direction indicators, and should not be asked to demonstrate arm signals during the test.

A candidate who passes the test in an invalid carriage should be given a DSA10 for category B1, and the D255 should indicate that the candidate should be restricted to invalid carriages only.

6.03 MODIFIED/UNUSUAL MACHINES

On occasions, candidates will attend for test on an unusual machine (i.e. a grey import) or there will be no plate or they will claim that the machine has been modified.

Examiners will usually be able to decide either from their own knowledge or the documentary evidence produced which category the machine falls into. In cases where the category cannot be decided then advice should be sought from the SE, area ACDE or Standards and Regulation

In all cases the category of the machine must be decided prior to the start of the drive and the candidate should be informed of the decision.

Whatever the test result, full details of any modifications should be entered on the DL25.

6.04 CATEGORY P - MOPEDS (Including electric mopeds)

6.4 CATEGORY P - MOPEDS (Including electric mopeds)

DEFINITION

For a machine used before 1 August 1977, 'moped' means a motorcycle with an engine not exceeding 50 cc and equipped with pedals by means of which it can be propelled.

A machine that fits the above definition except that a pedal or pedals have been removed and foot rests fitted, or permanently fixed so that they can no longer be used as a means of propulsion, falls within category P.

For a machine first used on or after 1 August 1977, 'moped' means a motor cycle with a maximum design speed not exceeding 30 mph, a kerbside weight not exceeding 250 kg and, if propelled by an internal combustion engine, an engine not exceeding 50 cc.

All motor cycles with engines up to and including 125 cc, first used on or after 1 August 1977, should carry a small plate showing the machine as being either a 'standard motor cycle' (category A) or a 'moped' (category P).

Usually the date of a machine's first registration counts as the date when it was first used. If a machine has a registration suffix letter 'S' or later, and carries a plate, that should normally be used to determine which category the machine falls into.

A machine with a registration suffix letter earlier than 'S' which does not exceed 50 cc and has usable pedals should be regarded as a moped; unless it is clearly a later machine carrying a 'cherished' number plate.

6.05 PROCEDURE

Tests of candidates on mopeds should follow the procedure for the conduct of the motorcycle test.

6.06 LEFT-HAND DRIVE VEHICLES

Examiners should bear in mind that a candidate driving a left-hand drive vehicle should exercise special care, and make full use of the mirrors when about to overtake other vehicles or change direction to the right.

6.07 ELECTRICALLY ASSISTED PEDAL CYCLES

Certain machines with the characteristics of conventional pedal cycles, but with a small measure of assistance from an electric motor, are excluded from the motor vehicle category in the Road Traffic Act. Riders of these cycles are therefore not subject to the driver licensing and testing regulations and, if candidates present themselves for test with one, they should be advised accordingly.

The machines are:

Bicycles with a kerbside weight not exceeding 40 kg and an electric motor with a continuous rated output not exceeding 0.2 kilowatts; or

Tandem bicycles and tricycles with a kerbside weight not exceeding 60 kg and an electric motor with a continuous rated output not exceeding 0.25 kilowatts

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The machines are required to be fitted with pedals by means of which they can be propelled, an electric motor which cannot propel the vehicle when it is travelling at more than 15 mph, and a plate showing the manufacturer's name and the continuous rated output of the electric motor.

6.08 VEHICLES WITH AUTOMATIC TRANSMISSION

A vehicle with automatic transmission is defined in regulations as 'A vehicle in which the gear ratio between the engine and the wheels can be varied only by the use of the accelerator or brakes'. In general a vehicle without a manual clutch is regarded as an automatic.

The following points of driving technique are common to all automatic systems:

HANDBRAKE

The handbrake should be applied for temporary stops, e.g. waiting at a red traffic light, a junction, or in a traffic hold-up, if they are likely to be of a long duration

Short stops may not require the application of the handbrake

The handbrake may need to be applied to prevent 'creep'

Faults committed in these cases should be recorded at Handbrake

FOOTBRAKE AND ACCELERATOR

The use of the right foot for both brake and accelerator pedals has considerable safety advantages. It is therefore recommended practice for normal driving, but is not necessarily applicable to disabled drivers. The use of the left foot on the brake pedal should not however be marked as a fault unless it involves the use of the footbrake against the accelerator

The use of both feet when manoeuvring in a confined space is acceptable if carried out correctly, i.e. speed is properly adjusted so that no large throttle opening or heavy braking pressures are involved.

Any fault should be recorded at footbrake and/or Accelerator, or in the 'control' box if it occurs in the reversing, reverse parking, or turn in the road exercise

6.09 PARTICULAR DRIVING SYSTEMS

FULLY AUTOMATIC SYSTEM

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This type has selector settings for forward and reverse, neutral and/or park. It also has settings which enable the driver to select and retain a particular gear ratio or range of gear ratios, e.g. to obtain engine braking when descending a steep hill, although gear changes are normally made automatically. Most automatics of this type enable the driver to make an immediate change into the lower gear, to obtain extra acceleration, by means of 'kick down' or part throttle operation actuated by the accelerator pedal. In nearly all cases the selector lever is mounted on the floor or the steering column in the position normally occupied by the gear lever, but there are exceptions, e.g. a panel of press buttons on the facia.

SEMI-AUTOMATIC SYSTEMS

With these the driver has to select the gear required by movement of the gear lever as with a manually controlled gearbox, but there is no clutch pedal. For driving test and licensing purposes these vehicles are regarded as automatics.

PRE-SELECTOR SYSTEMS

In these the gear is selected, before it is required, by manual movement of a selector lever, which is normally mounted on the steering column. When required, the gear is engaged by a single depression and release of the gear-change pedal, which is situated where the clutch pedal would be on an orthodox transmission.

6.10 'THE CLUTCH' AND 'GUIDOSIMPLEX'

These adaptations enable a vehicle to be driven in manual or automatic mode. The candidate can choose which mode to drive the vehicle in and if successful should be issued with the appropriate DSA10.

Disabled candidates may use the vehicle for a test in automatic mode as a means of overcoming their disability. If successful, the candidate should be issued with a restricted licence in the usual way.

6.11 CENTRIFUGAL CLUTCHES AND FREE-WHEEL DEVICES

Vehicles fitted with these devices do not fall within the definition of vehicles with automatic transmission. The use of a free-wheel device or centrifugal clutch in addition to a pedal-operated clutch is at the discretion of the candidate.

6.12 HILL ASSIST

Many new vehicles are being fitted with a 'hill assist' device as standard. This system allows a driver, when moving off on an uphill or downhill gradient, a couple of seconds to move their foot from the footbrake to the accelerator before the device releases the footbrake automatically. If this device is fitted drivers still have to co-ordinate the controls and take the correct observation when moving off; consequently vehicles fitted with such a device are suitable for the practical driving test.

6.13 CITROEN XM PARKING BRAKE

Citroen XMs are fitted with an `emergency and parking brake`. This brake is operated by the driver pushing in a control fitted under the offside face vent and depressing an additional foot pedal situated to the left of the clutch pedal on the manual model and to the left of the brake pedal on the automatic version. The parking brake is released by pulling out the control fitted on the dash.

The emergency brake can be operated by applying the additional pedal, which will operate the brakes without power assistance. Drivers are advised not to drive with the release control pushed in when driving normally.

6.14 BICYCLES WITH ANCILLARY MOTORS

The DELTA DART and similar engines can be attached to a pedal cycle to convert it into a moped. When such machines are presented for a category P driving test they must display a number plate, road fund licence and the rider is required to wear a standard motorcycle helmet. Ordinary cycle helmets are not acceptable.

6.15 ELECTRONICALLY OPERATED PARKING BRAKE (handbrake)

Vehicles fitted with an electronically operated parking brake are suitable for use during a practical driving test. There are usually two ways of releasing an electronically operated parking brake: by depressing the footbrake whilst releasing the parking brake, then coordinating the accelerator and clutch to move away, or coordinating the accelerator and clutch and when the electronics sense the clutch is at biting point the parking brake releases automatically. The parking brake will not usually release automatically if the accelerator is not used or the controls are not coordinated correctly - providing there is no loss of control either method is acceptable.

If an examiner needs to take action to stop the vehicle if the electrically operated parking brake is applied and held on when the vehicle is in motion it will bring the vehicle to a controlled stop.

6.16 SUITABILITY OF VEHICLES FOR CATEGORY B TESTS

The vast majority of hatchbacks, saloons and estate cars are suitable for test, but increasingly the designers of cars are producing models with sweeping lines which have good forward vision but have large blind spots to the rear and present examiners with problems of observation.

Panel vans also present problems with vision and are often unsuitable for test. Vehicles supplied by motor manufacturers have obviously been through the type approval process, but this approval concentrates on vehicles from a driver's point of view and such a process does not necessarily make the vehicle suitable for the purposes of the test.

Vehicles for test must allow examiners all round vision to allow them to see approaching vehicles, particularly when the car is at an angle to other vehicles during reversing manoeuvres and also when emerging at a junction with the vehicle at an angle to the major road.

6.17 VEHICLE SELF-PARKING FEATURE

Car manufacturers are now producing vehicles with 'self-parking' features, which when activated automatically steer the vehicle into a parking bay or space by the kerb.

This technology is becoming more common and it is likely that some of these vehicles will eventually be presented for test.

If any vehicle fitted with a 'self-parking' feature is presented for test the test should be conducted in the normal way, however, vehicles fitted with these electronic devices **must be capable of being switched off/de-activated when carrying out manoeuvres. Candidates must complete their manoeuvres manually.** Vehicles with parking distance sensors are acceptable as this is merely a safety feature.

07 : General operational matters

7.00 General guidance

This chapter contains advice and guidance on a variety of associated operational matters and circumstances, which examiners may encounter in the course of their work.

7.01 Responsibilities of examiner on test

The examiner is present during the test to evaluate the candidate's ability to drive. This involves seeing mistakes, which the candidate may make. The examiner is not regarded as being in charge of the vehicle during the test (though they are responsible for the conduct of the test), nor are they supervising the candidate during the test: the regulations do not require a driver to be accompanied by a supervisor when taking a test. Examiners should not, therefore, intervene except when it becomes necessary to do so in the interests of public safety, including their own and that of the candidate. Such intervention may be by warning, advice or by operation of the controls. If a candidate is in difficulties and clearly suffering from nervousness, the examiner should offer a few words of reassurance to help them settle down.

It is a long established principle in the Civil Service that an officer should not put themselves in a position where official duty and personal interest conflict.

Testing of personal friends

If an examiner finds on their test programme a candidate who is a personal friend, or anyone else whose test they consider it would be unwise to conduct, they should at once inform the test centre manager (TCM) who may decide to take the test or transfer the test to another examiner. If the position affects the TCM, the sector manager (SM) should be informed.

Testing of relatives

Tests of examiner's relatives should be conducted in the first instance by the SM or driver training assessment manager (DTAM) or higher grade. Exceptionally, if a senior officer is not available, a substantive TCM from an adjacent test centre should be approached to conduct the test provided the TCM has no personal connection with the candidate, the candidate's relatives or the instructor.

7.02 Dangerous driving by candidate

There will be occasions when a candidate's driving on test becomes so dangerous that the safety of the public, the examiner and/or the candidate, is threatened. In these circumstances the examiner should stop the test.

The examiner should issue a statement of failure and tell the candidate that the test has been stopped before completion for reasons of public safety. In any case, completion of the test would have made no difference to the decision. A note of the circumstances should be made on the DL25. Also please follow the procedural guidance in DT1 7.03

7.03 Terminated tests - procedure

When any test is terminated:

- The DL25 should be annotated with the appropriate termination code
- The DL34 Journal should be annotated with the appropriate termination code
- [The Terminated Test Log \(TTL\)](#) should be completed and any entry brought to the TCM's attention.

Additionally, in the case of Code 4 and 5 terminations, the DL25B should be retained in the normal way with daily work. If a test is terminated for any other reason the DL25B should be retained with the terminated test log. Activity codes can be found on Dashboard [here](#).

If, for any reason, a test has to be stopped away from the test centre, the examiner should ask the candidate (if test has not been accompanied) if they wish to wait with the vehicle until the accompanying driver arrives, or return to the test centre with the examiner.

The most safe and convenient method of returning to the test centre must be sought. On return to the test centre the examiner should contact the accompanying driver as quickly as possible. A note of the circumstances should be made on the DL25.

If a test has to be stopped in an isolated location the examiner should suggest, particularly in the case of female candidates, that they might prefer to return to the centre with them if the accompanying driver is not present.

Offers to return the examiner to the test centre in these circumstances by an accompanying driver / ADI may be accepted.

Every effort should be made to help a disabled candidate to return to the centre, possibly by calling a taxi or telephoning the centre for assistance.

It is emphasised that every effort must be made to prevent candidates joining a motorway. If they do, the test should be regarded as a 'No result' and terminated test code '38' recorded on the DL25/Journal. In the unlikely event of a test having to be terminated on a motorway, the vehicle should be parked on the hard shoulder and the examiner should use the motorway telephone to notify the police. The examiner should encourage the candidate and any other party (if present) to exit the vehicle to the nearside and stand on the verge off the hard shoulder. This is a potentially dangerous environment and every effort must be made to control the situation.

7.04 Illegal parking

If the candidate seeks to pull up where the vehicle would be infringing waiting restrictions or any other legal requirements, the examiner should point out that they would be breaking the law by doing so; usually it would be better to intervene so as to enable the candidate to reach a place where they can pull up legally.

7.05 Officers of the agency

Except for driving examiner staff with technical responsibility for the conduct of tests, no officers of the agency, or anyone else, should accompany candidates unless they have first received specific authority from the chief driving examiner or their deputy. Non-operational personnel should be asked to withdraw if a candidate objects to their presence on test.

7.06 Instructors or friends

In the waiting room examiners will ask candidates if they would like to have their approved driving instructor (ADI)/accompanying driver with them for the test, test result and end of test debrief. Examiners should bear in mind that the accompanying person must be at least 16 years of age. The examiner should where necessary* make it clear that the third party must not in any way interfere with, or comment on, the test. Examiners should avoid giving any impression that a third person in the vehicle is not welcome.

*Where an ADI is known to regularly observe their pupils on test it should not be necessary to formally issue this instruction every time and examiners should manage this appropriately.

There should be no objection to having third parties accompanying a motorcycle test providing the candidate is agreeable. Examiners using their own personal car may decline such a request for various reasons, for example, the instructor's motorcycle clothing. Where a hire car is being used, under normal circumstances, DSA has no objection, as the insurance would cover passengers. Following a bike-to-bike test is acceptable providing the third party is on another bike and there is no interference in the conduct of the test.

7.07 Interpreters

A candidate may be accompanied by an interpreter to help them to understand directions. An interpreter may also accompany deaf and/or deaf without speech candidates. The interpreter must be at least 16 years of age. Driving instructors are allowed to act as an interpreter on behalf of their own pupil.

If a signer is present, it might be convenient to allow them to sit in the front of the car to explain the examiner's requirements. This will normally only be necessary at the beginning of the test. In any case the interpreter should occupy the front seat only when the vehicle is stationary.

7.08 Discussion with candidates and third parties

Candidates who fail the test are naturally disappointed and may express dissatisfaction either with the test itself or with the manner in which it was conducted. This situation requires most careful handling; complaints about driving tests sometimes originate from comments made by examiners either gratuitously or in repartee to candidates at the time of the test or later.

Examiners must avoid commenting on motoring matters, driving or instructional techniques, or on any articles, books or illustrations dealing with driving or instructional techniques.

Apart from the oral explanation of faults to candidates at the end of a test, examiners must on no account discuss driving tests in general, or details of particular tests, with candidates or third parties; nor must they suggest to a third party that individual candidates would benefit from professional tuition.

7.09 Testing of particular candidates

It is a long established principle in the Civil Service that an officer should not put themselves in a position where official duty and personal interest conflict.

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Testing of personal friends

If an examiner finds on their test programme a candidate who is a personal friend, or anyone else whose test they consider it would be unwise to conduct, they should at once inform the TCM who may decide to transfer the test to another examiner. If the position affects the TCM, the SM should be informed.

Testing of relatives

Testing of examiner's relatives should be conducted in the first instance by the SM or higher grade. Exceptionally, if a senior officer is not available, a substantive TCM from an adjacent test centre should be approached to conduct the test provided the TCM has no personal connection with the candidate, the candidate's relatives or the instructor.

7.10 Large goods vehicle (LGV) and passenger carrying vehicle (PCV) candidates

In view of the recommendations about medical fitness of LGV/PCV drivers it is very unlikely that an LGV/PCV test candidate would be deaf and/or deaf without speech. If such a candidate does attend for test, the examiner should conduct the test and forward a note about the candidate's condition to the SE for transmission to the Driver and Vehicle Licensing Agency (DVLA), Swansea.

7.11 Candidate suspected of being under the influence of drink or drugs

Where an examiner has good reason to believe, either before or during the test, that a candidate is under the influence of drink or a drug so that it is likely to affect the control of the vehicle, they should inform the candidate that they appear to be ill and that, in fairness to them, the examiner feels unable to take or continue the test. The examiner will need to use considerable tact in announcing this decision, and must avoid making any reference to drink or drugs.

7.12 Candidate ill

If a test candidate decides that they are too ill to take or continue with a test the examiner should terminate the test. However an examiner should not terminate a test just because they consider a candidate is too ill to continue unless this is affecting their ability to drive safely or they are informed they have an infectious disease. A list of infectious diseases can be found on dashboard in Annex A of the staff handbook. Pregnant examiners should follow guidance in the staff handbook at paragraph 2.6 and ensure they are aware of any additional risks.

7.13 Candidate in advanced stage of pregnancy

Occasionally candidates in an advanced stage of pregnancy present themselves for a test. Examiners may find the following advice helpful:

Examiners should not ask the candidate whether they are pregnant, as this can lead to an embarrassing situation if the candidate is not. It is the candidate's responsibility to ensure they are medically safe to carry out all the requirements of the test.

If the candidate raises concerns over carrying out some aspects of the test (emergency stop for example) the examiner should tactfully mention that, in view of her condition, certain difficulties might be encountered during the test, referring in particular, to the emergency stop. The examiner should make it clear that they are quite prepared to conduct the test and should not try to influence the candidate's decision in any way. If the candidate decides not to continue, the test should be terminated and a report made on the back of the DL25B.

Note: The emergency stop must not be excluded from the test purely on the basis that the candidate is pregnant. Normal test procedures (that is, one in three tests should contain an emergency stop) should apply.

7.14 Gifts or offers of gifts from candidates

Examiners must not accept gifts or money as evidence of a bribe. If a gift of any kind whatsoever is offered before, during or after a driving test, examiners should inform candidates that their instructions require them to report the matter. If the offer is made during the course of the test, the test should be terminated. If the offer takes place before a candidate who has failed has actually received the statement of failure, the examiner should complete the statement and hand it to the candidate. A full report of the circumstances should be sent to the SM, who in turn must report the matter to the Police, the AOM and DSA's Fraud and Integrity Team.

If a gift is offered after a pass certificate has been issued examiners should inform candidates that their instructions require them to report the matter. In these circumstances the candidate is hardly likely to persist with his offer, but if they do, a full report of the circumstances should be sent to the SM, who in turn must report the matter to the Police, the AOM and DSA's Fraud and Integrity Team.

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7.15 Suitability of vehicle for the purposes of the test

The driving test regulations require a candidate to provide a suitable vehicle for the purposes of the test. This means that the vehicle must be roadworthy, taxed*, insured and of such construction or design as to enable the examiner to properly conduct the appropriate test.

*For information regarding vehicle excise licensing please refer to DT1 1.24

Examiners are advised to exercise considered judgement and discretion so that no candidate whose test could reasonably be conducted is turned away.

Category B vehicles must be fitted with a passenger seatbelt, passenger integral head restraint (slip on types are not acceptable) and an internal mirror for the use of the examiner. A vehicle fitted with any pedal, lever, or other device, which could allow the accelerator to be operated by someone other than the driver, must be removed or rendered inoperable.

Other examples of vehicles not suitable for test include:

- a vehicle with a gear which will not remain engaged
- seat from which the examiner does not have a proper view
- if one or more external lights are not working - but this does not include the high level brake light if both obligatory stop lamps are working
- any electronic warning light that indicates the vehicle is not roadworthy, for example, airbag warning light displayed. The test should not be terminated unless the examiner is confident that any electronic warning light displayed indicates the vehicle is not roadworthy

Reversing lights are not required as part of construction and use (C&U) regulations, and therefore not tested as part of the MOT test. Tests should not be terminated just because reversing lights are not working.

Many vehicles are fitted with warning lights to indicate that a service is due and so on. These warning lights are purely to remind the driver/rider of the need to book their vehicle in for service and so on. Examiners must not terminate a test purely because this type of warning light is displayed.

The following vehicles are also unsuitable for test:

- a draw-bar vehicle more than 18.75 metres long
- a vehicle running on a space saver tyre

In the interests of all concerned, tests should not be conducted with persons under the age of 16 years or animals in the vehicle. If a test involves an emergency stop on the road, any vehicle in which the examiner rides must allow a clear view of the road directly behind.

7.16 Automatic door locking mechanisms

Before these devices are allowed to be fitted to vehicles they must have 'type approval'- part of the approval is that the mechanisms unlock automatically in the event of a severe accident. The emergency services state that they can easily enter a car to rescue the passengers whether or not the doors are locked.

All the vehicles fitted with automatic door locks can have the mechanism disengaged by a switch.

Examiners need to be sensitive when dealing with drivers who prefer to drive with the doors locked and bear in mind that the police often offer the advice that drivers, particularly females should drive in town with the doors locked.

7.17 Rear view mirror requirements

The legal requirements on fitting of rear view mirrors, which are most likely to have a bearing on the conduct of tests, are set out below. They are minimum requirements and, if an examiner is sure that a vehicle does not comply with them, they should terminate the test. The requirements do not apply to vehicles brought temporarily into the country by visitors, or to vehicles in the service of visiting forces. 'Nearside' and 'offside' means, respectively, the left and right sides of the vehicle regardless of whether it is right or left hand drive.

From 1 April 2006, test vehicles used for large vehicle and vehicle-trailer combination tests (bus/lorry) and car plus trailer tests will need to be fitted with outside, nearside and offside mirrors for use by the driving examiner during the test. This includes practical tests to join the register of large goods vehicle (LGV) driving instructors.

Motorcycles, with or without a sidecar, do not have to be fitted with mirrors.

Vehicles first used before 1 June 1978 require:

motorcars - one external or internal

goods vehicles and passenger carrying vehicles (PCVs) - one internal, or external nearside

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Vehicles including cars, goods vehicles and PCVs first used on or after 1 June 1978 require:

one internal (or one external nearside if internal mirror does not provide adequate view to the rear)

one external offside

Goods vehicles exceeding 3500kg Maximum Authorised Mass and large PCVs first used on or after 1 April 1983 require one internal or one external nearside (if internal mirror does not provide adequate view to the rear) and one external offside, or one external offside and one external nearside.

Good vehicles exceeding 3500kg maximum authorised mass first used on or after 1 April 1985 require one external offside and one external nearside.

7.18 Mirror safety

Internal mirrors must be surrounded by a material which renders the edges and the material unlikely to cause severe cuts if struck by an occupant.

7.19 Registration mark

The registration mark can be taken only as a probable indication of the age of a vehicle as it may have been re-registered.

7.20 Compliance with the law

Apart from making a visual check of indicators and stop lamps, examiners are not required to make a positive check of candidates' vehicles. It is accepted, however, that it would be unreasonable to expect an examiner to continue with a test if they notice, or has drawn to their attention, anything about the vehicle which would make it illegal or unsafe for use on the road, or which would clearly constitute a risk to the health or safety of the examiner. Examiners should exercise their considered judgement and discretion so that no candidate whose test could reasonably be conducted is turned away.

7.21 Quality control or assurance of tests

Candidates are required by regulation to allow an authorised person to accompany the examiner for quality control or assurance purposes. If the candidate objects, the accompanying officer should ask the reason and may decide not to go on test, if there are special circumstances, for example there is no third seat, or the candidate has been accompanied on a previous test. Otherwise they should explain to the candidate the need for quality control or assurance to ensure, in the interests of all candidates and the public at large, that arrangements for tests are satisfactory and in accordance with regulations.

Quality control or assurance officers should also mention the legal situation and that the test will be terminated unless the candidate agrees to their presence. If the candidate persists in his objections, the test should be terminated and the circumstances reported on the DL25.

Tests may be quality controlled by operations directorate operational managers and quality assured by standards and regulation. They must use their discretion as to the tests on which they accompany examiners. The procedure to be followed is set out below.

The quality control or assurance officer should tell the examiner beforehand that they propose to accompany them on the test, and should be present when the examiner meets the candidate.

When the examiner has completed the preliminary test procedure, they should say to the candidate:

'(Name of candidate)..... a quality control or assurance officer will be coming with us on the test and will sit in the back of the car and take no part in the conduct of the test'

In the case of a large goods vehicle (LGV) test the examiner should first ask the candidate if his cab will hold three people.

Officers intending to quality control or assure a test should not do so in cars where a rear seat belt is not available.

At the end of an accompanied test, following the comparison of faults recorded by both officers, and any discussion to resolve differences, quality control or assurance officers should make their quality monitoring form available to the examiner who conducted the test who should sign it to indicate that they are aware of the contents.

Form DL25 should be marked in the appropriate box.

7.22 Quality control or assurance of visiting examiners and fee paid examiners

To comply with normal procedures and customer service standards, it is important that all examiners are quality control assured regularly. When an examiner spends considerable time at another centre other than their own, either conducting car, motorcycle, large goods vehicle (LGV) or passenger carrying vehicle (PCV) tests, then the test centre manager (TCM) at that centre should carry out quality control after consultation with the visiting examiner's own TCM or sector manager.

At LGV centres where there is a TCM, they should quality control examiners but not those TCMs who are either stationed there or are visiting on detached duty.

For the same reasons, it is equally important that examiners who are employed on a **part time or fee paid basis** are regularly quality controlled. Quality control officers should make themselves aware of when these examiners are working within their area of responsibility and make the necessary arrangements for carrying out quality control.

7.23 Seat belts

Examiners **must** wear a seatbelt when conducting a car test. When fitted, seatbelts **must** be worn for all large goods vehicle (LGV) and passenger carrying vehicle (PCV) tests too. In LGV/PCV vehicles first manufactured with seat belts fitted, the candidate **must** wear the seat belt. If the seat belt has been removed or damaged to the extent that it cannot be worn, the test should be terminated.

NOTE: From 1 April 2006, seatbelts for the examiner and any accompanying officer will also need to be fitted to lorries used for test, including with-trailer and LGV register tests. Seatbelts will need to be fitted to all buses used for test from 1 July 2007, to tie in with other Europe-wide changes to test vehicles.

7.24 Problems with seat belts

If the belt is in proper working order but the examiner is physically unable to wear it, they should terminate the test and send a full written report to the sector manager.

A belt may be dirty but still fulfil the legal requirements. An examiner should not terminate a test solely on the grounds that the seat belt is dirty. They should wear a dustcoat or weatherproof jacket to protect their clothing where it is reasonable to do so.

In rare cases a belt may be so filthy that protective clothing will not deal with the problem. If so, and as a last resort, the examiner may terminate the test. A full report of the circumstances should be made to the sector manager.

7.25 Wearing of seat belts by candidates and third parties

If the candidate does not wear their belt, the examiner should remind them that, unless they are medically exempt, the law requires the seat belt to be worn. If the candidate does not have an exemption certificate and declines to wear the seatbelt, the test must be terminated. The circumstances should be reported on the DL25.

Candidates are allowed to remove their seat belt whilst carrying out a manoeuvre which includes reversing.

When a third party accompanies a candidate on test (for example an instructor or interpreter) and a rear seat belt is available and that person does not wear the belt, the examiner should ask the rear seat passenger to put it on. If the response is a negative one, it should be pointed out that for health and safety reasons and regulations they are required to wear a seat belt - if they decline to do so, the test will be terminated. In these circumstances the third party has the choice of wearing the seat belt, not to accompany the candidate on test, or of having the test terminated. In the event of a termination a note of the circumstances should be made on the DL25.

Should the ADI or accompanying driver chose not to and/or not be able to accompany the test the examiner should ask the candidate if they would like them to be present at the end of test for the result and debrief

Note - examiners should be tactful, especially when dealing with a passenger who holds an exemption certificate (see below) and highlight the dangers of not wearing a rear seat belt.

Additional clarification on rear seat belt use:

- any rear seat passenger(s) accompanying an examiner during a driving test **must** wear a seat belt
 - any rear seat passenger(s) refusing to wear a seat belt, should not be allowed to accompany the examiner on test - this includes a person who holds a seat belt exemption certificate
 - when rear seat belts are not fitted to the vehicle - rear seat passengers **must not** be allowed to accompany an examiner on test
 - if a rear seat passenger refuses to wear a seat belt (whether or not they hold an exemption certificate) and refuses to leave the vehicle, the test should be terminated
-

7.26 Large goods vehicle (LGV) driving tests

Although the seat belt regulations do not apply to older types of large goods vehicles (LGVs), examiners must wear seat belts, if fitted, on LGV driving tests. See chapter 7.24/5 above for further clarification.

7.27 Parking before the test

If a candidate tells the examiner that the car is parked some distance away, the examiner should accompany the candidate to his vehicle, provided that they can do so and reach a test route in time to complete a normal test. If, however, from the description of the parking place the examiner is satisfied that this would not be possible, the time factor should be explained to the candidate and the test should not be conducted. If this situation arises when a candidate arrives late for his test, but is not so late as to involve cancellation for that reason alone, the examiner will need to take account of this additional factor in deciding whether or not the test could be conducted.

An examiner may sometimes find the candidate's vehicle parked in a position from which they consider that only an experienced driver could move it safely. If the accompanying driver is available, they should be asked to move the car to a more suitable position. Otherwise the examiner should ask the candidate if they are prepared to drive the car away and, if so, the test should proceed and a note made on the DL25. If the candidate is not prepared to move the car, the test should be terminated.

7.28 Interference with candidate's vehicle

Examiners must not drive candidates' vehicles. Strict observance of this instruction is essential as there are many situations in which insurance cover for the examiner might not be effective. Candidates are rarely familiar with details of motor vehicle insurance conditions or in a position to give the necessary permission. In any case, only third party risks might be covered. Similarly, an examiner's own motor insurance policy may not provide full cover when they are driving someone else's vehicle even with the owner's permission.

Apart from necessary adjustments or when assisting a candidate with a physical check of direction indicators, examiners must not operate or adjust the controls or fittings of a test vehicle, except with the candidate's agreement, or where it is essential to avoid danger to the public, for example risk of injury to third parties or to the occupants of the vehicle, or unnecessary damage to property.

The candidate may ask the examiner to assist in adjusting the nearside door mirror before a manoeuvre. The examiner should not refuse this simple request, and assist the candidate as appropriate. The candidate should not have to lean across the examiner to adjust the mirror.

7.29 Routes

Test routes are laid out by the test centre manager (TCM) and approved by the sector manager and should be adhered to.

Whilst maintaining a significant element of urban driving in test routes, as much use as practicable should be made of available opportunities for driving on roads with national speed limits, including dual carriageways.

Main category tests should include a section of independent driving nominated on the test route. This section should be closely monitored by the TCM to ensure suitability.

Wherever possible, LGV/PCV test routes should provide a test of ability to negotiate a reasonably severe downhill gradient.

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If, exceptionally, it is necessary to curtail or deviate from an approved route, a note of the circumstances should be made on the DL25. In considering possible alternatives, examiners should bear in mind that:

roads with gradients of more than **12 per cent (one in eight)** should not normally be used

candidates should not be taken where road signs or markings are not readily followed

In the case of LGV and PCV tests, a very serious situation could develop if a candidate were directed to take a road which proved unsuitable because of insufficient headroom, weight restriction, or any other impassable hazard, and where the opportunity to turn back was too difficult to attempt or non-existent.

Vehicles with a maximum speed of not more than 25 mph must use warning beacons when being driven on unrestricted dual carriageways. Such roads should not therefore be used for conducting tests with tractors or other slow moving vehicles.

7.30 Use of lights

Drivers are required by regulation to switch on their lights in conditions of poor daytime visibility. These are defined as 'such conditions adversely affecting visibility (whether consisting of, or including, fog, smoke, heavy rain or spray, snow, dense cloud, or any similar condition) as seriously reduce the ability of the driver (after the appropriate use by them of any windscreens wiper and washer) to see other vehicles or persons on the road, or the ability of other users of the road to see the vehicle.'

If candidates are uncertain about switching lights on in conditions of poor visibility, or at lighting up times, examiners should remind them about this and, if necessary, advise them on how to operate the appropriate controls. If the examiner operates a switch, care should be taken to avoid physical contact with the candidate. An assessment will need to be made of whether to mark 'ancillary controls'. If a candidate switches on lights in conditions which do not seem to require them, the examiner should not comment.

7.31 Tests in Welsh

At centres in Wales, a Welsh-speaking examiner who starts to conduct a test in English because the candidate did not apply for it to be conducted in Welsh may find that the candidate appears to have difficulty in understanding the English language. In such cases the examiner should offer to conduct the test in Welsh if the candidate would prefer that.

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7.32 Special eyesight tests

At the request of DVLA, eyesight tests are conducted on certain applicants for driving licences. Test centre managers (TCMs) will carry out the tests when they are at driving test centres in the course of their duties. However, if an examiner has an unbooked period or fixed term appointment (FTA) at the time, they may be asked by the TCM to conduct the test, thus enabling the TCM to continue with their work. The test to be administered is the eyesight test as carried out on a normal driving test.

7.33 Taking mobile phones on test

If an examiner takes their mobile phone on test they must ensure it is on silent or switched off.

There is no objection to an accompanying driver using a tablet device or smart phone to take notes whilst on test, providing the device is on silent and does not distract the examiner or the candidate.

If an examiner feels that the use of an electronic device is causing undue distraction, they can ask for the device to be switched off. Devices must not be used for any recording purposes, either video or audio.

7.34 DSA Policy on the filming of driving tests

The agency has an existing policy not to allow general filming of driving tests.

Currently filming of driving tests is limited to the following circumstances:

- filming by external parties, for example TV production crews with the agency's permission, with the agency having editorial control of the film - conducted for promotional or educational programmes
- filming by DSA officials for promotional or educational purposes for internal/external customers

It is DSA policy that an examiner is within his or her rights to stop a test if they become aware of someone filming the test without the agency's permission.

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If it becomes apparent that filming equipment is active either in a test vehicle or externally, for example during a motorcycle test, the examiner should politely ask for the equipment to be switched off. If this request is not complied with the test should be terminated.

7.35 Independent driving - general instructions

Independent drive Section - general instructions

Introduction

Independent driving has been introduced into all main categories of practical driving tests to help ensure instructors better prepare candidates for real driving conditions. It is not intended to make the test harder.

The candidate will be asked to complete a short section of independent driving (approximately 10 minutes) by following traffic signs, a series of verbal directions or a combination of both.

Assessment

Any faults assessed in the independent driving section of the test will be recorded in line with the normal criteria as prescribed in annex six of the DT1 'guide to assessment and marking'. It should be remembered that independent driving is a test of how the candidate uses their forward planning and multi tasking skills. It is not testing the candidate's ability to remember directions. On occasions the candidate may ask for the direction to be repeated or confirmation of direction - in both cases the examiner should respond in a friendly, positive manner. This is not a 'prompt' as the candidate will have instigated the query themselves in confirming/planning for the junction ahead.

A test should not be terminated, or a negative result returned simply and only because a candidate cannot follow the independent drive instructions. However, in extreme and exceptional examples of the candidate having difficulty the examiner can curtail the independent driving section and continue using normal directions. This should be noted on the back of the DL25.

Pre brief

It is important that the candidate is left in no doubt what is required in the independent driving section of the test. There are three methods of independent driving, following traffic signs, a series of verbal directions (supported by a diagram), or a combination of both. The examiner should pull the candidate up on the left and clearly brief the method required. Stopping for the pre-brief may be utilised as a normal stop or hill start providing the road conditions permit and the correct wordings are used.

Cat A - examiners should tell the candidate that if they forget where they were asked to go to simply pull up on the left at a safe place and the examiner will join them (the same as if there is a problem with the radio)

Cat C and D - examiners may, when using the following traffic sign method and providing the road is safe to do so, commence the independent driving section on the move. This does not apply when issuing a series of verbal directions supported by the diagram

Traffic signs

The candidate should be asked to follow traffic signs for example: 'follow the signs for A1 Edinburgh', which could become 'now follow the signs to Bathgate please'. There is no need to stop the candidate to change directional signs as long as it is safe and appropriate. Direction changes should not be given while driving in hazards, such as at junctions or when negotiating oncoming traffic, and so on.

Verbal directions

The candidate should be given a series of directional instructions verbally, for example 'at the end of road turn left - at the roundabout turn right third exit - take the first road on left'. Whilst giving the directions the examiner should show candidate the route on the diagram and ask candidate to repeat back the instructions. This process should be repeated with each new series of verbal directions.

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No more than three changes in direction should be given at any one time (however, four are acceptable in exceptional circumstances such as when the instructions are particularly straightforward. For example, 'at end of road turn right, ahead at both mini roundabouts, end of road turn left').

Combination (traffic signs and verbal directions)

The procedure is the same as set out above for each method. There is no need to pull the candidate up when linking between the verbal directions and following traffic signs as this can be done on the move. However, before issuing verbal directions (supported by the diagram) the candidate must **always** be stationery in a safe and appropriate place on the left.

End of independent drive

The candidate should be informed when the independent drive section has been completed, this can be done whilst the vehicle is moving but again care should be taken with the timing of this instruction in relation to hazards.

Diagrams

Diagrams supporting the 'verbal direction' method are intentionally basic and simply show the general direction of travel. They are not maps and are not intended to be to scale. The diagrams do not stand alone and examiners should when issuing directions do so in conjunction with additional detail when appropriate, such as:

'Follow the road ahead it does bend quite sharply. At the end of the road turn left'
or

'Just follow the road - it is quite a long way. When you get to the traffic lights turn right'
or

'It's the exit after the supermarket'

The diagrams form part of the route sheet and the master copies are retained electronically on the national folder alongside the associated route.

Diagrams should always be printed on the pastel paper provided and **not** on white paper (following advice from the British Dyslexic Association). Examiners may include reference to appropriate landmarks in the verbal directions when showing candidate the diagram. For example, 'end of this road turn right, then take the next road on the left **just after the big cinema**, and then ahead at the roundabout'.

Diagrams should not be altered or adapted for general use (see section below on disability, special need, language) although where required, in order to help the candidate visualise an instruction, a simple written prompt may be placed on the diagram - for example, 'petrol station'. (Examiners should ensure that a 'clean' diagram is used for subsequent tests).

Control/set exercises

Control of Test

Driving tests must be conducted in accordance with regulations and procedure and in accordance with instruction laid down by the Chief Driving Examiner. Going off route, or needing reminders of where to go, are not in themselves faults. Tests should not be terminated because a candidate is struggling to understand independent driving instructions. Examiners should employ their experience, knowledge and judgement where necessary to curtail the independent section and issue normal directions. This action should be necessary only in exceptional circumstances.

The control of the test throughout, including the independent driving section is extremely important. The EU directive demands we conduct two set exercises (one in reverse gear) on each test but these **must not** be conducted during any part of the independent driving section.

The two set exercises are **controlled stop** and one of the following, which may be selected at random:

turning in the road (using reverse gear)

reversing into a junction (either to the right or left)

reverse parking (either into a bay, or on the road)

Examiners should ensure the random use of the reversing manoeuvres is evenly spread. Identifiable patterns (times, routes, and so on) should be avoided so that the random aspect of manoeuvre selection is retained.

Controlled stop or angle start

A controlled stop must be carried out on every test.

To commence the angle start the candidate first completes a controlled stop by pulling up on the left behind a parked car, reasonably close but not so close as to make it difficult to move away. The angle start exercise therefore combines two mandatory elements (controlled stop and moving away at an angle) as required.

The DL25 should be annotated that a 'controlled stop' has been conducted on every test by marking **survey Box H**.

Note - if a candidate self-elects to place their car close behind a parked car this may be considered as a completed angle start exercise. A controlled stop has taken place and the DL25 should be annotated.

Emergency stop

An emergency stop exercise should be conducted in one out of every three driving tests. This is to ensure that as a road safety critical exercise it continues to be taught. Identifiable patterns (times, routes, and so on) should be avoided so that a random aspect of emergency stop selection is retained.

The emergency stop exercise must **not** be conducted during the independent driving section.

Normal stop and hill start

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It is possible to include a normal stop or hill start at the pre-brief stage of the independent driving section. For example, when pulling in to the left before start of the independent drive itself, and/or between separate sections of the independent drive, for example when pulling candidate up to give a further series of directions.

The candidate should be kept on route wherever possible. If a candidate is clearly reacting and planning for a junction but it appears they are taking the incorrect direction examiners should give safe guidance as appropriate.

Disability, special needs and language

Some disabilities may affect a candidate's ability to read traffic signs, whilst for others following a series of verbal directions could be difficult. If a disability or special need is declared at the time of booking, the examiner's journal will be annotated accordingly. (DVLA do not require form D255 for deaf, dyslexic, or dyspraxic candidates, unless there is a further associated disability).

Where a disability or special need is declared or is apparent, and providing the test is not undermined, examiners should, wherever possible adapt their approach to accommodate the candidate.

Some candidates might feel the need to use one of a variety of coping strategies when driving independently. This should be allowed wherever possible, without comment, and their driving performance assessed in the normal way.

When informed (either by the journal, or personally) that a candidate has a special need such as dyslexia, dyspraxia, examiners should tactfully establish how severely this affects them when following directions.

In these cases examiners should ask candidate which is their more able method, following traffic signs, or following verbal directions. Therefore, to cover each scenario, examiners should always carry one full set of route diagrams so they are able to deliver either method.

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Examiners should be prepared to:

- when using a traffic sign route, write down place names if the candidate is struggling to understand the place name
- limit the verbal direction section to just two instructions at one time
- on the verbal direction pre brief suggest if it helps that directions can be given as 'next side' rather than 'left' or 'right' for example 'at end of road turn to my side, take the next road to your side and at the roundabout take the exit to your side. So, (showing diagram) that's end - my side, then turn - your side, roundabout - your side. Can you repeat that please'
- include appropriate landmarks in the verbal directions when showing candidate the diagram, for example 'end of this road turn right, then take the next road on the left just after the big cinema, and then ahead at the roundabout'
- if considered necessary to help the candidate visualise an instruction a simple written prompt may be placed on the diagram, for example 'petrol station'. (Examiners should ensure that a 'clean' diagram is used for subsequent tests)

Wordings

See Annex 7

7.36 Test transfer guidance - DL91

See also DT1 7.09 'Testing of particular candidates'

Test candidates are allocated to programmes electronically by the Testing & Regulation System (TARS). Each programme is assigned to a specific examiner.

The test transfer sheet 'DL91' must be kept as a hand-written hard copy and completed fully; it should be quite clear who the donor and recipient examiners are in all instances. The document should be filed and stored on a monthly basis. Original documents must be kept at the DTC on a rolling 24 month basis for audit purposes. There is no requirement to keep this document in an electronic format.

All transfers must be recorded on the DL25 in the 'C' box.

Without exception, all test transfers must be authorised by a TCM or an SM. Where a manager is not available to authorise the transfer of the test, a transfer can be instigated by the staff member in consultation with deployment; however, it is the staff member's responsibility to ensure the line manager is informed as soon as possible.

Recording transfers on the DL91

It is not possible to list all of the reasons why a test should or should not be transferred. All staff should be mindful that, with the exclusion of tests transferred due to sickness or management activity, any transfer is an exceptional event and not a common occurrence. Security and integrity of the test is of the utmost importance.

In all circumstances any test transferred between examiners for any reason must be recorded on the DL91.

When an examiner is absent and the whole day of tests is transferred by deployment into another examiner programme, a single entry transfer showing both donor and recipient (to and from) should be recorded on the DL91. In the reason section provide a brief explanation for the change and in the application reference box identify the slots transferred i.e. slots 1 - 7.

In all other circumstances each transfer should be recorded individually on the DL91 by the TCM; showing the donor, recipient and application reference for each customer.

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All late change journals generated by deployment should be stapled to the original journal.

DT1 Chap 11, paragraph 04 outlines the responsibilities of the TCM in regard to test transfers.

08 : Accident and Legal Procedures, and other non-operational matters

8.00 Accident and legal procedures, and other non-operational matters

This chapter contains advice and guidance on legal and other administrative matters with which examiners may become involved during the course of their work.

8.01 Accident on test involving candidate's vehicle

If the candidate's vehicle is involved in an accident and they show no sign of stopping to comply with legal obligations, the examiner should inform them that they are required by law to do so and, if necessary, give advice about exchanging names and addresses. Bumper touches should be judged on merit. In most cases, provided there is no damage, an examiner may consider them insufficiently serious to be treated as accidents.

If the candidate's vehicle is rendered un-roadworthy, or compliance with legal obligations leaves insufficient time to complete the test, then the test should be terminated

The test should also be terminated if the candidate indicates that they do not wish to continue, or if the examiner considers it would be unwise to continue because the candidate appears to be suffering from shock or other adverse reaction, or is unduly nervous

If the test is terminated, and the accident was clearly and totally the fault of the candidate, a DL25 should be issued. If the accident was clearly not the candidate's fault then the test should be terminated without any result. If the examiner feels that it would not be appropriate to issue the DL25 at the time, e.g. candidate injured or very upset, it may be completed after the test and posted to the candidate.

8.02 Accident reporting procedure in DSA

DSA now classifies accidents or injuries into two types as follows:

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(a) Those that occur during driving tests should be reported, via the sector manager, to the area assistant chief driving examiner (ACDE) using form HS3.

(b) Those that occur in or around driving test centres (DTCs) or offices should be reported, via the sector manager, to the deputy operational delivery manager (DODM) using form HS4.

Examiners are reminded that the HS3 report might be used by the agency's legal advisers in anticipation of legal proceedings against the agency or officials, and professional privilege may be claimed for it in appropriate cases. It should not be shown to the police or to any other person outside the agency. The DODM should be notified immediately of any request for it.

8.03 Insurance details

The driver of a vehicle involved in an accident which causes damage or injury to any other person, vehicle, animal or roadside property is required by law to stop, give the owner's name and address, and vehicle registration details, and produce a certificate of insurance to any person who has reasonable grounds for requiring its production, or report the accident to the police as soon as reasonably practicable, and in any case within 24 hours and produce a certificate of insurance.

If an examiner is injured in an accident on test, they are advised to exercise their rights under these provisions and obtain the necessary insurance details at the time of the accident or as soon as possible thereafter, either from the parties concerned or from the police.

8.04 Circumstances not covered by these instructions

Separate instructions follow for England and Wales and for Scotland. If circumstances arise which do not appear to be covered by these instructions, they should be considered in the first instance by the sector manager and the area assistant chief driving examiner (ACDE). If it appears to them that further advice is needed, this should be obtained from Standards and Regulation at HQ.

8.05 Instructions - England and Wales

The following instructions are based on the principles that:

all reasonable assistance must be given to the police and judicial authorities

examiners must remain impartial and avoid giving reason to be identified with the police or other parties

a clear distinction is drawn between statements given to the police or other parties, and reports which an examiner makes to the agency. Reports to the agency are made in confidence and are not for publication

statements are confined to observed facts. A statement should not contain deductions or other expressions of opinion. Examiners must not prejudge or appear to prejudge matters, which are for a court to decide

8.06 Action to be taken by an eye witness of an accident

Examiners have the same duties and obligations as any other person going about their daily business. If they witness an accident during the course of their duties they should:

if the candidate's vehicle is involved, make themselves known to any other persons involved in the accident

if the candidate's vehicle is not involved, exercise discretion in deciding whether or not to stop and make themselves known to the parties involved. They should take account of the circumstances at the time, and bear in mind such considerations as their responsibility towards the candidate, the presence of other witnesses, and the seriousness of the accident

8.07 Request for oral statement or interview

If an examiner is asked by the police to make an oral statement they should offer to submit a written statement instead. If the police persist in their request the examiner should comply, confining the statement to facts of what they actually saw.

In the case of a fatality, any request for an oral statement from the coroner or his representative should be met in the same way.

8.08 Request for written statement

Requests from the police or from, or on behalf of, any party involved in the accident should be met.

8.09 Legal proceedings

If legal action arises from an accident, the agency must act impartially. Written information or statements must be sent to all parties to a dispute. An examiner's statement should be confined to matters of observed fact on which they are in a position to give evidence in court. It should exclude expressions of opinion and avoid the expression of any agency view or policy.

The statement should normally be submitted to the sector manager, together with the request for it and the official accident report. The sector manager will check the statement and forward the papers to the deputy operational delivery manager (DODM).

Where an oral statement has been given to the police, and a subsequent request for a written copy of that statement is received from any party to legal proceedings, the DODM should pass the request to the police and request copies of the statement so that one can be sent to the enquirer and one retained on the agency's file.

8.10 Interviews

Requests for an oral statement or an interview from any party to legal proceedings should be refused. A copy of the written statement already provided to the police or the written factual statement should be offered.

If however the other party continues to request an interview, the facts should be reported immediately to the deputy operational delivery manager (DODM) so that advice can be obtained from Standards and Regulation at headquarters.

8.11 Attendance at court

Except when appearing in a case to which the Secretary of State, the agency or the traffic commissioners is a party, or in a case brought by police or the director of public prosecutions, an examiner should attend court only when served with a witness summons or a subpoena.

Attendance in response to a witness summons or subpoena is compulsory.

Receipt of a subpoena should immediately be reported to technical standards branch at headquarters via the area assistant chief driving examiner (ACDE).

8.12 Summons or subpoena to appear

Evidence given by an examiner in court should be confined to the facts. Witnesses are entitled to refresh their memory by reference to notes made by them at the time of the accident or incident. They should not refer to official reports or documents.

If pressed to express an opinion as to the cause of an accident, an examiner cannot refuse to do so, but must make clear that it is their personal view arising out of the observed facts.

8.13 Summons to produce documents

If an examiner is asked to produce a report or official document not available to the public, a note of the circumstance of the case together with the documents in question should be sent to the deputy operational delivery manager (DODM), who will seek advice from the treasury solicitor as to whether the documents may be released.

An official report or any document not available to the general public should not be taken to court by an examiner unless advice has been obtained from the DODM.

8.14 Expenses

Examiners who are called upon to attend court to give evidence in their official capacity are regarded as being on official duty. Travelling and subsistence expenses should be claimed from the agency under the normal rules.

Recovery of expenses from the court should be dealt with as follows:

- for attendance at court in connection with criminal proceedings, no claim should be made for recovery of expenses
- examiners summoned in connection with a private lawsuit, should claim witness's expenses from the solicitors who issued the summons. They should be asked beforehand for an undertaking that the proper expenses will be paid whatever the outcome of the proceedings. However, if such an undertaking is not given, the examiner must nevertheless attend court and claim the witness expenses later

Witness expenses should be based on the examiner's gross salary and calculated as follows:

- gross monthly salary, (plus London weighting if applicable) divided by
- number of days in month in question, multiplied by
- number of days in court plus travelling and subsistence expenses

The expenses should be scaled down appropriately for absences of less than a day. The amount of expenses which may be paid in county court cases is restricted by the county court rules. It is therefore important that the persons calling the examiner as a witness are informed of the amount that they will claim.

To avoid difficulties over the payment of claims an undertaking should, if possible, be obtained from the solicitors issuing the citation that the witness's attendance fee and subsistence and travelling expenses will be paid. Any sums recovered should be remitted to the area office.

8.15 Instructions - Scotland

An examiner in Scotland is an ordinary citizen with a citizen's rights and duties even when they are on official duty. They must be impartial and avoid giving reason to be identified with the police. The procedures in Scotland follow broadly those for England and Wales but there are differences in law and practice to be remembered.

8.16 Action to be taken by an eye-witness of an accident

Examiners who have seen an accident should offer their name and address to any person involved or any person, for example the police, reasonably requiring it.

8.17 Statements

If asked at the time, or subsequently, to give a statement of what they observed, examiners should offer a written statement of facts provided the person making the request has reasonable grounds for doing so, for example a person involved in the accident, the solicitor or representative of such a person, a police officer, or a member of the Procurator-Fiscal's department. If the person making the request presses for an interview (called precognition) either instead of, or following, a written statement, the examiners must make themselves available. A copy of any written statement should be sent to the sector manager. In civil cases, a copy should be provided to other parties to a dispute if requested.

8.18 Expenses

Attendance at court is regarded as official duty. No claim for travelling or subsistence expenses should be made on the court. These should be claimed from the agency under the normal rules.

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If examiners are cited to appear as witnesses in a civil action they should claim a witness fee, the amount of which should be negotiated with the litigant or their solicitor subject, in the case of dispute, to the decision of the auditor of court.

The witness fee should be based on the examiner's gross salary and calculated as follows:

gross monthly salary for the month divided by
number of days in the month in question multiplied by
number of days in court plus
travelling and subsistence expenses

Claims should be scaled down appropriately for absences of less than a day. It should be noted that the amounts payable are limited by court regulations.

To avoid difficulties over the payment of claims, an undertaking should, if possible, be obtained from the solicitors issuing the citation that the witness's attendance fee and subsistence and travelling expenses will be paid. Any sums recovered should be remitted to the area office.

8.19 Injuries

If an examiner sustains an injury, however slight, during working hours, a report must immediately be sent to the deputy operational delivery manager (DODM) for entry in the accident book.

8.20 Assaults on examiners

All cases of physical assault should be reported immediately to the police and the sector manager. A full written report should be sent on form HS2 the same day to the area office for the personal attention of the deputy operational delivery manager (DODM) and onward transmission to headquarters. If the examiner who was assaulted cannot make a report, the most senior examiner on duty should make it.

If the police decide to take proceedings against the assailant(s) they should be given whatever assistance they require - for example, by provision of statements or by the giving of evidence.

If the police decide not to prosecute, and the assault clearly happened as a result of an examiner performing his official duties, DSA will take legal advice and pursue cases where they are advised that there is a reasonable chance of obtaining a conviction. Cases will be considered on the basis of available evidence and the seriousness of the assault.

Alternatively, if they so wish, examiners may seek support from either the TUS or may institute legal proceedings through their own solicitor.

In Scotland corroborative evidence of the occurrence will always be necessary. Prosecutions are the responsibility of the Lord Advocate and carried out by the Procurator Fiscal service. Private prosecutions are virtually unknown nowadays, and the examiner cannot initiate court action himself.

8.21 Examiners and the law on third party insurance

The Road Traffic Act requires the use of a motor vehicle to be covered by an insurance policy which insures the user of that vehicle against any liability they may incur for the death of, or personal injury to, a 'third party'. For these purposes, the term 'third party' includes any passenger in that vehicle. It should be noted that a user of a motor vehicle does not incur a liability unless they are held to be negligent.

An examiner is in no different position from any member of the public if they are injured as the result of negligence on the part of the driver of a motor vehicle. In relation to such a driver, an examiner is a 'third party', and the liability of that driver towards the examiner is one which must be covered by an insurance policy. An examiner who is injured in these circumstances (or if they are killed, his dependants) is entitled to claim damages against the negligent driver. If negligence is not admitted, the examiner (or the dependants) can bring a civil action in the courts. The insurers of the negligent driver will normally pay damages agreed or awarded in such cases.

If, for any reason, an insurance policy does not exist or is invalid, the motor insurers' bureau, under an agreement with the Secretary of State, will pay any damages and costs which may be awarded, or which they may agree, provided that they are in respect of liabilities which the law requires to be covered by insurance. There are certain other conditions attaching to the Bureau's agreement to act in this way, the most important of which is that they should be given prior notice of an intention to bring an action against the uninsured driver.

If it appears that an accident in which an examiner is injured was caused by the negligence of both the driver of the vehicle in which they were travelling and the driver of another vehicle, a claim can be brought against both drivers.

In accordance with advice given in the staff handbook, any damages awarded to an examiner against a negligent driver may be taken into account in awarding any allowance under an injury benefit under the principal civil service pension scheme. An examiner who intends to pursue a claim against a negligent driver should comply with the provisions incorporated in the staff handbook.

8.22 Private insurance

An examiner is, of course, free to effect private insurance against injury or death during a driving test. The terms and conditions of such insurance are for them to arrange with the insurance company. A company will not necessarily agree to pay damages under such private insurance if they are covered by other means, but any payments made under such insurance would not prejudice any payments which may be due to an examiner as a civil servant, nor affect their right to claim civil damages.

8.23 Examiners taking civil legal proceedings as a result of their duties

If a member of staff is injured by the wrongful act of any person, it is open to them to institute civil legal proceedings against that person. Financial assistance towards the costs may be given by the agency. Applications for assistance should be made through the deputy operational delivery manager (DODM).

In the case of an examiner injured in the course of his official duties:

The examiner should notify the sector manager if they propose to take legal proceedings.

Provided an application for financial assistance is made and approved beforehand, the agency will pay for an examiner to consult a solicitor of their choice as to whether a claim for compensation or damages would be likely to succeed. The account, together with a copy of the solicitor's opinion, should be sent through the DODM to standards and regulation at headquarters.

In the event of a claim for damages by an examiner being met by a defence of contributory negligence, the examiner should report the facts to the DODM immediately. The agency can then consider the extent, if any, to which it might want to become involved in the action.

8.24 Power of police to require production of driving licences

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The law gives the police power to require a person supervising a provisional licence holder to produce his licence for examination, and to give his name and address, and those of the owner of the vehicle. An examiner is not responsible for supervision but if, whilst conducting a test, they are asked by the police to produce their licence they should:

explain that they are a Driving Standards Agency driving examiner conducting a driving test

produce their warrant card, and their licence if they have it with them

if they do not have their licence with them, offer to produce it within seven days if the police so wish; this can be done at any nominated police station

8.25 Legal proceedings against staff

Examiners must report in writing to their sector manager on receipt of any notification that they are to appear before a court in connection with any criminal charge, giving details of the alleged offence and the date and venue at which the case will be heard. A representative of the agency will attend the hearing.

Additionally, an examiner who is involved in any incident arising out of their driving, whether or not in the course of official duties, and which might result in them being prosecuted for an offence, or who receives a notice of intended prosecution for such an offence (or, in Scotland, a complaint) or the offer of a fixed penalty, should immediately inform the deputy operational delivery manager (DODM) giving details of the incident together with any other relevant information. A copy of the report should be sent to the sector manager for onward transmission, via the DODM and assistant chief driving examiner (ACDE), to the chief driving examiner (CDE).

The examiner should also notify the DODM and the sector manager immediately of all subsequent action, such as:

the receipt of any notice of Court proceedings or of an adjournment thereof

any other development, for example if they decide to plead guilty by post, when they should also let them have a copy of their letter to the court

the result of the case

Failure to comply with these instructions will be viewed seriously, and disciplinary measures may be taken.

All convictions for motoring offences will be subject to disciplinary review, which could result in the termination of an examiner's appointment. The examiner's appointment will be terminated automatically if they are convicted of any offence resulting in disqualification from driving, or any motoring offence involving drink or drugs whether or not disqualification is the penalty.

8.27 Publications, statements to the media

Examiners are reminded that, as in the case of other civil servants, any letter or document which comes into their possession in their official capacity automatically becomes an official document. It is a breach of the Official Secrets Act to show it, or communicate any part of its contents, to any person to whom they are not authorised to communicate it.

This applies to letters, which may be received direct at driving test centres as well as those passed to examiners for their observation or information. If a letter or document contains remarks, which may be construed as being personal or of an objectionable nature, it is for the agency to decide whether to seek legal advice about possible action. Furthermore, any information, for example about candidates or instructors, which comes to the knowledge of examiners as a result of their official duties is official information and may not be disclosed outside the agency without authority.

An examiner wishing to take part in an outside activity involving the disclosure of official information or the use of official experience must first obtain written permission from human resources (HR) through the deputy operational delivery manager (DODM). Examiners must not publish any written material, deliver or agree to deliver a lecture or speech, without first obtaining such permission.

Anyone who is considering writing a book or contributing to one and wishes to draw on their official experience or official information should not enter into any commitment or negotiation with a private publisher unless the proper authority has been obtained. Difficulties can arise with copyright material if this is not done before negotiations reach an advanced stage.

Examiners should not write to or make statements to the press about their official duties, or take part in any radio or television broadcast, or participate in the production of promotional material without obtaining prior authority from Engagement and Communications, The Axis Building, 112 Upper Parliament Street, Nottingham NG1 6LP.

Failure to obtain prior authority or permission when required is a disciplinary offence.

8.28 Publicity about driving tests

Occasionally the press or other media may give misleading publicity to certain aspects of particular driving tests. The following procedure is part of the general process of protecting examiners individually and collectively in these circumstances.

An examiner who conducts a test and becomes aware of any publicity about it, from which they are identifiable, should send a full report of the facts, as they know them direct to the deputy operational delivery manager (DODM) with a copy to the area assistant chief driving examiner (ACDE) and sector manager. In the case of press comment the report should be accompanied by the press cutting, showing the full name of the publication and the date of issue. This should be done at the earliest possible moment. If they need to refer to documents relating to the particular test to refresh their memory they should arrange to obtain these at once through their sector manager and forward them with the report.

Driving test centres may occasionally receive requests from the press or other bodies to interview examiners, or to visit centres. The approach is often made personally or by telephone. Examiners are not authorised to grant such requests and must not commit the agency in any way. On the other hand, they should avoid giving any impression of being uncooperative. The caller should be referred to Engagement and Communications at headquarters and the sector manager notified.

8.29 Outside activities

Because of the nature of their work, examiners have a particular responsibility to be constantly vigilant and alert to potential criticism at all times. For this reason, and because some activities can place them very much in the public eye, they are required to obtain prior approval before taking up **any** outside activity, paid or unpaid. Written applications should be made through the line management chain to the deputy operational delivery manager (DODM) with a copy to the assistant chief driving examiner (ACDE).

Examiners who wish to take up part time employment driving, for example LGVs/PCVs or mini cabs will, when seeking approval, be required to comply with the conditions laid down in the DSA guidance on the working time directive and secondary employment. Examiners who wish to perform special constable duties may do so subject to obtaining prior approval from the DODM.

8.30 Acceptance of gifts, rewards and hospitality

It is most important that examiners should not only be honest but be clearly seen to be beyond any suspicion of dishonesty.

Examiners must not, at any time, seek or accept any gift, benefit, privilege or concession whatsoever, from any candidate, driving instructor, driving school, or their representatives, or other member of the public with whom their official duty brings them into contact. Neither should they engage in any business transaction, which may compromise, or appear to compromise, their official position.

Any attempt on the part of a member of the public to offer a gift or reward in any shape or form, with the object of obtaining a concession or in recognition of a service rendered, for example a favourable decision on a test, should be immediately reported to the sector manager (SM). The SM should report the matter as soon as possible to the Area Operations Manager (AOM), the Police and DSA's Fraud and Integrity Team.

Casual gifts offered, for example, at Christmas time may not be connected in any way with performance of official duties so as to constitute an offence under the prevention of corruption acts. Nevertheless gifts of any sort should be politely but firmly declined and, if received through the post, be returned with a covering letter from the SM.

Similar considerations apply to offers of hospitality, where the utmost discretion should be exercised. Acceptance may make it difficult to avoid some obligation to the person offering it. Examiners should therefore be on their guard against accepting offers, which might appear to prejudice their strict independence and impartiality in dealing with official matters or be capable of misconstruction. In general, all offers of hospitality should be refused. If anyone with whom examiners might have official dealings persists with offers, which might be open to objection, the matter should be brought to the AOM's attention immediately. An examiner who is doubtful about the propriety of accepting any offer of hospitality should consult their sector manager.

If corrupt practices are suspected, the agency will take all possible action, including reference to the police, to investigate the matter. Failure to comply with these instructions could therefore have serious consequences and lead to dismissal and prosecution.

8.31 Relationships with instructors

During official hours relationships with instructors from any field, for example car, LGV/PCV, motorcycle, should be kept pleasant and courteous, rather than friendly and familiar, level. Beyond a pleasant acknowledgement or greeting in the waiting room, or remarks in the way of `passing the time of day', examiners should not engage in conversation with instructors. Any approaches from them by way of complaints or enquiries, other than about very routine matters, should be referred to the test centre manager (TCM).

There is no wish on the part of the agency to interfere with examiners' private lives, but a close association or friendship with an L, LGV/PCV or MC instructor, whether or not in the same geographical area as the instructor, can throw doubt on the impartiality of an examiner when testing. This might be construed as improper conduct, and attention is drawn to the general principles on conduct in the staff handbook.

Therefore, if an examiner finds themselves involved in, or developing, an association or friendship with an instructor outside official hours they should ensure that their TCM and sector manager are made aware of the situation at a very early stage. Notification of an association should be made in writing to line manager(s) and written confirmation of this knowledge should be given to the examiner concerned. This correspondence must be copied to deputy operational delivery manager (DODM). The necessary steps can then be taken to avoid potential embarrassment to the agency.

New entrant examiners must relinquish any ties with a driving school. In the case where any relative, including husband or wife, is involved with a driving school, the situation **must** be reported to line managers.

8.32 Driving instruction by examiners

An examiner may not give driving instruction to anyone without first obtaining authority from the sector manager. If the person concerned is a member of his immediate family, authority will not normally be withheld. The sector manager must be informed of the starting and finishing dates of instruction. The examiner must not, in any circumstances, conduct the driving test of their pupil. The sector manager should be informed when a member of an examiner's family is taking a test, so that they can conduct the test.

An examiner must not seek or accept any payment, either in money or in kind, for driving instruction or for any service connected with driving instruction, for example acting as an accompanying driver or supplying a vehicle

8.33 Examiner becoming an ADI

An examiner who intends to become an approved driving examiner (ADI) after retiring from the agency who currently is conducting ADI qualifying exams and ADI check tests prior to retiring can apply for an ADI badge before they leave. They must not, however, give instruction on a professional basis until they have left the agency. This is subject to paying the licence fee, criminal records bureau (CRB) checks and making themselves available for check tests following inclusion onto the ADI register.

An examiner who intends to become an ADI after leaving the agency must pass the ADI qualifying examinations regardless of their operational duties. So that the necessary processes may be completed before an examiner leaves, once a leaving date has been established, any member of the driving examiner grades may take the register examinations during the last six months of their service. They must not however give instruction on a professional basis until they have left the agency.

Applications to take the examinations under these arrangements should be made in writing through the sector manager to the ADI registrar.

8.34 Health and safety at work

A health, safety and working environment manual containing advice and generic risk assessments that apply to the agency, prepared in consultation with the trade union side (TUS), is available in every permanent centre. The manual must be kept where it is readily accessible to all DSA staff.

8.35 Protective clothing

Examiners are provided with suitable protective clothing according to the circumstances under which they have to work. Enquiries relating to protective clothing (for repair and ordering) should be made through the examiner's line manager.

8.36 Repairs to protective clothing

Faulty or damaged motorcycle clothing should, with the sector manager's agreement, be returned to the supplier for repair. Examiners may arrange for other items to be repaired locally provided the cost would be less than about half the cost of replacement, and subject to approval of an estimate by the sector manager and the area office.

8.37 Appointment fees

Examiners should know the current fee for a test appointment, but should not otherwise concern themselves with questions relating to fees. It is the responsibility of booking section to ensure that candidates have paid for their appointments, and to advise on and implement the rules relating to forfeiture of fees. Candidates, or others, who make enquiries relating to fees should be referred to the national booking number.

8.38 Institute of advanced motorists

The council of the institute of advanced motorists has agreed that the agency's examiners are eligible for membership of the IAM without having to take the institute's driving test. Examiners wishing to take advantage of this facility may obtain application forms from sector manager or, in the case of examiners successfully completing the new entrant training course, the training establishment. The appropriate fee to cover the first year's membership must accompany applications.

09 : The Data Protection Act

9.01 Individual responsibilities

The implications of breaching the Data Protection Act are serious. **Individuals** are responsible personally for information they give out and are liable to be prosecuted if they are found to have disclosed information inappropriately. **Legislation does not hold the agency responsible under these circumstances.**

9.02 Customer service

We have made great efforts over the last decade to allow examiners to conduct tests in a more customer friendly manner and the Data Protection Act must not be used as an excuse to return to a less customer focused approach. Information is still freely available through the correct channels to the correct people.

9.03 Test debrief - requests for information

At the start of the test the examiners must ask the candidate whether they want their instructor/accompanying driver present on the test and for the result and feedback at the end of the test.

(If the test was not accompanied and the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner should confirm with the candidate they want their instructor/accompanying driver present)

If the candidate elects not to have their instructor/accompanying driver present for the decision and debrief, then the examiner should ensure that the candidate's request is complied with.

Any subsequent enquiries made by the instructor about their pupil's performance, must be referred back to the candidate in all cases (although it would be helpful to point out that further feedback is available with the written permission of the candidate).

Examiners must not discuss previous tests with instructors.

9.04 Complaint

In the event of a complaint being received, examiners must not assume that instructors are aware of the candidate's complaint - merely telling an instructor that a candidate has complained, is a breach of the Data Protection Act. Examiners must not bring to the attention of, or discuss with instructors, customer complaints.

9.05 Requests for information over the telephone

No information regarding driving test performance may be discussed (particularly with a third party). All requests should be referred to the sector manager, assistant chief driving examiner or area customer service unit to answer.

9.06 Written requests for information

If a candidate writes requesting information about their particular test, DSA must supply that information. Forward all written requests to the sector manager, assistant chief driving examiner or area customer service unit to answer.

9.07 General

DSA do not make a charge to supply written information (such as a test report), unless the candidate asks to see all the information that we hold on them throughout the agency. In this case, they should submit a written request to headquarters, customer service unit accompanied by a £10 fee.

If a third party writes on the candidate's behalf, DSA cannot deal with the enquiry or complaint without the written permission of the candidate. Forward all requests to the sector manager, assistant chief driving examiner or area customer service unit to answer.

Examiners should refer to standing operating procedure (DSA/Data protection/3/6) - for more detailed information.

10: The Driver CPC Module 4 Practical Safety Demonstration Test

10.01 Introduction

This chapter sets out the background and basic requirements of the Driver CPC module four practical safety demonstration test. It also gives detailed guidance on conducting the test.

10.02 Test requirements

The module four practical safety demonstration test is conducted in accordance with the provisions of EU Directive 2003/59/EC, The Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 and The Motor Vehicles (Driving Licences) Regulations.

The practical safety demonstration test is a stand-alone practical test of 30 minutes duration focussing on vehicle safety and security, which covers categories C and D and all sub categories including trailers. Questions posed will be answered using a static vehicle which needs to meet current minimum test vehicle (MTV) requirements. Despite being static, the candidate may elect to make a rolling brake check. If a candidate elects to do this they must not be stopped from doing so. The same question topic areas are covered for categories C and D although questions and paperwork differ slightly.

Candidates will be asked to demonstrate their knowledge and ability in the following subject areas:

- ability to load the vehicle with due regard for safety rules and proper vehicle use
- security of the vehicle and contents
- ability to prevent criminality and trafficking in illegal immigrants
- ability to assess emergency situations
- ability to prevent physical risk

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10.03 General competence

The object of the test is to ensure that the candidate has a sound knowledge of the test subject areas and can show this in a practical way. Examiners should remember that many candidates will be more nervous during the test than when practicing with their instructor or with a friend. A pleasant outgoing approach, not only in the waiting room and on the way to the vehicle, but throughout the test is particularly important to help candidates to relax.

Emphasis must be on the candidate demonstrating their ability to answer the questions. For example: the candidate will be expected to make a physical check of certain equipment fitted to the vehicle, rather than tell you where it is and how to operate it.

For LGV tests only, a piece of equipment will be required. This is the load demonstration securing trolley (LSDT). This will be used by candidates to demonstrate their ability to secure and un-secure loads using the equipment provided which includes the use of rope, chain, a webbing strap and a load tensioning bar.

Please note there is no eyesight check requirement for this test and no need for L plates.

10.04 Minimum test vehicle(MTV) requirements

The test must be conducted using a vehicle which meets minimum test vehicle requirements (MTV). As the vehicle is being used in a static off road environment, there is no need for the vehicle to be fitted with additional mirrors for the examiner to use. This exception to the MTV requirements applies to the Driver CPC module four test only.

Examiners should note the Driver CPC module four test is not a licence acquisition test. Therefore a candidate may produce **any** vehicle for the Driver CPC test so long as it meets the MTV for the vehicle presented (categories C, D and all sub categories as applicable) which may also be subject to the exception detailed above.

If, during the course of the test, the examiner notices a problem with the vehicle (for example a defective bulb or missing tax disk) as the test is being conducted off road the test must continue.

10.05 Explanation of form CPC4 and use of laminates

Clear and accurate completion of forms is very important to allow for accurate data collection. Forms should be completed in black ink.

The marking form consists of a hard laminate top copy with a three-part paper copy underneath. The supplied bespoke 'CPC module four' folded clipboard should be used at all times to ensure component parts line up accurately. As the candidate is encouraged to research the required information to pass the test, rather than learning a sequence of answers, the paper parts are relatively sparse in content. The individual questions and key knowledge indicators (KKI) have been removed, only the main subject topic areas are printed.

There are two sets of laminates - one for PCV tests and one for LGV. Each set contains eight different combinations which should be used in rotation, an equal number of times. Questions and KKIs are printed on the laminates only, with cut-outs where appropriate to allow the examiner to mark the form below with specific data relevant to the combination being used, question numbers, key candidate information and assessment marks. Some of the paper form markings require the laminate to be lifted and the form marked directly. Every effort must be made not to show the laminates to candidates, instructors or any person outside of the agency.

There are only two CPC4 paper form sets, which are clearly marked in the top right-hand corner either 'LGV' or 'PCV'. The appropriate form must be selected for the type of test booked. LGV laminates must not be used with PCV paper forms and vice-versa.

To summarise the forms:

CPC4 Hard laminate. Marked LGV1 to LGV8 and PCV1 to PCV8

CPC4A Top copy - single sided. Sent to RSIS for data capture

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CPC4B Middle copy - double sided. Examiners copy with report on reverse side

CPC4C Bottom copy - double sided. Candidate's copy with test outcome and guidance notes

10.06 Assessment and control of the test

Examiners will be marking the positives. For example, confirming that practical and theoretical knowledge is present.

If you look at any laminate (combination) under each question, there are performance criteria. These are the key knowledge indicators (KKI) for the examiner to record the candidate's response(s). If the candidate makes acceptable reference to the performance criteria listed, a mark is placed in the box located on the left side thus '/'. When all of the questions have been answered, the examiner totals the number of KKI boxes marked to produce the individual question score. The resultant score to each question will be in the form of a single mark placed in one of the scoring boxes on the right-hand side ('/'), which are marked as percentages; 5, 10, 15 and 20. If a candidate scores 0 per cent or nothing, a zero percentage would result in the scoring boxes being left blank.

To summarise:

- one KKI box marked equates to a five per cent question score
- two KKI boxes marked equates to a ten per cent question score
- three KKI boxes marked equates to a 15 per cent question score
- four KKI boxes marked equates to a 20 per cent question score

The fifth question on all forms has ten KKI boxes. Each box equates to two per cent. Examiners should add up the number of KKI boxes and place a mark in the appropriate question score box, rounding up or down as necessary. For example: seven KKI boxes marked ($7 \times 2 = 14$) therefore mark the 15 per cent score box. Six KKI boxes = ten per cent, and so on.

Individual question scores are added together to produce a total score which is marked in the appropriately numbered box at the bottom of the page. The candidate must attain a minimum of 15 per cent in all questions and a total score of at least 80 per cent to pass. It is possible for a candidate to score 90 per cent and not pass (20 per cent in four questions and only 10 per cent in the fifth).

Examiners should ensure their instructions are clear and understandable so that candidates know what is expected of them.

Prompting

Examiners are required to ask candidates five main questions which can contain sub questions. In order to establish a candidate's ability and knowledge it will often be necessary to prompt for an answer. Any prompt given must not contain clues or lead the candidate in any way.

Here are some examples of good and bad prompts:

Bad: Examiner: 'What about if you needed to warn somebody?' Candidate 'Oh yes, I forgot, the horn. I could use the horn.'

Bad: Examiner: 'would you check the baggage lockers as well?' Candidate: 'Oh yes, of course'

Good: Examiner: 'Is there anywhere else you might think of looking?' Candidate pauses: '..can't think of anywhere..'

Good: Examiner 'Are there any other checks you wish to make?' Candidate'.. I don't think so..'

It is very easy to lead the candidate - they must come up with the answers, not the examiner. In the examples above, the good prompts alert the candidate for more information, but do not tell them what to look for. The bad prompts virtually give the answer to the candidate, which examiners must be mindful not to do. Your prompting, in most cases, will control the candidate's actions and responses and ultimately influence the overall decision of the test.

10.07 Health and safety considerations

Examiners must wear fluorescent vests at all times when outside of the office.

The examiner must manage the environment in which the test is being conducted. The candidate should be encouraged to use personal protective equipment if they have such items, especially when moving around and under the vehicle edges or compartments. Given the physical nature of this test, the vehicle will generally pose a potential for injury if a candidate does not act correctly. If there is the possibility of a candidate getting burnt or injured when opening an access panel, bonnet or engine cover the examiner must act quickly to verbally remind them to take extra care. Examiners should be vigilant and ever-mindful of the overall working environment.

Examiners should stand in the best possible position they can in order to keep proper control of the test and be able to hear what the candidate is saying balanced against health and safety considerations. For example, on an LGV test, it is best to talk to a candidate who is seated in a cab through the open window of a closed door.

Some questions ask the candidate to start the engine. A candidate may also wish to make a rolling brake check. In these cases the examiner must keep full control of the situation. Do not stand in front of or behind a vehicle when the candidate is expected to start the engine.

10.08 Time management - working alongside other tests

Module four practical safety demonstration tests will normally need to be conducted alongside vocational practical tests. There may be test slot time differences and examiners will need to manage use of the manoeuvring area accordingly.

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10.09 Preparation for the test

The examiner should take on test the following:

- CPC module four clipboard complete with a CPC4 laminate combination, the appropriate CPC4A assessment form (LGV or PCV)
- pass certificate book (DSA11)
- fire extinguisher picture card and any other picture card(s) relevant to the combination being used

Before you place the CPC4 laminate on top of the CPC4 paper form, enter the following details:

- application reference
- date
- time of test
- driver number (middle 6 digits)
- DTC or authority code
- staff or delegated Examiner number
- test vehicle category type
- mark as appropriate supervised / interpreter / late change

Do not write in the vehicle registration number until you see the one presented for test.

Place the CPC4 laminate on top of the CPC4 paper form. Enter the category type and combination number and all five question numbers, copied from the laminate. The candidates name and your name should not be written on the form to comply with the DSA data transfer risk assessment.

Just before meeting the candidate the examiner should remove the laminate to allow for the candidate to sign the residency and insurance declaration (top left of CPC4A form). After the declaration is signed replace the laminate, when convenient, but before you arrive at the vehicle.

10.10 Meeting the candidate

The examiner should ask for the candidate by name, greet them pleasantly and then carry out the same licence check and identification procedures as laid out in chapter one.

10.11 Suspected impersonation

As per chapter one.

10.12 Pre-brief

In an effort to create a more relaxed and informal atmosphere during the test, examiners are encouraged to introduce themselves and use the candidate's first name, provided there's no objection.

The following is a useable example:

'My name is nnn. Would you like me to give you brief information regarding the test? This is the practical safety demonstration test. Would you like me to give you a brief overview of the test? If the candidate says yes then a 'brief' explanation can be given. For example, 'the test will last about 30 minutes and when we get to the vehicle I will ask you questions based on five set topic areas. I would like to emphasise that this is a demonstration type test, therefore when I ask you questions I will be looking for you to show your knowledge and understanding.'

At the vehicle

"Now I should like to ask you some questions relating to your vehicle; remember, it is important that you demonstrate your responses, and not just tell me what you would do."

10.13 De-brief

At the end of the test the examiner should offer the candidate a debrief, which is intended to give an overview of their performance. A debrief on a pass should concentrate on praising the topic areas in which the candidate did well and point out any areas (if any) where there was a slight weakness. For failed candidates, the examiner should refer to the CPC4C form (candidates copy) and comment very briefly on the topic areas where performance was unacceptable, making reference to reading the topic overview(s). If the candidate wants to discuss the test in greater detail, it should be explained that examiners are not permitted to do this. However, to be helpful, the examiner should suggest that their comments about the items marked be relayed (by the candidate) to their instructor, who should be able to provide the detail required.

An example debrief could take the form:

'...Referring to this form (CPC4C) you'll notice that you didn't score too well in the 'security of your vehicle and contents' topic area. You are advised to read the subject overview for this topic area... it may help you to discuss this with your instructor..'

Examiners must avoid being drawn into discussion on specific questions. Candidates should be encouraged to read the explanatory markings and to research appropriate resource materials. The DSA official guides (publications) 'Driving buses and coaches', 'Driving goods vehicles' and 'Driver CPC for professional bus and coach drivers' contain all necessary learning resource materials to be successful in the module four practical safety demonstration test.

If the instructor/trainer/accompanying driver is present for the decision and de-brief, the examiner should ask:

'would you like your instructor/trainer/accompanying driver to be present for the conclusion of the test?'

If the instructor/trainer/accompanying driver is not present the question should not be asked.

If at any time the instructor/trainer/accompanying driver comes over to the vehicle to listen to the conclusion of the test, and de-brief is to be given, the examiner must ask the candidate whether they want their instructor/trainer/accompanying driver present.

If the candidate elects not to have their instructor/accompanying driver present for the decision and de-brief, then the examiner should ensure that the candidate's request is complied with.

If in exceptional circumstances, an examiner decides not to give an explanation, full reasons for the decision should be noted on the CPC4B Rev. Where a candidate refuses the de-brief, the examiner should give their opinion as to why, or any explanation given by the candidate, on the back of the CPC4B. The 'debrief' box on the CPC4A should accordingly not be marked.

If a candidate argues or becomes abusive, or so upset that an explanation is obviously of no value, the examiner should abandon the attempt and a brief note should be made on the CPC4B Rev.

10.14 Disability - making reasonable adjustments

Due to the higher medical standard required for vocational licensing, it is unlikely you may encounter someone with a severe disability. You may find the candidate has some degree of restricted movement or declare special needs. There is no need to complete a D255, but it may be beneficial to make some discreet enquiries to ascertain how the candidate's circumstances may affect their ability to complete the test in the same way as non-disabled driver.

Careful observation of the candidate may show the need to make 'reasonable adjustments'.

For example, it is not considered acceptable for non-disabled person to enter or exit an LGV cab without applying the safety technique of 'three points of contact'. However, a person with only one hand would clearly not be able to do this, but provided they make every effort to get in and out competently, this should be accepted. It is important therefore that the examiner exercises considered judgment in these exceptional circumstances and does not fail someone who can evidence ability to 'do the job'.

10.15 End of test

Module four is not a licence acquisition test. **Therefore the candidate's licence must not be taken from them under any circumstances.** If a licence were to be shredded the candidate would have to apply for a replacement licence.

10.16 Minimum driving age and young drivers scheme

Driving of vehicles in categories C and D at the age of 18

The Drivers Certificate of Professional Competence (CPC) directive 2003/59/EC made provision for driving at the age of 18 under certain controlled conditions. This came into effect 10 September 2008 for PCV drivers and the 10 September 2009 for LGV drivers. This includes all sub-categories.

The minimum age to drive vehicles in categories C and D is reduced to 18 where the person driving:

- (a) has a CPC qualification authorising the driving of a vehicle in that class
- (b) is authorised by a document showing participation in a national vocational training (NVT) course to drive a vehicle in that class
- (c) is taking lessons as a provisional licence holder and / or taking a licence acquisition test to drive a vehicle in that class.

Candidates can take the practical driving and CPC tests in either order, but drivers under 21 years old cannot drive vehicles in categories C or D legally on the road without passing the relevant CPC tests (except if they are part of (b) above - an NVT course). This means it is possible for a candidate to pass a practical licence acquisition test, but not be legally allowed to drive on the road because they haven't yet passed the CPC tests.

Ideally, for drivers under 21, it would be better to take and pass the module four before module three. But we cannot insist on this. Although it is the candidate's responsibility to be fully qualified before driving on the road, it may help for examiners to be aware of the situation described above and tactfully explain this to young applicants where the need arises.

Young drivers scheme (YDS)

The new rules replace the YDS, which has now finished. Please note that Skills for Logistics (the sector skills council which administered the scheme) have advised that there are still some scheme participants yet to come up for test. These candidates hold valid driving licences and, subject to normal ID checks, the tests should go ahead. For information, the photo card will show the candidate's name and address and the counterpart will show the candidate's name along with Skills for Logistics address.

11: TCM - Roles and responsibilities

11.01 Introduction

The test centre manager (TCM) role is key to promoting road safety and the values of DSA. The TCM is responsible for the operational control of a driving test centre (or group of centres), the staff and the service they provide. In addition the TCM also conducts tests.

11.02 TCM's responsibilities

The TCM's responsibilities include:

- Monitoring performance of staff to ensure that driving tests are conducted in accordance with instructions and that they adhere to the Agency's standard of assessment
 - Ensure an appropriate demeanour towards candidates, driver/rider trainers and members of the public is maintained
 - Examiner test quality controlled through quality control assessments based on the needs of individuals, chi-squared and fault analysis reports and route design
 - Ensuring that DL25s are completed correctly. **DT1 12.03 gives more detail**
 - Providing leadership to examiner staff with specific responsibility for the management, training, development and welfare of staff
 - Where staff training/development issues arise, provide day to day guidance, support and action plans - as and where necessary, to maintain and encourage staff performance. Liaise with the performance development team to identify resolution strategy
 - Resolve minor staff disputes informally and act as first line support for staff using SSC portal
 - All absences are managed within policy guidelines
 - Liaison with deployment and the SM, where necessary to ensure best use is made of resources and that the centre is managed efficiently to maximise the number of tests conducted
 - All H & S requirements and responsibilities are met including site specific controls and maintenance of the business continuity plan in accordance with procedures
 - The customer liaison role arranging local business customer events, test centre surgeries and open days as appropriate
 - Contributions to replies to customer complaints are provided within set timescale
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11.03 Management time

The TCM is responsible for making sure that their centre provides a quality service and operates efficiently. Time is allocated with SM approval dependent on the number of staff and the issues at the centre. This time is intended to cover all management duties.

It is the responsibility of the TCM to decide when it is most useful and practical to have their management time and advise deployment of the regular pattern wishing to be adopted. TCMs have the flexibility to decide how to use the management time so that they can deal with the various issues that arise at their test centre.

TCMs need to report how their management time is used with the appropriate non test activity codes.

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TCMs need to contact deployment to re-arrange management time and to ensure unproductive time is used proactively and that activity codes are changed to reflect the productive work. It is important to remember these changes can be made up to 6pm on the day, so that one call may be made at the end of the day which covers all changes.

Deployment may ask TCMs to re-arrange management periods to enable a test to be conducted in its place. However, the TCM is responsible for ensuring they negotiate a replacement slot at a later date, if required.

It is important to note that the management time allocated includes all management activities and such things as quality control assessments are not to be allocated as additional periods away from testing.

Effective use of management time will enable TCMs to manage attendance, minimise complaints, resolve disputes, deal with issues highlighted on chi-squared reports, maintain customer satisfaction, reduce cancellations, improve value for money and maximise productivity. It will also allow the TCM to allocate some of their time to individuals to promote staff development etc. Effectiveness of the TCM role will be monitored through these outputs.

11.04 Test programmes

Test candidates are assigned to programmes electronically by TARS (Testing & Regulation System). Each programme must be allocated to the examiner named on the journal.

The TCM is responsible for verifying that all test(s) transferred from one programme to another are for legitimate operational reasons. This authority may need to be retrospective in exceptional circumstances.

Where, for any reason, the TCM authorises a test to be switched into their own programme deployment must be informed so that a new journal can be generated.

The test transfer sheet 'DL91' must be kept as a printed copy and completed fully; it should be quite clear who the donor and recipient examiners are in all instances. The document should not span more than one calendar month.

The TCM must ensure all original hard-copy documents are signed off and kept safely on a rolling 24 month basis for QC visit / Internal Audit purposes.

Aside from sickness or management activities, tests must not be transferred from one programme to another except under exceptional circumstances. Security and integrity of the test is of the utmost importance. DT1 Chapter 7, paragraph 36 also refers.

11.05 Detached duty / permanent transfer

TCMs will, from time to time, receive examiners from other centres on detached duty or permanent transfer. TCMs must ensure that management time is used for H & S, induction as necessary and centre familiarisation etc. Short term deployments will be given periods to learn 2 or 3 routes. Longer term detachments may require more.

11.06 Unexpected absence of examiner

When an examiner is unexpectedly absent, the TCM should make every effort to reduce as far as possible the inconvenience caused to candidates. The TCM should make sure that absences are reported in line with the [attendance management policy](#) and that deployment is told at the earliest opportunity. TCMs should wherever possible take the tests in their management time to avoid cancellations and should liaise with deployment for lost time to be reinstated if necessary.

11.07 Performance development system (PDS)

Guidance on the PDS is available on Dashboard. All TCMs must attend the mandatory PDS course prior to undertaking the completion of staff reports.

The maintenance of a correct and uniform standard of performance is of paramount importance in the work of examiners. If an examiner's standard of performance is unacceptable, this should be addressed. Please refer to the PDS process for more advice.

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It is particularly important that, during the period of probation, new examiners are reported in line with the PDS process. Please refer to the DSA's probation policy for details on probation reporting. Reference should be made to the new entrant development plan. Any serious shortcomings in performance and/or conduct must be managed in line with DSA's performance management and/or disciplinary procedures as appropriate and notified to the Sector Manager in the early stages.

For the completion of annual PDS staff reports, the TCM should ensure that adequate time is made available to discuss the report with the examiner. The examiner will need to be allocated one period for the discussion and this should be agreed with the examiner concerned before arranging. Similar arrangements apply for end of probation reports. If the examiner conducts ADI work and/or OSI duties input should be given from the appropriate SM and/or Cardington.

Regular 1-2-1 interviews should be carried out throughout the reporting year on all examiners, as required. Guidance can be found on [Dashboard](#)

11.08 Grievances

It is inevitable that from time to time some staff will feel worried or concerned about all sorts of issues. Should any of these issues turn into grievances they should initially be dealt with informally through the line management chain, or perhaps through mediation. Grievances should be dealt with promptly following the correct procedure.

Please see the grievance area of [Dashboard](#) which details how grievances should be managed. Please speak to a SM for advice and support when you become aware of a grievance case involving one of your staff.

11.09 Relations with driving schools and instructors

In line with the [Civil Service code of conduct](#) and the Agency's guidance on [personal relationships at work](#) advice is provided in areas where personal relationships overlap with working relationships and to ensure that DSA staff do not fall below the expected standards of behaviour or leave themselves open to allegations of impropriety, bias, abuse of authority or conflict of interest.

The TCM's role is to ensure that proper relationships are maintained between examiners and driving instructors. They should be relaxed, courteous, and professional.

However, it may happen that an examiner's association with an instructor develops into something of a more personal nature. If it becomes evident that such a situation appears to be developing, the TCM should bring it to the attention of the SM who will consider, in consultation with the DAM, whether any special arrangements need to be made to avoid any conflict between personal and Agency interests. Where the TCM develops such a relationship, he or she should advise the Sector Manager as soon as possible. In all cases notification and acknowledgement of any relationship should be in writing, as per DT1 guidance.

With the exception of open days and or test centre surgeries, any unauthorised persons MUST NOT be allowed into the examiners' office.

Difficulties may sometimes arise in and around the test centre from, for example, congestion caused by instructors giving tuition on test routes, late arrival for tests, and inconsiderate parking. The TCM should, with tact and discretion, take up such matters direct with the instructor(s) concerned. The TCM needs to be careful that any approach to the instructor should not give rise to allegations of discrimination against pupils of a particular school or instructor. If necessary any difficulties should be reported to the SM who will deal with the matter in consultation with the appropriate SM.

11.10 Site Access Managers (SAM)

At centres where a SAM works the TCM should ensure that:

- all SAM paperwork is securely stored in the pre-defined location. Specific site details for non-DSA sites can be found on Dashboard
 - any site specific issues around test delivery are reported to the SM as soon as possible. Any management issues will be dealt with by the existing line manager structure
 - at all sites minor fuel spillages are treated using the Oil Spill kits that are available
 - the examiner should not interfere with the SAM completing their duties, unless the SAM is failing to carry out their duties effectively. In such cases, the TCM should highlight failings to the SAM and report to the Interserve Helpdesk on 0844 335 3936
 - the TCM should provide test centre facilities to the SAM to allow them to complete their duties, as agreed locally
 - the SAM reports incidents to Interserve using the SAM Incident report form, leaving a copy for the TCM in a pre-arranged place
 - the Area Health & Safety Incident report holders are aware of relevant incidents as per the incident reporting procedures
-

11.11 Local face of DSA

Centres may sometimes receive enquiries about matters not directly related to the daily work of the centre that may result in giving candidate information. For example this could be from instructors about dates on which tests were cancelled because of bad weather, which they may need in connection with 'bad weather' insurance schemes. It is important to ensure that there is no breach of the Data Protection Act. If in doubt, please refer to the policy on [Dashboard](#).

Over a period of time TCMs may find that the same information is repeatedly sought in relation to the centre or the test centre's routes; such as dealing with a particular hazard, roundabout etc. In that event it would be advised to cover these issues at the local TCM surgeries. Some queries may relate to matters subject to Agency policy of which TCMs may not necessarily be fully aware and the TCM should not attempt to answer these queries. The TCM should refer these queries to the appropriate contact points.

TCMs should ensure that they keep up to date via Dashboard, circulars and news letters.

11.12 Correspondence

Corporate correspondence (CC) will contact TCMs if a complaint is received about a test result or examiner conduct. The standard operating procedures can be found here (document to be loaded on D/L soon).

11.13 Management information (MI)

A suite of fault analysis reports have been designed to enable the TCM to analyse information about performance, pass rates, staff absences etc.

- On a monthly basis the Operational MI team send the TCM absence reports for their individual centre
 - On a monthly basis chi-squared reports will be emailed to TCMs. These can be supplemented by a set of more detailed standard fault analysis reports and ad hoc specific reports on request. Specific requests for information should be emailed to info.rsis. Information will only be sent out to dsa gsi addresses to ensure data security
 - Productivity reports showing how each examiner recorded their time will be emailed on a weekly basis
 - Based on the agreed timetable, on a monthly basis PRG Reports should be completed and saved in the National folder. Details are found on the National folder
 - There are also weekly reports about demand, throughput and backlog at all centres which can be accessed via the national folder using this link [N:\Operational Issues\Operational Management Information](#)
-

11.14 Support

IT equipment is available in all test centres and as TCM you will need to ensure that staff make full use of such equipment. TCMs should ensure that a [computer workstation assessment](#) is conducted by on their staff. Training is available from the Training Team to cover all the basics of using a computer, including Microsoft Word & Outlook. For more information about this or any other system based courses, such as Tars, please contact the operations training manager by email .

SMs, area management, MI, and performance development teams are all available to support TCMs in their role.

- Technical queries should be directed to the SM
- Management information queries should be directed to info.rsis email address
- Absence management queries should be directed in the first instance to the SM then to the relevant HR attendance management caseworker. For further information regarding referrals to the medical advisor and long term case management TCMs may contact their HR attendance management caseworker.

Contact numbers can be found on Dashboard.

11.15 Accommodation

General

The TCM is responsible for ensuring that the examiner's office, the waiting room, and the premises generally, are kept clean and tidy and that appropriate health and safety measures are taken.

TCM's responsibilities

At centres, where DSA is the sole or major occupiers of the building, the TCM would normally act as the local accommodation officer for the premises. Accommodation duties should normally be carried out by utilising appropriate slots within the allocated management time. If exceptionally the TCM needs a free period at a specific time, e.g. to keep an appointment with a contractor, he should liaise with deployment to alter a slot out of the available management time. In cases of emergency, alternative/extra time may be agreed with the SM & deployment. This should be done sufficiently far ahead where possible to avoid cancellation of booked tests.

TCM's accommodation duties vary according to local circumstances and practice. Area and central estates offices and H & S teams provide detailed guidance, but the following list is a general guide to the matters in which a TCM may expect to become involved:

- Maintaining the site specific H & S log book
- Producing and reviewing site specific risk assessments and emergency procedures. See [Risk Assessments](#) and [Emergency Procedures](#), on Dashboard
- Maintenance of satisfactory accommodation standards for heating and lighting etc.
- Fire precautions including routine inspection and testing of fire equipment, organising fire drills, maintaining clear exit routes and up to date fire signage etc
- Ensuring that cleaning (including window cleaning) is carried out
- Compliance with Health and Safety guidance notes and procedures. See [Health and Safety](#), guidance on Dashboard
- Reporting building and site defects and initiating maintenance action where appropriate. Record keeping of estates documentation and action plans
- Security of accommodation, including visitors signing in book and security of personal data
- Reporting of accidents and incidents and the follow up procedures. Note: Accident report forms must be reviewed and the incident investigated. Accidents MUST be reported to area H&S teams in the Area Offices for inclusion in the Official Accident Book. See latest guidance. [Incident reporting procedures](#), on Dashboard
- Refer to Dashboard for first aid requirements
- Ordering furniture and equipment in accordance with procurement and local arrangements
- Dealing with emergencies - such as break-ins etc
- Business continuity plans

Keys to security cabinets

The TCM should ensure that every examiner holds a key to the security cabinet and retains it in their personal possession. The keys must not be left or hidden in the office overnight.

11.16 Smoking on DSA premises

TCMs should ensure that 'No Smoking' signs are displayed in waiting rooms. Staff should not however become involved in arguments with instructors or other visitors over the requirement. If anyone ignores the notices, the TCM should politely draw the no smoking sign to their attention. If it becomes apparent that particular instructors are persistently ignoring the ban the SM should be informed. Please refer to the DSA (Non) [Smoking Policy](#) for more information.

12: TCM - Operational matters

12.07 Supervision of visiting examiners

To comply with normal procedures and customer service standards, it is important that all examiners are assessed regularly.

To clarify the situation regarding visiting examiners; where an examiner spends time at a centre other than their own, conducting 'L', M/C or LGV/PCV tests, then the TCM at that centre should liaise with the visiting examiners TCM to determine the level of supervision delivered to date and carry out supervision as necessary and report back with the visiting examiner's own TCM.

12.01 Supervision - practical driving tests

It is the TCMs responsibility to ensure that examiners conduct tests and assess candidates' driving competence in accordance with the standards laid down by the Agency.

12.02 Quality control assessments

A TCM is required to carry out a minimum of 6 quality control assessments annually - a minimum of 2 in any 4 month period - on each permanent examiner at the centre. Regular visiting examiners should also be assessed as necessary.

The TCM should plan this in advance utilising management time which should allow TCMs to choose different times of the day to undertake these checks.

In the case of new entrants it is important that instructions laid down in the new entrant development plan are adhered to and the appropriate supervision is conducted

For quality control assessments the TCM should complete a Quality Monitoring Form (QMF). At the end of the test the TCM should compare their own completed form with the examiner's DL25, and discuss and resolve any differences in the assessment and marking of faults. This is important even where the overall decision is agreed.

Any shortcomings in the test procedure or approach adopted by the examiner during the test should also be discussed and noted on the QMF. It is imperative to ensure that the quality control assessments box is marked on the DL25 for statistical purposes.

If the test is accompanied, the TCM should take care that no conflict is generated by the accompanying driver comparing the assessment recorded between the examiner and the supervisor. In these circumstances at the supervisor's discretion, it is acceptable for the supervisor to delay marking the QMF until after completion of the test.

The QMF should be completed in accordance with the 'QMF completion.ppt' [here](#). The faults recorded on the examiner's DL25 should be copied, in red, alongside the TCM's markings on the QMF. The examiner should read the TCM's report and sign it once fully completed to indicate that he/she is aware of its contents. In addition the examiner should write any comments they wish to make on the reverse of the form and be given a copy.

The TCM's QM forms - for all examiners - should be retained in a single, secure file at the centre for 2 years.

Quality monitoring must not take place in an LGV unless there is a suitable seat and a safety belt for the person carrying out the monitoring.

When conducting PCV tests ensure the seat they use meets the requirements and does not present a hazard; and enables them to have good visibility of both candidate and the road.

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12.03 Scrutiny of test documents

It is important that supervision of actual tests by the TCM is supplemented by the examination of test documents.

Particular attention should be given to the DL25 to ensure that faults are correctly recorded and that the description of the candidate and, where appropriate, the remarks section, are adequately completed.

All completed DL25s must be legible. To ensure accurate scanning onto the RSIS system diagonal markings should be kept within the boxes.

Regular checks of all driving test documentation should be made to ensure consistency of assessments; and that the report reflects the assessment made. The DL25 Summary Analysis form (available from the Document Library) should be used as and when required, but at least once a year for each of the examiners the TCM manages. The document should be printed, completed manually and filed in a sealed envelope with the DL25s it refers to. The envelope should stay with the balance of test documentation paperwork (so it is accessible), but must be marked 'Personal Protect'; only to be opened by authorised persons.

It is important to ensure that any comments do not become personal in nature and that descriptions are not offensive. It is worth remembering that under FOI the candidate can request a copy of the DL25.

12.04 Standard of assessment

It is the responsibility of the TCM to ensure that any unusual trends are fully investigated and the root cause of any examiners identified by chi-squared as significantly different to the norm is addressed.

The TCM should use all MI information available to monitor these trends and deal effectively with any performance issues. The TCM should make the SM aware of any actions or proposed actions.

12.05 Driving test routes

The TCM is responsible for quality control of test routes at their centre and must ensure content is regularly reviewed. Test routes must be recorded in accordance with the [standard operating procedure](#).

The completed test routes document(s) should then be emailed to DTCTestRoutes@dsa.gsi.gov.uk where they will be uploaded onto Dashboard so they can be accessed by DSA staff.

The TCM should ensure, so far as is practicable, that examiners conduct tests over approved routes, unless exceptional circumstances arise which make it necessary to curtail or deviate from the set route. He/she should also ensure that any deviation on the route is fully reported on the DL25.

TCMs are responsible for ensuring that examiners conduct tests that comply with statutory minimum test time requirements as laid out in the DT1.

The choice of which route to use should normally be left to individual examiners. The TCM should, however, ensure that examiners use an even spread of routes so that testing is not concentrated in particular roads or areas. The aim must be to minimise nuisance and inconvenience to local residents.

This can be monitored using MI information and reading of DL25s

Local authority traffic regulation orders may sometimes have an adverse effect on test routes or parking facilities near centres. If this is known in advance the Agency can make representations to the local authority and may be able to secure some modification of the proposals so as to lessen their effect on testing operations.

TCMs should therefore look out for any notice or reports about such proposals which may affect their own or other centres, both L or LGV, and encourage their examiners to do likewise. Any relevant information should be acted upon by the TCM.

It is important that the TCM has a thorough knowledge of all test routes and other roads in the general locality. TCMs new to a centre will be allocated time to familiarise themselves with test routes as necessary.

The fullest use should also be made of any management time so that the time that needs to be specifically allocated is kept to a minimum. However, deployment must update Tars to show the correct activity code.

12.06 Adverse weather conditions

It is the TCM's responsibility to decide in bad weather whether it is safe to conduct tests in weather conditions such as snow ice, fog, or high winds etc.

TCMs should take into account the health and safety of both the examiner and the candidate as part of considerations as to whether the test should proceed.

It may be necessary to inspect the routes, to decide whether the conditions are acceptable. The TCM should consider whether it would be in the interests of public safety, a fair assessment of a candidates' driving performance if the tests are conducted in those circumstances.

Where a test cannot go ahead, candidates who arrive for test, or enquire by telephone, should be informed that tests will not be conducted.

If it seems that conditions may improve, those with appointments later in the day should be advised to enquire again later. The TCM should review whether the time can be used productively and tell deployment so that the activity code can be updated.

Motorcycle manoeuvring area (MMA) - training slots

At sites that provide facilities for motorcycle training to take place on the MMA, it is the ATB instructor's responsibility to make a decision on whether they consider the site to be safe to conduct the training session where there is no TCM presence on site at the time of the training.

Where a TCM is present, a decision can be made on the safety of the site, thus overriding any decision made by the attending ATB Instructor. Where this is so, candidates who arrive for training sessions, or enquire by telephone, should be informed that sessions will not be conducted.

If it seems that conditions may improve, those with appointments later in the day should be advised to enquire again later.

Candidates who arrive at the centre should be given the letter from the Operations Director explaining why the test was cancelled and when to expect a new appointment.

In the event of prolonged interruption of tests by snow or ice, the TCM should follow the advice on [Dashboard](#)

The deployment team should be kept fully informed of disruption to programmes due to weather conditions and also informed when testing recommences.

If a candidate telephones the centre to say that weather conditions near their home are too bad for driving, the TCM should tell them that the Agency will postpone the test and that they will receive a new appointment in due course.

12.08 Supervision of fee paid examiners

For the same reasons it is equally important that examiners who are employed on a fee paid basis are supervised.

TCMs should liaise with deployment to ensure that the opportunity to supervise their feepaid examiners occurs. TCMs will be aware that these examiners will be working at their centres and must supervise visitors and report back to their home centre TCM.

12.09 Quality monitoring visits

In line with the Quality Manual, TCMs will be notified of a planned visit in writing.

Following any quality control or assurance visit, the TCM is encouraged to complete a 'QA / QC visit feedback form' on the Document Library.

The [Quality Manual](#) is available in the Document Library on Dashboard and details the Quality Management System (QMS) processes and line management responsibilities.

12.10 DVLA eyesight tests

The Secretary of State has powers in certain circumstances to require an applicant for, or the holder of, a driving licence to undergo a test carried out by an officer nominated by the Secretary of State to establish whether they can meet the required eyesight standards.

The test to be administered is the eyesight test as carried out on a normal driving test.

The procedure is as follows:

1. Drivers medical branch at DVLA email DSA area office giving the name and address and, where known, the telephone number of the applicant to be tested and ask them to make the necessary arrangements. A pro forma is supplied for completion by the examiner conducting the test
2. The papers are forwarded to the SM's nominated DTC to distribute them to the most convenient centre in the sector
3. The TCM should use part of their existing management period allocation.
4. After the test, the completed pro forma should be returned direct to DVLA. If the TCM is unable to contact the applicant within 6 weeks of the date of the papers, they should be returned to DVLA with an explanatory note

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If the person concerned is granted a provisional licence as a result of passing the eyesight test, they will still have to take the eyesight test when they come to take the practical driving test.

If, as a result of one of these tests, DVLA decide to refuse or revoke a licence, and an appeal results, the TCM may be called upon to conduct a further test observed by the parties involved. He should however only conduct a test if specifically requested to do so by a representative of DSA or DVLA at the time, and if the circumstances are suitable for the proper conduct of the test. It should be made clear that there must be no interference in the conduct of the test by anyone else present.

13: TCM - Managing driving test centres and staff

13.01 Development plan for new entrants

The development plan for new entrants can be found [here](#).

13.02 Examiners involved in accidents and incidents while driving

The TCM should ensure that any examiner involved in a road accident or incident while driving complies with the relevant instructions in DT1.

A TCM who is involved in such an incident should report the matter to the area management team as soon as possible giving full details together with any other relevant information and send a copy to the SM at the earliest opportunity.

If driving during working hours refer to the Work Related Road Safety guidance document found on [Dashboard](#).

13.03 Performance management od fee paid staff and DSA employed cleaners

Fee paid examiners are not covered by the official PDS process. However TCMs have a responsibility to line manage fee paid examiners and ensure they receive an appraisal of their performance including quality control assessments.

As fee paid examiners are unique in that they do not have fixed regular hours, and they only get paid if they work, they are not subject to the usual Agency's attendance management processes.

However if there is a fee paid examiner who has a longer term absence the examiner or TCM can approach the HR attendance management team for further advice.

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A few DSA employed cleaners who are not part of TFM are not part of the official PDS process and as such TCMs do not need to complete deliverables or end of years with them. However, their attendance does need to be managed in line with the attendance management policy.

With regard to annual leave all cleaners should have a leave sheet (E7) which they use to request leave and get this signed off by the TCM.

13.04 Performance management of examiners (not new entrants)

If a performance development issue is identified, the TCM should consider the course of action to take. This may range from simple verbal guidance to a Performance Development Plan (PDP) being initiated. Issues can be varied and therefore a 'one size fits all' approach is not suitable. Any action considered should be measured, bespoke to the person involved, and appropriate to the development need. Above all, any proposed action must be discussed and agreed with the individual. Guidance on PDPs can be found here on [Dashboard](#).

14: TCM - Documentation

14.01 Documentation

It is the TCM's responsibility to ensure that all office paperwork is processed promptly, that reports and returns are accurate and the H&S log book is kept up to date.

The TCM should ensure that DL25s and other forms completed by examiners are clearly and accurately completed.

Further guidance on particular aspects of these responsibilities are set out below.

14.02 Test Documents

Daily

To facilitate automatic driving licence issue ([ADLI](#)) the top copy of the DL25A is scanned at Newcastle. It is therefore vital that all the fields are filled in accurately, keeping within the box. The TCM must check all DL25As before posting to Newcastle.

Batch header(s) showing the totals returned for that day should be clipped to the DL25As and sent to Newcastle using a pre-paid postage label.

Top copy of forms TPH10 and WTA10 should be attached to office copy DL25B and retained on file in the DTC (instruction applies only to books with duplicate copies).

Form D255 must be checked by the TCM as soon as possible after completion of the test. Any clarification should be obtained from the examiner who conducted the test before being sent to DVLA in the envelope provided by them. A copy should be retained on file in the DTC.

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The latest Incident report form once completed must give a full and accurate statement of the facts of the incident. The report must be comprehensive, and any discrepancies investigated and resolved before it is sent to the relevant area H&S team at Cardiff or Newcastle.

DL91 Test Transfer Log: The TCM should ensure that all test transfers that occur on the day are fully accounted for on the DL91. Further guidance is contained in DT1 7.36 and 11.04

Terminated test log: The TCM should ensure that all terminated tests are fully accounted for in this log. Further guidance is contained in DT1 7.03.

Weekly

Examiners complete all individual returns including H & S log book requirements before they finish duty for the week.

The DL25Bs (2nd copy) are checked and filed in the DTC. They should be retained at the DTC for two years.

Monthly

Below are returns which should be sent to the SM unless they advise otherwise.

- Terminated test log
- DL91 Test Transfer Log (photocopy)
- Sick absences for the centre which should include names of examiners who have reached trigger points etc.
- QMF Summary report
- Number of complaints per examiner

14.03 Centre records

The TCM is responsible for registering and controlling stocks of pass certificates.

A pass certificate register book (not a loose leaf type) must be maintained showing the serial numbers of the pads of forms held in stock. The book should contain records of all types of pass certificate used at the DTC. The register must be kept securely and pads issued in serial number order.

Receiving examiners should sign the register to confirm receipt.

TCMs must regularly check the register; to satisfy themselves, based on the degree of usage, that it remains an accurate and valid record of certificates available and issued. The TCM must sign and date the book to evidence they have made a check.

Any imperfect or spoiled certificates should be destroyed at the test centre using the shredder.

The certificate numbers should be entered onto the spoilt certificate return form and submitted by email to Operations: spoilt.certificates@dsa.gsi.gov.uk at the end of each month.

If certificates have been lost or stolen the TCM must notify Operations immediately by email.

14.04 Ministerial correspondence

If a Member of Parliament writes direct to a driving test centre, the TCM should immediately forward the letter to Corporate correspondence, Driving Standards Agency, The Axis Building, 112 Upper Parliament Street, Nottingham, NG1 6LP, to be dealt with in the normal way for Ministerial correspondence.

If the letter suggests that a report will be required from an examiner and/or the TCM (or SM in the absence of the TCM), this should be put in hand in anticipation of the formal request from Headquarters

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14.05 Documents - DT1/Staff handbook/H&S

The TCM should ensure that examiners are able to keep themselves up to date with relevant Agency and Departmental notices published on Dashboard and Transnet.

This can be accomplished by making appropriate use of FTA periods or where these are not available, by scheduling periods for this purpose.

The DT1 is a key part of the ISO9001: 2001 Quality Management System.

The live electronic copy is the one that should be relied on. Any printed copy is only valid on the day it is printed.

TCMs should ensure that staff refer to the DT1 on Dashboard and note any update alerts that are issued via email

The following manuals should be kept up to date and readily available to staff and visiting TU safety representative and H&S teams etc:

- DSA's latest H&S log book
- The guidance and instructions about local health and safety matters, including the Annual H&S Policy statement from the Chief Executive
- The name of the local H&S TU representative should be displayed in the office, on the H&S law poster
- Details of the area and central H&S teams should also be available for advice and guidance
- Stocks of official stationery should be maintained at reasonable, but not excessive levels

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15: SM - Roles and Responsibilities

15.01 Introduction

The SM reports to the AOM.

The more important aspects of a SM's responsibilities are to ensure that

- Leadership is provided to examiners to support them as line managers, ensure maintenance of a standard test and uniform documentation as laid out in this document and other instructions as issued by or on behalf of, the CDE
- Efficient use is made of available resources including TCM management time arrangements. This means liaising with the AOM and area office staff about the deployment of examiners and monitoring procedures to ensure best practice in matters such as test cancellations and terminations, detached duty and travelling arrangements
- The conduct, attitude and general approach of examiners is maintained at a high standard
- Approve TCM management time allocation dependant on issues at that centre
- Work with the TCM to devise, review and approve test routes.
- Examiners' test documents and, as necessary, other paperwork is checked
- Complaints are investigated and correspondence dealt with in line with the standard operating procedure found on the Document Library.
- Test and interview candidates for recruitment to become a driving examiner.
- Test persons to act as delegated examiners to conduct LGV and PCV practical driving tests, supervise tests conducted by them and check their arrangements for conducting tests and keeping records.
- Technical control manager for delegated examiners.
- To provide management information in a timely manner as requested

The SM is also required to

- Liaise with the area office staff responsible for booking test appointments
 - Carry out physical checks of stocks of pass certificates held at driving test centres against records sent from headquarters
 - Liaise/maintain close links with other operational colleagues/managers as is necessary
 - Deal with disciplinary cases, complaints and grievances including acting as investigation officer and decision maker
 - Conduct 1-2-1s with reports at set frequencies using the 1-2-1 frameworks.
 - Submit monthly HR reports and updated returns to AOM
 - Ensure that appropriate actions are taken as a consequence of absence trigger points being reached
 - Conduct Quality Control / Quality Assurance supervision as is required
 - Oversee and address issues raised following a QA visit. Reporting findings and conclusions to the AOM
 - Ensure that TCM management information and sector summary returns are completed accurately and submitted on time
 - Attend Regional Management meetings with ROM/AOM as appropriate
 - Ensure that all necessary health and safety checks and documentation is completed correctly and to the correct timescale
-

15.02 Local Instructions

The delivery of all licence acquisition practical driving tests is certified to the ISO9001:2008 quality management standard. This means that test procedures, forms and documentation are strictly controlled for uniformity. SMs should therefore not design or implement new forms or procedures without prior approval from the CDE.

If a SM proposes to issue a local instruction on any matter relating to the conduct of tests, they should first inform the AOM. A decision can then be taken as to whether the particular point has wider implications and whether there is a need for a national instruction.

15.03 Supervision of driving tests

The SM should make regular visits to test centres to ensure that all examiners are carrying out their duties in accordance with the DT1 and other relevant instructions. SMs are responsible to the AOM for ensuring that the customer service of examiners is to the correct standard.

An examiner whose performance does not meet the standard required must be advised about the particular aspects of their work that are unsatisfactory and should be managed in line with the procedures [here](#). The SM in conjunction with the test centre manager is responsible for development of examiners to ensure that they perform to the required standard.

New examiners need to be closely supervised during their probationary period. The training & supervision as documented in the DT1 must be adhered to. This is to ensure that only those who achieve a satisfactory standard of performance have their appointment confirmed.

15.04 Quality assessment

The maintenance of a uniform standard of assessment as laid down by the CDE is an important part of a SM's duties and is largely achieved by the supervision of practical tests. SMs should therefore accompany TCMs (and DEs when necessary) as often as is necessary to ensure that a uniform standard is maintained. This must be a minimum of 6 times a year per examiner - **with 3 in any 6 month period**.

A Quality Monitoring Form must be completed in line with instructions and retained for all tests seen conducted, including vocational tests where, because practical constraints (e.g. insufficient LGV cab seating) prevent a SM from supervising the practical drive, manoeuvres only are supervised or driver CPC practical demonstration tests. See section 16.02 for information on monthly returns.

If the test is accompanied by a third party the SM should take care that no conflict is generated comparing the assessment recorded between the examiner and the supervisor. In these circumstances it is acceptable for the supervisor to delay marking the QMF until after completion of the test.

Quality monitoring must not take place in an LGV unless there is a suitable seat and safety belt for the person carrying out the monitoring.

Refer to the LGV risk assessment on Dashboard.

Managers intending to supervise a test must not do so in cars where a seat belt is not available for their use. Whenever possible, to make best use of management time, the SM should agree in advance an alternative examiner to accompany in the event of this occurrence.

The SM must check to ensure TCMs are undertaking regular and effective quality control of their staff. Completed QMFs must be inspected to ensure the quality and content meet with guidance requirements. If a development need has been identified, the SM should make enquiries to ensure that any action planned (or in place) is appropriate to the need.

15.05 Scrutiny of test documents

It is important that supervision of tests is supplemented by the examination of test documentation. Particular attention should be given to test report forms to ensure that faults are correctly recorded, marks are kept within the box and that the description of the candidate and, where appropriate, the remarks section, are adequately completed.

15.06 Testing performance (Chi Squared)

Statistical management information is produced on a regular basis to help managers analyse and deal with testing performance. The method used is 'Chi squared' which is a mathematical statistical model, which forms an important part of the Agency's certification to the ISO 9001:2008 quality standard.

A Chi report may identify one or more examiners whose performance is 'significantly different to the norm'. The report will show a letter 'A' or 'B' against the examiner, 'A' means: pass rate is above the norm and 'B' means: pass rate is below the norm.

It is the responsibility of the SM and TCM to effectively deal with under-performance and to ensure that the correct procedures are followed when an examiner has been identified as being significantly different to the norm.

Chi squared is only one element of managing performance. The fault analysis reports show a range of useful information and managers are reminded to use all of the information available to pro-actively analyse performance to avoid issues developing. A [Management Information Analysis Workshop](#) presentation is available which you are encouraged to cascade to TCMs in your sector.

15.07 Supervision of delegated and MOD examiners

SMs are responsible for the supervision of all delegated examiners in their sector. SMs should maintain a summary of information on each organisation that employs these examiners and should aim to supervise each delegated examiner at least 6 times a year. If it has not been possible to supervise an examiner because they seldom test in the sector, a colleague should be asked to do so.

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It should be remembered that the terms of the regulations limit a delegated examiner's testing to staff who are employed, or proposed to be employed, by the appointed body as drivers. Stocks and security of pass certificates held by delegated examiners should be checked. The serial numbers of books issued should be obtained from operational systems.

Supervision of MOD examiners must be in line with the agreement between DSA and the MOD - this states: one examiner to achieve a total of 12 defence driving examiner (DDE) supervised tests, per DELTA, per year*. When the nominated DSA Examiner wishes to make a supervisory visit, he/she is to contact the DELTA Supervisor and agree a date and location for the visit. Similarly, DELTA Supervisors are to advise their associated DSA Examiner whenever a reasonable number of tests are anticipated to make a supervisory visit worthwhile.

*Subject to latest MOD/DSA agreement. If you are in any doubt phone operations on 0115 936 6370.

15.08 Checks at DSA centres

The SM should make spot checks of centre stocks of pass certificates and of those held by examiners, at regular intervals during visits to centres, and check the serial numbers against the list issued from operational systems. After each check, the SM should sign and date the centre stock register.

Opportunity should also be taken when visiting centres to make periodic checks of the following:

- Condition of DT5 kept for conducting 'home' tests.
 - D255 file
 - First aid equipment
 - Site specific Health and Safety log book ; Health and Safety matrix
 - Any outstanding 'actions' from Risk Assessments or inspection reports
 - LGV/PCV centres gritting facilities and cones
 - Notice boards and posters on display
 - Office files and records
 - Office security
 - Protective clothing
 - Route sheets
 - TCM's QMF reports
 - Stationery stocks should be kept at reasonable not extravagant levels
 - Tape measures - condition, check for damage
 - Telephone calls and answer phone arrangements
 - Temporary duty order records
 - Terminated tests DL25 file
 - Transferred test records (DL91)
 - Correspondence log
 - Performance Development Plan(s)
-

15.09 Legal proceedings – allegation of test not properly conducted

It is vital that examiners ensure that all tests are conducted in accordance with the DT1. Failure to do so could give rise to an allegation that the test was not properly conducted and ultimately lead to legal action.

It is essential that SMs notify the corporate legal team immediately once a summons has been served. This will help avoid any legal penalties. The corporate legal team will appoint a suitable solicitor to defend the case. SMs should personally brief the solicitor well before the case is due to be heard, and arrangements should be made for the solicitor to meet the officer concerned before the court hearing. All such cases must be brought to the attention of the relevant AOM as soon as possible.

15.10 Supervision of visiting examiners

To comply with normal procedures and customer service standards, it is important that all examiners are supervised regularly. To clarify the situation regarding visiting examiners; where an examiner spends time at another centre other than their own, either conducting 'L', M/C or LGV/PCV tests, then the TCM at that centre should carry out supervision after consultation with the visiting examiner's own TCM or SM.

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15.10 Supervision of permanent part time examiners

It is important that all examiners are regularly supervised, whether employed on a full time or part time basis. By doing this, we comply with normal procedures and are able to ensure, as far as is possible, that customer service and road safety standards are maintained. This is also key to the Agency's ISO9001:2008 certification.

SMs should always be aware of which of these examiners are in their sector and along with TCMs take steps to ensure they are supervised on a regular basis. This may mean a last minute change of plan or itinerary to accommodate this unexpected duty.

15.11 Quality Control visit reviewing (ISO9001:2008)

Annex E to the Quality Manual details the Quality Control procedure.

DSA plans to conduct 200 QC visits per year, spread across the 4 business areas.

SMs have an important role to play in the effectiveness of any Quality Control visit 'output'. Any visit undertaken in their sector will be formally recorded by the QC officer on a 'QC visit report' template form (available off the Document Library) and sent to the AOM.

The AOM should liaise with the conducting officer to be satisfied the report is a clear and fair representation of the findings. The AOM will then forward the report to the relevant SM responsible for the test centre that has been assessed.

On receipt of a QC visit report, the SM should make every effort to ensure any actions / observations raised are being dealt with in a timely manner by the person responsible - usually the TCM.

DSA is required to formally record and evidence these visits. The ISO9001:2008 requirement for continuing improvement can only be achieved by following the correct procedure.

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16: SM - Documentation and correspondence

16.01 Examiners work records

A confidential folder (should be electronic wherever possible) is to be maintained in respect of each TCM containing a continuous record of their work and the forms completed on quality assessments. Separate records should be kept in respect of each licence category. The folder should relate solely to this area of the examiner's work, providing a record that may, if required, be forwarded to the AOM or made available in advance of quality visit. The records should be kept securely for a minimum of 2 years. When an examiner is transferred out of the sector, the folder should be sent securely to the receiving SM.

16.02 Returns to HQ & area office - summary

Outlook diaries are kept up to date.

Every month SMs are required to compile and return a 'Sector QMF Summary sheet' and return by email to:

gmf@dsa.gsi.gov.uk

This management information allows the level of supervision to be checked against the Agency target and compliance with ISO9001:2008 requirements.

This return should be sent no later than 14 days into the next month. SMs must include details of all quality monitoring that has been undertaken in their sector (except ADI work) by any person authorised to conduct supervision, including themselves.

Any QC/QA supervision must be recorded in its own sector. Therefore, if you work in a different sector a return must be sent to the respective sector manager.

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TCMs are required to send a monthly QMF Summary Report to SMs (DT1 14.02). SMs should be mindful of this and follow up any omissions to ensure a complete picture of supervision is obtained. This is very important. Guidance on completion of the Sector QMF Summary Sheet can be found [here](#).

A Sick absence returns to the AOM on a monthly basis.

16.03 Report of accident on test

The original of the completed incident report form (electronic or hard copy) should be sent directly from the DTC to the area H&S team to review and enter the details on to the incident database. SMs must monitor the details of all accidents and incidents in their sector, to ensure that they are fully aware of the circumstances, and investigate further if necessary.

If an examiner is asked for a statement about an accident by any party involved, or their representative, the SM should ensure that it is confined to matters of observed fact and does not contain any expressions of opinion on the part of the examiner or the DSA.

16.04 Form D255 – physical disability report

Copy forms D255 should be retained in the DTCs and checked periodically.

16.05 Correspondence

It is unlikely that SMs are asked for advice on interpretation of regulations; nor should they offer such interpretations. Should such a general enquiry arise however, we advise that SMs make clear that any views offered only represent our interpretation of the legislation and that any comments offered are based on the information provided. DSA does not provide a legal advice service, if asked to provide such guidance suggest they seek independent legal advice from a solicitor or other qualified legal representative.

17: SM - Staff and Sector management

17.01 Accommodation

Responsibility for indicating the area of search for new premises rests with the AOM in liaison with the SM. The SM alone is responsible for considering and recommending the operational suitability of proposed accommodation.

17.02 Security at non DSA sites

Examiners are immediately responsible for ensuring that local arrangements are implemented, but SMs should liaise with the manager on matters affecting or relating to security.

17.03 Accidents at test centres

If an accident occurs on the test centre site, certain action may be necessary in addition to the H & S report procedure and this action may call for the escalation of an incident to the Major Incident Group, if the incident is serious enough to warrant this.

At joint centres the examiner is responsible for informing the manager who will take any necessary action regarding damage to buildings etc. In the case of independent centres the SM must report the facts to the area H & S team.

17.04 Ice and snow guidance

SMs to ensure that they are familiar with the policy on Dashboard. SMs have a responsibility to agree to the snow, frost & ice plan produced by the local TCMs. As part of that plan, TFM gritting facilities are provided for some test centres to help in keeping manoeuvring areas clear of ice and snow.

Every location is slightly different with their adverse weather clearance requirements. Some centres will be under the TFM snow and ice clearance arrangements through Interserve, whilst others will have their own different plans in place. These plans may include having a local grit bin in place and some shovels etc.

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SMs are to ensure that the plans are adequate for the location, and also ensure that arrangements are in place to replenish the stock in the grit bins etc.

MMA_s must not be salted or gritted

17.05 PDS

Guidance on PDS is available on Dashboard.

17.06 Examiner files held by SMs

SMs should keep a file for each TCM in their sector.

17.07 New examiners

The SM will usually meet new examiners at the test centre to which they have been posted as soon as practicable.

17.08 Deployment of examiners

Responsibility for programming work at test centres and for detaching examiners to other centres to meet variations in demand for tests, rests with the relevant area deployment team. SMs should keep the area deployment team informed of any examiners who should not, for the time being, be detached from their permanent centres. Temporary duty orders are generated by TARS and sent to the examiner concerned and to the TCM at the receiving centre.

17.09 Management periods – TCM

The amount of management time allocated at individual test centres should be agreed between the TCM; SM and AOM. SMs should consider promptly any reports from TCMs of a shortfall in periods allocated for management purposes. TCMs should be using management time wherever they can to take tests rather than cancel.

17.10 Examiners involved in road accidents and driving incidents

When a SM receives a copy of a report from an examiner who has been involved in an accident or incident while driving, he should forward it to the AOM with any comments he may wish to make.

A SM who is involved in an accident or driving incident should report the matter to the AOM as soon as possible, giving full details.

Ensure that the necessary accident / incident paperwork is completed correctly and forwarded to the area H&S team.

17.11 Driving instruction by examiners

Examiners are required to obtain authority from their SM before giving driving instruction to anyone. Authority should not be withheld if the person concerned is a member of the examiner's immediate family. Authority in respect of other persons should not be granted automatically. Proper regard must be paid to the particular circumstances in each case, and it must be established that there is no question of any financial or other gain to the examiner. Full consideration should always be given to the question of whether the situation would be likely to embarrass the Agency.

In all cases where authority is given the SM must ensure that he is informed of the starting and finishing dates of instruction, and satisfy himself that the examiner does not conduct his pupil's test.

17.12 Examiners – Testing of relatives

DSA's policy on personal relationships at work can be found [here](#). SM's should conduct tests of examiners' relatives, whether or not the examiner taught them.

17.13 Distribution of circulars

Circulars are now sent electronically, regularly updated on dashboard and distributed to all examiners via email. However, SMs should ensure that staff are fully conversant with updates and arrange for any additional time required to secure compliance. Over time, more use of the Document Library will be sought as a 'single point' location for such information.

17.14 Area management meeting – sector meetings

Local sector/TCM meetings should be held bi monthly. The meeting should be well structured and cover both national and local issues. The SM should aim at stimulating interest in meetings and the opportunities they offer for free and open discussion on any topics of interest or concern to DSA. The submission of worthwhile items for discussion should be encouraged. The notes of proceedings should be circulated for comment to appropriate staff.

17.15 ADI meetings - attendance

SMs may be asked to attend local driving instructor meetings and can do so on a voluntary basis provided they take place during the working week. The frequency of attending this type of meeting should not be more than once annually unless exceptional circumstances such as a test centre closure require an additional meeting. Meetings should be reasonably attended, chaired and properly organised. It should be made clear that SMs will not discuss individual cases or details of particular driving tests.

- SMs should report back to their ROM/AOM any unusual questions and answers, and provide a general overview of the meeting.
 - SMs should carefully consider their answers where questions are submitted beforehand and, if in doubt, discuss them with their AOM. Policy issues should not be discussed.
-

17.16 SMs annual and sick leave

SMs should notify their AOM if they propose to take annual leave and then submit their request using the SSC portal. SMs should avoid taking leave when to do so would mean leaving insufficient cover or missing an area/HQ conference.

18: SM - Assessment drives

18.01 New entrant - General

Regional Operations Support will liaise with suitably qualified SMs for availability to conduct the test. Arrangements are then made for the candidate to attend one of appropriate designated centres across the country

18.02 New entrant - Test preliminaries

The candidate should be asked to read and sign the report form

18.03 New entrant - Driving licence

The candidate will have been told to bring a current driving licence, both parts if a photocard and valid passport if a paper licence. The SM should ask to see the licence, enter the driver number on the report form, and compare the signatures. Details of any endorsements or disqualification on the licence should be entered under item 4 of the form. If the candidate does not produce a licence, or it is invalid, the test should not be conducted, and the SM should make a suitable note under item 5.

18.04 New entrant - Eyesight test

A candidate is required to read in good daylight, a motor vehicle registration mark for the new style number plates at a distance of 30.5 metres / 100 ft, plates containing letters and figures 79.4 millimetres in height.

18.05 New entrant - Driving test

The drive will last for a minimum of 60 minutes and will include one manoeuvre. There will be a section of independent driving which will last for 10 minutes. During this section the driver will be assessed as normal. The drive will incorporate a minimum of 2 normal stops and 1 angle start; however there will be no emergency stop or commentary. The drive will take in various types of road and traffic conditions. The assessor will look for a safe, competent drive over a route that encompasses hazards typical of everyday driving. Safety along with technique will be assessed, mindful of environmental driving techniques. After the drive, feedback will be given to highlight strengths and identify any areas that require development or training.

A 'four band' appraisal form will be used throughout the drive to capture the candidate's driving performance.

There are twelve competencies to be assessed

- Knowledge and effective use of all controls
- Move off & stop procedures
- Effective use of mirrors
- Correct and effective use of signals
- Response to traffic signals, signs & road markings
- Positioning: normal driving & lane discipline
- Negotiating bends
- Negotiating junctions & roundabouts
- Separation distance
- Appropriate speed
- Awareness, anticipation and planning skills
- Manoeuvring exercise

ECO safe driving will be highlighted, but will not form part of the assessment criteria.

18.06 Delegated examiners - Category B Applications

Applications for delegated examiners are made to Technical Standards, who will forward the application to the AOM together with a report form for completion by the SM. The SM should make the necessary arrangements to conduct the test and complete the paperwork.

18.07 Delegated examiners - Cat B -Test preliminaries

When making arrangements the SM should inform the candidate that they need to bring the same documents (driving licence etc) as mentioned in chapter 1 of the DT1: 'MEETING THE CANDIDATE'. The candidate should be asked to sign in the space provided on the report form and produce their documents. The SM should compare the signatures. Details of any endorsement or disqualification on the licence should be entered at item 3 of the form. If the candidate does not produce a licence, or it is invalid, the test should not be conducted and the SM should make a suitable note at item 3.

18.08 Delegated examiner - Cat B -Eyesight test

This is the same as candidates for the post of driving examiner.

18.09 Delegated examiner - Cat B - Driving test

Details of the test should be recorded on a DL25. The content of the test and the standard required to pass are the same as for the post of a driving examiner.

The SM must not disclose their proposed recommendation, but should inform the candidate that they will be hearing from the Agency in due course.

18.10 Delegated examiner - Cat B - Documentation

The SM should complete the Report form on the day of the test and send it to the AOM. The DL25 should be retained for one year.

The SM report form can be found [here](#).

18.11 Delegated examiners - LGV/PCV

Potential delegated examiners for the police and fire services are not assessed.

18.12 Delegated examiner - LGV/PCV - Conduct

Suitably qualified SMs are responsible for conducting driving tests on candidates for authorisation as LGV/PCV delegated examiners. The test will normally be conducted by the SM responsible for the supervision of LGV/PCV driving tests in the area in which the candidate's employer is based. When making arrangements the SM should inform the candidate that they need to bring with them the same documents (driving licence etc) as mentioned in chapter 1 of the DT1: 'MEETING THE CANDIDATE'. The venue for the test should be a convenient vocational driving test centre.

18.13 Delegated examiner - LGV/PCV - Candidates vehicle

The test must be conducted in a LGV or PCV representative of the category for which the candidate holds the licence.

Note: Resultant authorisation as a LGV or PCV delegated examiner will carry authority to test only in vehicles of the category used for the test and additional categories covered by a licence for that category.

18.14 Delegated examiner - LGV/PCV - Test preliminaries

The candidate should be asked to sign in the space provided on the report form and produce their valid driving licence, both parts if a photocard and a current valid passport if a paper licence. The SM should compare the signatures. Details of any endorsement or disqualification should be entered at item 4 of the form. If the candidate does not produce the licence or if there is no LGV/PCV entitlement then the test should not be conducted and the SM should make a suitable note at item 4. The candidate for authorisation as examiner - delegated - SM's report form is available on the Document Library.

18.15 Delegated examiner - LGV/PCV - Eyesight test

This is the same as for the post of driving examiner.

18.16 Delegated examiner - LGV/PCV - Driving tests

The test should normally be conducted over an existing PCV test route. It should occupy about 1½ hours, and embrace the whole of the LGV/PCV driving test as described in DTI. It should include:

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- **LGV or PCV 'Show me/Tell me' safety questions.**
- A period of driving on roads not restricted to a 30 mph speed limit.
- A period of driving in heavy traffic.

Details of the test should be recorded on a DL25. Candidates will pass if they commit six or fewer driving faults and no serious or dangerous faults. Additionally the candidate should have a detailed knowledge of the technical aspects affecting safe operation of LGV or **PCVs**.

At the end of the test the candidate should be given the result and de-brief.

The SM should complete the report form on the day of the test and e-mail it to technicalstandards@dsa.gsi.gov.uk with a copy to the AOM. The DL25 should be retained for one year.

18.17 Delegated examiner - LGV/PCV - Documentation

The SM should complete the Report form on the day of the test and send it to the AOM. The DL25 should be retained for one year.

The SM report form can be found [here](#).

19: SM - Filing system

19.01 SM filing system

GENERAL INFORMATION

Files relating to centres and examiners should be maintained in centre address list order.

Files should be maintained in groups which, for easy identification, should have a prefix letter.

PREFIX LETTER or number followed by contents:

A - A separate file for each TCM containing their personal record and other information.

B - A file containing completed quality control assessment reports for each TCM. It will be necessary to marry up these files with the appropriate file in B should HQ require sight of an examiner's work record.

C - A file for each centre containing general matters relating to the centre together with accommodation problems.

D - A file for each centre containing copies of the routes

E - A set of files to cover general matters within the sector.

F - A set of files to cover miscellaneous items.

General files

- 1 Accident reports and returns.
- 2 Accommodation-general and SM's own office.
- 3 N/A
- 4 Assaults.
- 5 Bribery.
- 6 Circulars
- 7 Letters HQ.
- 8 Conference - DEs.
- 9 Conference - TCMs
- 10 Conference - SMs.
- 11 Correspondence - Area office CEU.
- 12 Correspondence - AMT
- 13 Correspondence - DSA/HQ
- 14 Correspondence - Driving Schools.
- 15 Correspondence - DVLA.
- 16 Correspondence - General.
- 17 Correspondence - SMs
- 18 DVLA special eyesight tests.
- 19 Headquarters complaints.
- 20 LGV/PCV advice requests.
- 21 LGV/PCV complaint letters. (TCM's manner)
- 22 LGV/PCV complaint letters. (disagreed decision)
- 23 "L" test advice requests. . (TCM's manner)
- 24 "L" test complaint letters. (TCM's manner)
- 25 "L" test complaint letters. (TCM' disagreed decision)
- 26 Home tests.
- 27 Impersonations and court cases.
- 27a Management periods.
- 28 Record of TCM quality control assessments.
- 29 Area Management Board Meetings.
- 30 N/A
- 31 Delegated examiners.
- 32 Substitution and seniority.
- 33 Monthly return of tests seen conducted by SM.
- 34 Test Centre address list.
- 35 AOM visits.
- 36 Waiting times.
- 37 ATB correspondence. CBT SM
- 38 File for each ATB. CBT managers?
- 39 CBT Sites.
- 40 Supervision of training. CBT/SM and CBT managers
- 41 Supervision of training. CBT/SM and CBT managers

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Miscellaneous files 'M'

- 1 The Standard
- 2 Whitley council minutes.
- 3 PCS.
- 4 Sick pay - rules and forms.
- 5 Stationery and inventory.
- 6 Press cuttings.
- 7 Training.

20: AOM - Roles and responsibilities

20.01 Supervision of practical driving tests

The maintenance of a uniform standard of assessment as laid down by the CDE is important. AOM's should therefore accompany SMs (and TCMs/DEs when necessary) as often as is necessary to ensure that a uniform standard is maintained. This must be a minimum of 6 times a year per SM - with 3 in any 6 month period.

A Quality Monitoring Form must be completed in line with instructions and retained for all tests seen conducted, including vocational tests where, because practical constraints (e.g. insufficient LGV cab seating) prevent a AOM from supervising the practical drive, manoeuvres only are supervised or driver CPC practical demonstration tests. See section 20.02 for information on monthly returns.

If the test is accompanied by a third party the AOM should take care that no conflict is generated comparing the assessment recorded between the examiner and the supervisor. In these circumstances it is acceptable for the supervisor to delay marking the QMF until after completion of the test.

Quality monitoring must not take place in an LGV unless there is a suitable seat and safety belt for the person carrying out the monitoring.

Refer to the LGV risk assessment on Dashboard.

Managers intending to supervise a test must not do so in cars where a seat belt is not available for their use. Whenever possible, to make best use of management time, the AOM should agree in advance an alternative examiner to accompany in the event of this occurrence.

AOMs must check to ensure SMs are undertaking regular and effective quality control of their staff. Completed QMFs must be inspected to ensure the quality and content meet with guidance requirements. If a development need has been identified, the AOM should make enquiries to ensure that any action planned (or in place) is appropriate to the need.

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20.02 Returns to HQ

Outlook diaries are kept up to date.

Every month AOMs are required to compile and return by email a QMF Summary report to the relevant, local sector manager so they may complete their sector summary. This management information allows the level of supervision to be checked against the Agency target and compliance with ISO9001:2008 requirements.

This return should be sent no later than 14 days into the next month. AOMs must include details of all quality monitoring that has been undertaken in any sector (except ADI work).

20.03 Area Management Team meetings and ISO9001:2008

Annex E (QC Procedure) to the Quality Manual details the complete QC visit procedure.

AOMs have an important role in the control and effectiveness of Quality Control visits to test centres. At each quarterly AMT meeting the next round of QC visits must be planned (for the next business quarter).

A nominated person must update the 'QC planning diary', which is located on the Document Library as soon as possible after the AMT meeting. This allows the Audit team to monitor progress against business and ISO objectives.

Quality Control visit reports flow to the AOM for information and possible discussion with the relevant Sector Manager, who in turn is responsible for monitoring any actions / observations raised (by the QC Officer conducting the visit) are dealt with in a timely manner by the TCM.

In consultation with the QC conducting officer (SM/SMAS), the AOM must agree the 'final' report before onward transmission to the relevant Sector Manager and Technical Support Team for logging.

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AOMs are required to produce a short summary report of all QC visits they are aware of that have been conducted in their business area during the last quarter. The number conducted (and where) is available from the Technical Support Team at Nottingham. This report must be taken to the next AMT meeting for performance discussion.

In line with the ISO9001:2008 requirement for a 'measured output' it is most important that any discussion or actions arising from QC visit feedback are summarily recorded in the AMT meeting minutes for audit purposes.

Annex 1 : Safety Check Questions (Cars)

Annex 1: Safety Check Questions (Cars)

S1: Show me how you would check that the direction indicators are working.

A: Applying the indicators or hazard warning switch and check functioning of all indicators. (may need to switch ignition on, prompt not to start engine).



S2: Show me how you would check the brake lights are working on this car, (if you need to switch the ignition on, please don't start the engine).

A: Operate brake pedal, make use of reflections in windows, garage doors, etc, or ask someone to help, (may need to switch ignition on, prompt not to start engine).



S3: Show me, or explain how you would check that the power assisted steering is working before starting a journey.

A: If the steering becomes heavy the system may not be working properly. Before starting a journey two simple checks can be made. Gentle pressure on the steering wheel, maintained while the engine is started, should result in a slight but noticeable movement as the system begins to operate. Alternatively turning the steering wheel just after moving off will give an immediate indication that the power assistance is functioning.



S4: Show me how you would check the parking brake (handbrake) for excessive wear; make sure you keep safe control of the vehicle.

A: Apply footbrake firmly. Demonstrate by applying parking brake (handbrake) so that when it is fully applied it secures itself, and is not at the end of the working travel.



S5: Show me how you would check that the horn is working

A: Check is carried out by using control (turn on ignition if necessary).

S6: Show me how you would clean the windscreen using the windscreen washer and wipers.

A: Operate control to wash and wipe windscreen (turn ignition on if necessary).

S7: Show me how you would switch on the rear fog light(s) and explain when you would use it/them, (no need to exit vehicle).

A: Operate switch (turn on dipped headlights and ignition if necessary). Check warning light is on. Explain use.

S8: Show me how you switch your headlight from dipped to main beam and explain how you would know the main beam is on.

A: Operate switch (with ignition or engine on if necessary), check with main beam warning light.

S9: Show me how you would set the demister controls to clear all the windows effectively.

A: Set all relevant controls including fan, temperature air direction / source and heated screen to clear windscreen and windows. Engine does not have to be started for this demonstration.

S10: Open the bonnet, identify where you would check the engine oil level and tell me how you would check that the engine has sufficient oil.

A: Identify dipstick / oil level indicator, describe check of oil level against the minimum / maximum markers.

S11: Open the bonnet, identify where you would check the engine coolant level and tell me how you would check that the engine has the correct level.

A: Identify high/low level markings on header tank where fitted or radiator filler cap, and describe how to top up to correct level.

S12: Open the bonnet, identify where the brake fluid reservoir is and tell me how you would check that you have a safe level of hydraulic brake fluid.

A: Identify reservoir, check level against high/low markings.

T1: Tell me how you would check that the brakes are working before starting a journey.

A: Brakes should not feel spongy or slack. Brakes should be tested as you set off. Vehicle should not pull to one side.

T2: Identify where the windscreen washer reservoir is and tell me how you would check the windscreen washer level.

A: Identify reservoir and explain how to check level.

T3: Tell me where you would find the information for the recommended tyre pressures for this car and how tyre pressures should be checked.

A: Manufacturer's guide, use a reliable pressure gauge, check and adjust pressures when tyres are cold, don't forget spare tyre, remember to refit valve caps.

T4: Tell me how you make sure your head restraint is correctly adjusted so it provides the best protection in the event of a crash.

A: The head restraint should be adjusted so the rigid part of the head restraint is at least as high as the eye or top of the ears, and as close to the back of the head as is comfortable. Note: Some restraints might not be adjustable.

T5: Tell me how you would check the tyres to ensure that they have sufficient tread depth and that their general condition is safe to use on the road.

A: No cuts and bulges, 1.6mm of tread depth across the central 3/4 of the breadth of the tyre and around the entire outer circumference.

T6: Tell me how you would check that the headlights & tail lights are working. (No need to exit vehicle)

A: Explanation: Operate switch (turn on ignition if necessary), then walk round vehicle. (As this is a "Tell Me" question, there is no need to physically check the lights).

T7: Tell me how you would know if there was a problem with your anti lock braking system.

A: Warning light should illuminate if there is a fault with the anti lock braking system.

Annex 2 : Safety Check Questions (Motorcycles)

Safety Check Questions (Motorcycles)

Q1: Identify where you would check the engine oil level and tell me how you would check that the engine has sufficient oil.

Q1 A: Identify where to check level, i.e. dipstick or sight glass. Explain that level should be between max and min marks. For dipstick remove dipstick and wipe clean, return and remove again to check oil level against max/min marks. For sight glass, ensure glass is clean when checking.

Q2: Show me how you would check that the horn is working on this machine (off road only).

Q2 A: Check is carried out by using control (turn on ignition if necessary).

Q3: Identify where the brake fluid reservoir is and tell me how you would check that you have a safe level of hydraulic fluid.

Q3 A: Identify reservoir, check level against high/low markings.

Q4: Tell me how you would check that the lights and reflectors are clean and working.

Q4 A: Explanation only: Operate switch (turn on ignition if necessary), identify reflectors. Check visually for cleanliness and operation.

Q5: Show me how you would check that the brake lights are working.

Q5 A: Operate brake, place hand over light or make use of reflections in windows, garage doors, etc, or ask someone to help.

Q6: Tell me how you would check the condition of the chain on this machine.

Q6 A: Check for chain wear, correct tension and rear wheel alignment. Tension should be adjusted as specified in the machine handbook. Drive chain should be lubricated to ensure that excessive wear does not take place.

Q7: Show me what checks you would make on the steering movement before using the machine.

Q7 A: Handlebars should be free to move smoothly from full left lock to full right lock without any control cables being stretched, trapped or pinched and without any snagging between moving and fixed parts.

Q8: Tell me how you would check your tyres to ensure that they are correctly inflated, have sufficient tread depth and that their general condition is safe to use on the road.

Q8 A: Correct tyre pressure settings can be found in the owner's manual. Pressures should be checked using a reliable gauge. Tread depth must be at least 1mm deep, forming a continuous band at least $\frac{3}{4}$ of the breadth of the tread and all the way around. There should be no lumps, bulges or tears.

Q9: Show me how you would check the operation of the front brake on this machine.

Q9 A: Wheel the machine forward and apply the front brake.

Q10: Show me how you would check the operation of the brakes on this machine.

Q10 A: Check for excessive travel on the brake lever and the brake pedal and for unusual play or sponginess.

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Q11: Show me how you would check the operation of the engine cut out switch.

Q11 A: Operate switch, without the engine being started.

Q12: Show me how you would switch on the rear fog light and explain when you would use it (if fitted).

Q12: A Operate switch (turn on ignition and dipped headlights if necessary). Check warning light is on. Explain use.

Q13: Show me how you switch your headlight from dipped to main beam.

Q13 A:Operate switch (with ignition or engine on if necessary), check with main beam warning light.

Annex 3 : Safety Check Questions (Car + Trailer test (B+E))

Safety Check Questions (Car and Trailer test (B+E))

Q1: Open the bonnet, identify where the brake fluid reservoir is and tell me how you would check that you have a safe level of hydraulic brake fluid.

Identify reservoir, check level against high/low markings.

Q2: Show me how you would check that the direction indicators are working.

Applying the indicators or hazard warning switch and checking functioning of all indicators.

Q3: Tell me the main safety factors involved in loading this vehicle.

The load should be distributed evenly throughout the trailer. Heavy items should be loaded as low as possible so that they are mainly over the axle(s). Bulkier, lighter items should be distributed to give a suitable 'nose weight' at the towing coupling. The nose weight should never exceed the vehicle manufacturer's specifications.

Q4: Tell me the main safety factors involved in securing a load on this vehicle.

Any load must be carried so that it does not endanger other road users. It must be securely stowed within the size and weight limits for the vehicle. The load needs to be secure so that it cannot move or fall from the vehicle when cornering or braking.

Q5: Show me how you would check that your vehicle & trailer doors are secure.

Physical checks should be made to ensure that windows, roof light and all doors, including cargo doors, are properly closed.

Q6: Tell me how you would check the tyres to ensure that they have sufficient tread depth and that their general condition is safe to use on the road.

No cuts and bulges, 1.6mm of tread depth across the central $\frac{3}{4}$ of the breadth of the tyre and around the entire outer circumference.

Q7: Show me how you would check that the horn is working (off road only).

Check is carried out by using control (turn on ignition if necessary).

Q8: Open the bonnet, identify where you would check the engine coolant level and tell me how you would check that the engine has the correct level.

Identify high/low level markings on header tank where fitted or radiator filler cap, and describe how to top up to correct level.

Q9: Show me how you would check the parking brake for excessive wear.

Demonstrate by applying parking brake that when it is fully applied it secures itself, and is not at the end of the working travel.

Q10: Show me how you would clean the windscreen using the windscreen washer and wipers.

Operate control to wash and wipe windscreen (turn ignition on if necessary).

Q11: Show me how you would set the demister controls to clear all the windows effectively, this should include both front and rear screens.

Set all relevant controls including; fan, temperature, air direction / source and heated screen to clear windscreen and windows. Engine does not have to be started for this demonstration

Q12: Show me how you would switch on the rear fog light(s) and explain when you would use it/them. (No need to exit vehicle)

Operate switch (turn on dipped headlights and ignition if necessary). Check warning light is on. Explain use.

Q13: Show me how you switch your headlight from dipped to main beam and explain how you would know the main beam is on whilst inside the car.

Operate switch (with ignition or engine on if necessary), check with main beam warning light.

Q14: Show me how you would check that the brake lights are working on this vehicle. (I can assist you, if you need to switch the ignition on, please don't start the engine).

Operate brake pedal, make use of reflections in windows, garage doors, etc, or ask someone to help.

Q15: Tell me how you make sure your head restraint is correctly adjusted so it provides the best protection in the event of a crash.

The head restraint should be adjusted so the rigid part of the head restraint is at least as high as the eye or top of the ears, and as close to the back of the head as is comfortable. N.B. Some restraints might not be adjustable.

Annex 4 : Safety Check Questions (C and D)

Safety Check Questions categories C & D

Q1 Show me how you would check that all doors including cargo doors are secure.

All doors must be closed and locking levers for cargo doors are set in the recommended secured position.

Q2 Show me how you would check for air leaks on this vehicle.

Charge the air tanks, consult gauges for drops in air pressure. Walk round vehicle listening for any obvious leaks.

Q3 Tell me the main safety factors involved in loading this vehicle.

The load should be evenly distributed throughout the length of the vehicle so as not to affect control while the vehicle is being driven. Any load must be carried so that it does not endanger other road users. It must be securely stowed within the size and weight limits for the vehicle. The load needs to be secure so that it cannot move or fall from the vehicle when cornering or braking.

Q4 Tell me how you would check the condition of the reflectors on this vehicle.

Ensure that all reflectors are fitted, clean, and functional (not cracked or broken).

Q5 Tell me how you would check the condition of the windscreen & windows on this vehicle.

The windscreen and windows must be clean, clear and free from defects. No mascots or sticker that restrict view.

Q6 Show me how you would check the condition of the mudguards on this vehicle.

As part of daily walk-round check ensure mudguards and spray suppression equipment are secure.

Q7 Tell me how you would check your tyres to ensure that they are correctly inflated, have sufficient tread depth and that their general condition is safe to use on the road.

Follow manufacturer's guide, using appropriate equipment, check and adjust pressures when tyres are cold. Must have a tread depth of at least 1mm across $\frac{3}{4}$ of the breadth of the tread and in a continuous band around the entire circumference. There should be no cuts, damage or signs of cord visible at the sidewalls.

Q8 Tell me how you would check the condition of the windscreen wipers on this vehicle.

Windscreen wipers must operate. Blades should be in good condition.

Q9 Tell me how you would check the condition of the body is safe on this vehicle.

As part of a daily walk-round check, ensure the body is fully roadworthy and there are no significant defects. No loose panels or items, which could endanger other road users. All inspection panels must be secure.

Q10 Show me how you would check for the correct air pressure on this vehicle.

Ensure gauges are reading the correct pressures for the vehicle and that all warning lights are extinguished and audible warning devices are not sounding.

Q11 Identify where you would check the engine oil level and tell me how you would check that the engine has sufficient oil.

Identify dipstick / oil level indicator, describe check of oil level against the minimum/maximum markers.

Q12 Show me how you would check the wheel nuts are secure on this vehicle.

A visual check to identify any nuts that are obviously loose, and check that the wheel nut indicators (if fitted) are in alignment.

Q13 Show me how you would check the operation (specify horn, warning device for reversing) of the audible warning devices on this vehicle.

Demonstrate use of control.

Q14 Tell me how you would check the condition of the suspension on this vehicle.

As part of a daily walk-round check, suspension should be checked for any obvious signs of deterioration or damage.

Q15 Show me how you would check that the brake lights are working on this vehicle (I can assist you, if you need to switch the ignition on, please don't start the engine)

Operate brake pedal, make use of reflections in windows, garage doors, etc, or ask someone to help.

Q16 Identify where you would check the engine coolant level and tell me how you would check that the engine has the correct level.

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Identify high/low level markings on header tank where fitted or radiator filler cap, and describe how to top up to correct level.

Q17 Tell me how you would check that the headlamps, sidelights & tail lights are working.

Explain. Operate switch (turn on ignition if necessary), walk round vehicle.

Q18 Show me how you would replace the tachograph disc on this vehicle.

Candidate to demonstrate how to insert tachograph disc. Digital tachographs may require an explanation if the candidate does not have a digital card

Q19 Tell me how you would operate the loading mechanism on this vehicle (vehicle specific i.e. Tail Lift).

Candidates should be able to explain briefly the correct operation and safe working practice of specific machinery fitted to the vehicle, e.g. tail lift, kneeling bus.

Q20 Show me / explain how you would check that the power assisted steering is working.

If the steering becomes heavy the system may not be working properly. Before starting a journey two simple checks can be made. Gentle pressure on the steering wheel, maintained while the engine is started, should result in a slight but noticeable movement as the system begins to operate. Alternatively turning the steering wheel just after moving off will give an immediate indication that the power assistance is functioning.

Q21 Show me how you would check that the direction indicators are working.

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Applying the indicators or hazard warning switch and check functioning of all indicators.

Q22 Identify where the windscreen washer reservoir is and tell me how you would check the windscreen washer level.

Identify reservoir and explain how to check level.

Q23 Show me what instrument checks you would make before and after starting the engine on this vehicle.

Check to make sure all gauges and warning systems are working. Ensure that all gauges are reading correctly and that warning lights / audible warning devices are extinguished before moving away.

Q24 Show me where the first aid equipment is kept on this vehicle.

Candidate to indicate equipment if carried. Where equipment is not present, candidates should be able to explain under what circumstances (i.e. vehicle types, loads carried) it must be provided.

Q25 Show me how you would clean the windscreen using the windscreen washer and wipers

Operate control to wash and wipe windscreen (turn ignition on if necessary).

Q26 Show me how you would set the windscreen demister to clear the windows effectively

Set all relevant controls including; fan, temperature, air direction / source and heated screen to clear windscreen and windows. Engine does not have to be started for this demonstration.

Q27 Show me how you would switch on the rear fog light(s) and explain when you would use it/them. (No need to exit vehicle)

Operate switch (turn on ignition and dipped headlights if necessary). Check warning light is on. Explain use.

Q28 Show me how you switch your headlight from dipped to main beam

Operate switch (with ignition or engine on if necessary), check with main beam warning light.

Annex 5 : Taxi test Cabology Questions + taxi specifications

1 : EXAMPLE QUESTIONS

Only the questions in **bold** print must be used on Black Cab style taxi tests.

Q. What is the length, width and/or height of the cab you are now with?

A. See taxi specifications below.

Q. What are the correct tyre pressures for the cab you are now with?

A. See taxi specifications below.

Q. Whilst driving a taxicab, how would you know if the rear automatic door locking system became inoperative?

A. The warning light on the dashboard will illuminate (green with black key icon)

Q. If the tyre pressures of the vehicle you are driving are 35psi at the front and 40psi at the rear, what would you consider the correct pressure for the spare to be?

A. 40psi, because it would be easier to deflate than inflate a tyre at the roadside

Q. As a Hackney Carriage driver, what is your main responsibility?

A. The safety and comfort of your passengers.

Q. How would you show consideration for passengers alighting from your vehicle?

A. Stop close to the kerb and avoid proximity to Obstructions (street furniture, trees etc)

Q. As a licensed taxi driver, what must you carry with you at all times?

A. Cab drivers licence and badge (displayed in a conspicuous place)

Q. If you found an item of property left in your taxicab, what would you do with it?

A. Hand it into a Police Station within 24 hours.

Q. What is the minimum legal requirement of a tyre tread depth?

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A. 1.6mm.

Q. If the tyre pressures of the vehicle you are driving are 35psi at the front and 40psi at the rear, what would you consider the correct pressure for the spare to be?

A. 40psi; because it would be easier to deflate than inflate a tyre at the roadside.

Q. As a Private Hire taxi driver, what is your main responsibility?

A. The safety and comfort of your passengers.

Q. How would you show consideration for passengers alighting from your vehicle?

A. Stop close to the kerb and avoid proximity to obstructions (street furniture ,trees etc)

2 : TAXI SPECIFICATIONS

TX1:

Length 4580m/m 180.45in

Width (mirrors out) 2036m/m 80.22in

Height 1834m/m 72.26in

Tyre pressures: front 35psi rear 40psi

TX11:

As for TX1 except for length, which is: 4575mm 180.00in

LT1. FX4 Fairway:

Length 4580m/m 180.45in

Width 1750m/m 69.00in

Height 1755m/m 69.50in

Tyre pressures front 35psi rear 36psi

Metrocab series 3 & TTT:

Length 4505m/m 177.38in

Width 1770m/m 69.69in

Height 1755m/m 69.50in

Tyre pressures: front 38psi rear 38psi

Annex 6 : Guide to assessment and marking

06 OUTCOME / COMPETENCIES (DL25)

Pages 183 to 211 list the expected outcome/competencies found on the DL25, explaining briefly what is expected of the candidate in that particular aspect of their driving. Examples of the assessment criteria have also been provided as a guide to the four levels of assessment.

This guide cannot include all of the situations that maybe encountered during a driving test. However, the following examples provide an insight into the assessment and marking process.

Note: If the effect is greater than the cause then the effect is marked. For example if a candidate approached a junction too fast and emerged - then the effect would be greater than the cause and although the speed approaching the junction caused the fault only the effect would be marked - **junctions observation**.

ITEM 02 CONTROLLED STOP Promptness / Control

Expected outcome / competence

Display a high level of skill in bringing the vehicle to a stop, safely, promptly and under full control avoiding locking the wheels.

Remember, in wet weather it can take twice as long to stop safely.

Assessment Criteria - (example = control)

Driving Fault

Locking the wheels, resulting in skidding for a short distance, but demonstrating effective skills in regaining control.

Serious Fault

Very harsh braking, resulting in locking the wheels. Vehicle continues to skid out of control, with either ineffective or no attempt to regain control

Dangerous Fault

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Any situation brought about by the above loss of control that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 03 REVERSE / LEFT REVERSE WITH A TRAILER Control / Observation

Expected outcome / competence

Ability to control the vehicle accurately whilst reversing to the left.

Effective all round observation throughout the manoeuvre showing consideration to other road users.

Assessment Criteria - (example = observation)

Driving Fault

Demonstrates understanding of rear observations, but is marginally late when taking the required observation.

Serious Fault

Essential observation missed or relying totally on the mirrors.

Dangerous Fault

Any situation brought about by the above lack of observation that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 04 REVERSE / RIGHT Control / Observation

Expected outcome / competence

Demonstrate the ability to control the vehicle accurately whilst reversing to the right.

Effective all round observation throughout the manoeuvre is required showing consideration to other road users.

Assessment Criteria - (example = control)

Driving Fault

Touching the kerb, taking the required shunt to correct a loss of control or accuracy.

Serious Fault

Pronounced loss of control resulting in mounting the pavement.

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Dangerous Fault

Any situation brought about by the above loss of control that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 05 REVERSE PARK ROAD / CAR PARK Control / Observation

Expected outcome / competence

Ability to control the vehicle accurately when parking on the road or into a parking bay.

Effective all round observation throughout the manoeuvre showing consideration to other road users.

Assessment Criteria - (example = control)

Driving Fault

Re-positioning required to correct a loss of control or accuracy.

Serious Fault

Excessive re-positioning to correct complete misjudgement and /or significant loss of control. Final parking position parking - outside the bay.

Dangerous Fault

Any situation brought about by the above loss of control that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 06 TURN IN THE ROAD / M/CYCLE 'U' TURN Control /

Observation

Expected outcome / competence

Ability to display low speed control and observation skills necessary to carry out this exercise safely with due regard for other road users and pedestrians.

Assessment Criteria - (example = observation)

Driving Fault

Late observation to the immediate rear when completing the reverse part of the manoeuvre.

Serious Fault

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No observation to the immediate rear when completing the reverse part of the manoeuvre.

Dangerous Fault

Any situation brought about by the above lack of observation that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 07 VEHICLE CHECKS

Expected outcome / competence

Display a basic knowledge of the fundamental safety checks applicable to the vehicle. For example safe fluid levels, lighting and tyre checks.

Assessment Criteria - (examples)

Driving Fault

Category A, B & domestic categories: One driving fault for one or both questions answered incorrectly.

Category C,D,B+E & ADI: One driving fault for each question answered incorrectly.

Category C+E & D+E: One driving fault for each question answered incorrectly.

Serious Fault

Category A, B & domestic categories: not applicable.

Category C,D,B+E & ADI: All five questions answered incorrectly.

Category C+E & D+E: Both questions answered incorrectly.

Dangerous Fault

Not applicable.

ITEM 08 TAXI MANOEUVRE Control / Observation

Expected outcome / competence:

Display the ability to turn the car around by whatever means available.

Effective, all round observation and consideration to other road users and pedestrians.

The vehicle should be controlled smoothly making proper use of the clutch, accelerator, and brakes and steering.

Assessment Criteria - (example = observation):

Driving Fault

Late blind spot check when starting the manoeuvre.

Serious Fault

Essential observation omitted when starting the manoeuvre, unaware of the presence of other road users.

Dangerous Fault

Any situation brought about by the above lack of observation that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 09 TAXI WHEELCHAIR

Expected outcome / competence:

The ability to securely erect wheelchair ramps, safely.

Install the wheelchair and an imaginary wheelchair occupant into the vehicle, ensuring that the wheelchair and occupant is secured in readiness for the journey.

The entire process should also be reversed.

Assessment Criteria - (example):

Driving Fault

Driving faults are not recorded for this exercise. This element should be assessed in its entirety.

Serious Fault

Not securing the ramps or wheelchair, or poor handling of the wheelchair, with potential serious risk to the occupant.

Dangerous Fault

Not applicable - as exercise does not involve third party.

This exercise is only applicable to vehicles that are constructed to carry a wheelchair securely

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ITEM 10 UNCOUPLING / RE-COUPLING

Expected outcome / competence:

Demonstrate the skills necessary when uncoupling and recoupling the vehicle.

Driving the towing vehicle to a designated position prior to recoupling safely.

Assessment Criteria - (example = Uncoupling):

Driving Fault

When uncoupling, landing gear handle was not stored and secured.

Serious Fault - (example = Re-couple)

When re-coupling, landing gear handle was not stored and secured, resulting in a potential risk to other road users when the vehicle is mobile.

Dangerous Fault

Any fault that result in serious damage to the vehicle, candidate or third party.

ITEM 11 PRECAUTIONS

Expected outcome / competence:

Before the engine is started, the candidate should make sure that they are comfortably seated and all controls can be safely operated.

Assessment Criteria - (example)

Driving Fault

After stalling at a road junction, handbrake applied but attempts to start the engine whilst in gear.

Serious Fault

At a road junction, engine started whilst in gear, resulting in vehicle entering the new road with potential risk to other road users.

Dangerous Fault

Any situation brought about by a lack of ability to recognise the need to operate or being unable to operate the controls, which directly affects other traffic or pedestrians and causes actual danger.

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ITEM 12 CONTROL: Accelerator / Clutch / Gears / Footbrake / Parking Brake / MC Front Brake / Steering Balance MC / LGV / PCV / Gear Exercise PCV Door Exercise

Expected outcome / competence

This section covers, where appropriate, the safe and controlled use of accelerator, clutch, gears, footbrake, parking brake, and steering. Additional specific control elements apply to the drivers of different vehicle categories. The vehicles controls should be used as smoothly as possible, For e.g.

Making proper use of: -

Accelerator and clutch to make a smooth start -the clutch should be depressed before the vehicle stops.

The correct gear should be selected to match the road and traffic conditions.

The vehicle should not be allowed to coast by running on in neutral or with the clutch depressed.

The footbrake should be used smoothly and progressively.

Full use of the parking brake should be used, to prevent the vehicle rolling backwards or forwards.

The vehicle should be steered as smoothly as possible. Steering too early / late, may cause the vehicle to hit the kerb or swing out towards another road user. W

hen a motorcycle is being ridden slowly, a straight line should be maintained. The machine should not wobble towards other vehicles.

Assessment Criteria - (example = gears)

Driving Fault I

ncorrect gear selection, resulting in a reduction in vehicle speed with no risk to following vehicles.

Serious Fault

Incorrect gear selection, resulting in a sudden reduction in vehicle speed, causing following traffic to alter speed/or direction.

Dangerous Fault

Any situation brought about by the above control faults, that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 13 MOVE OFF Safety / Control

Expected outcome / competence

The ability to move off smoothly and safely, on a gradient and at an angle. Taking the correct precautionary observations.

Assessment Criteria - (example = safely)

Driving Fault

Incorrect timing of the blind spot check when moving off with no risk to other road users.
For e.g. Checking the blind spot after the vehicle has moved off.

Serious Fault

Moving off into the path of traffic or failing to take observation at all.

Dangerous Fault

Any situation brought about by the above lack of observation, that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 14 USE OF MIRRORS – M/C REAR OBSERVATION

Expected outcome / competence

Full and effective use of all mirrors fitted to the vehicle.

Mirrors must be checked carefully before signalling, changing direction or changing speed.

Mirrors - Signal - Manoeuvre (MSM) routine should be displayed effectively.

Assessment Criteria - (example = change direction)

Driving Fault

Late use of exterior mirror before changing direction.

Serious Fault

Did not use the exterior mirror before a significant change in direction.

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Dangerous Fault

Any situation brought about by the above serious neglect of using the mirrors, that resulted in actual danger to the examiner, candidate, and the general public or property.

ITEM 15 SIGNALS Necessary / correctly / timed

Expected outcome / competence

Signals should be given clearly to let other road users know the intended course to be taken.

Signals shown in the Highway Code should only be used, if it would help other road users (including pedestrians).

Signals should be given in good time and cancelled after the manoeuvre has been completed.

Pedestrians should not be beckoned to cross the road.

Assessment Criteria - (example = necessary)

Driving Fault

Signal applied but cancelled before the change in direction was complete.

Serious Fault

Omitted an essential signal to inform other road user of a change in direction.

Dangerous Fault

Any situation brought about by the above fault, that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 16 CLEARANCE – OBSTRUCTIONS

Expected outcome/ competence

Plenty of room should be allowed when passing stationary vehicles and obstructions.

Ability to display the readiness to be prepared to slow down or stop, as a door may open, a child may run out or a vehicle may pull out without warning.

Assessment Criteria - (example)

Driving Fault

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Too close to a stationary vehicle when road conditions allowed the correct clearance.

Serious Fault

Narrowly avoided a collision with a stationary vehicle when road conditions enabled the correct and safe course to be taken.

Dangerous Fault

Any situation brought about by the above fault, due to passing dangerously close to, or striking a stationary vehicle, that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 17 RESPONSE TO SIGNS / SIGNALS – Traffic Signs Road Markings

Traffic Lights Traffic Controllers Other road users

Expected outcome/ competence

Ability to understand and be able to react to all traffic signs and road markings.

Acting correctly at traffic lights, checking that the road is clear before proceeding when the green light shows.

All signals should be obeyed given by police officers, traffic wardens and school crossing patrols.

Display the awareness to be able to react to signals given by other road users, including people in charge of animals, and be ready to act accordingly.

Assessment Criteria - (example = traffic lights)

Driving Fault

Late reaction to an amber traffic light, with no effect to safety.

Serious Fault

Failing to comply correctly and promptly with an appropriate traffic light or breaching a legal requirement.

Dangerous Fault

Any situation brought about by the above breach of a legal requirement that resulted in actual danger to the examiner, candidate, the general public or property.

Action (ETA) may be required to avoid a legal requirement being breached.

ITEM 18 USE OF SPEED

Expected outcome/ competence

Safe and reasonable progress should be made along the road bearing in mind the road, a traffic and weather conditions and the road signs and speed limits.

The vehicle should be able to stop safely, well within the distance you can see to be clear.

Assessment Criteria - (example)

Driving Fault

Drove too fast for the prevailing road and / or traffic conditions for a short period.

Serious Fault

Going too fast for the prevailing road and / or traffic conditions, exceeding speed limits.

Dangerous Fault

Any situation brought about driving far too fast that resulted in actual danger to the examiner, candidate, and the general public or property.

Action (ETA) may be required to avoid a legal requirement being breached. Discretion must obviously be exercised in the degree to be considered acceptable and the tolerance threshold over any speed limit must be quite small.

ITEM 19 FOLLOWING DISTANCE

Expected outcome/ competence

The vehicle must always be a safe distance between yourself and other vehicles.

On wet or slippery roads it takes much longer to stop.

When the vehicle has stopped in traffic queues, sufficient space should be left to pull out if the vehicle in front has problems.

Assessment Criteria - (example)

Driving Fault

Did not maintain the full separation distance required.

Serious Fault

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Drove too close to the vehicle ahead, where the separation distance left little margin for error.

Dangerous Fault

Any situation brought about by dangerously driving too close to the car in front that resulted in actual danger to the examiner, candidate, and the general public or property.

Action (ETA) should be taken as necessary to increase separation distance and so avoid the possibility of a collision.

ITEM 20 PROGRESS Appropriate Speed Undue Hesitation

Expected outcome/ competence

The ability to drive at realistic speed appropriate to the road and traffic conditions.

All hazards should be approached at a safe, controlled speed, without being over cautious or interfering with the progress of other traffic.

Assessment Criteria - (example = undue hesitation)

Driving Fault

Lack of judgement, not proceeding when it is safe and correct to do so.

Serious Fault

Stopping and waiting when it is safe and reasonable to proceed.

Dangerous Fault

It is unlikely that undue hesitancy could become dangerous in itself unless it was felt that this created situations that encouraged other road users to put themselves at risk.

ITEM 21 JUNCTIONS – (including roundabouts) Approach Speed

Observation Turning Right Turning Left Cutting Corners

Expected outcome/ competence

Ability to judge the correct speed of approach so that the vehicle can enter a junction safely or stop if necessary.

The vehicle should be positioned correctly, using the correct lane.

When turning right, the vehicle should be positioned to the centre of the road as is safe.

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The vehicle should not cut the corner when turning right.

When turning left, the vehicle should be over to the left to avoid swinging out.

Watch out for cyclists and motorcyclists coming up on your left and pedestrians who are crossing.

Effective observation must be given before moving into a junction and making sure it is safe before proceeding.

Assessment Criteria - (example = observation)

Driving Fault

A misjudgement of the speed and distance of an approaching vehicle. Safety of other road users was not compromised.

Serious Fault

Not taking effective observation before emerging at junctions, and emerging into the path of other vehicles.

Dangerous Fault

Any situation brought about by the severe lack of effective observation that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 22 JUDGEMENT – Overtaking Meeting Crossing

Expected outcome/ competence

Overtaking should only be carried out when it is safe to do so.

A sufficient safety margin should be left when other vehicles are being overtaken. Cyclists and motorcyclists need as much space as other vehicles; they can wobble or swerve suddenly.

Do not cut in too quickly after overtaking.

Care should be taken when the width of the road is restricted or when the road narrows. If there is an obstruction on your side or not enough room for two vehicles to pass safely, the vehicle should be prepared to wait and let the approaching vehicles through.

When turning right, other vehicles should not have to stop, slow down or swerve to allow the vehicle to complete its turn.

Assessment Criteria - (example = meeting)

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Driving Fault

Late reaction when meeting approaching vehicles.

Serious Fault

Placing other drivers at risk by driving forward when they should have clearly given way.

Dangerous Fault

Any situation brought about by the inability to meet approaching traffic that resulted in actual danger to the examiner, candidate, and the general public or property.

ITEM 23 POSITIONING - Normal Driving Lane Discipline

Expected outcome/ competence

The vehicle should be positioned correctly for the intended route.

Where lanes are marked, the vehicle should be positioned to the middle of the lane.

Straddling lane markings should be avoided. Do not change lanes unnecessarily.

Assessment Criteria - (example = normal driving)

Driving Fault

Positioning errors when driving too close to the kerb.

Serious Fault

Persistently driving too close to the kerb, placing pedestrians at risk.

Dangerous Fault

Any situation brought about by driving dangerously close to the kerb that resulted in actual danger to the examiner, candidate, and the general public or property.

ITEM 24 PEDESTRIAN CROSSINGS

Expected outcome/ competence

The ability to recognise the different types of pedestrian crossings and show courtesy and consideration towards pedestrians.

At all crossings the vehicle should slow down and stop if there is anyone on the crossing.

At zebra crossings the vehicle should slow down and be prepared to stop if there is anyone waiting to cross.

Ability to give way to any pedestrians on a pelican crossing when the amber lights are flashing.

Ability to give way to cyclists as well as pedestrians on a toucan crossing and act correctly at puffin crossings.

Assessment Criteria - (example)

Driving Fault

Late to react to flashing amber at a 'pelican' crossing.

Serious Fault

Failing to give way to pedestrians who had started to cross at a 'pelican' crossing.

Dangerous Fault

Any situation brought about by the above fault that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 25 POSITION / NORMAL STOPS

Expected outcome/ competence

The ability to choose a safe, legal and convenient place to stop, close to the edge of the kerb, where the vehicle will not obstruct the road and create a hazard.

Display an understanding of - how and where to stop without causing danger to other road users.

Assessment Criteria - (example)

Driving Fault

Stopped, partially blocking a driveway with no inconvenience to other road users.

Serious Fault

Stopped, completely blocking a driveway inconveniencing vehicle attempting to pull out.

Dangerous Fault

Any situation brought about by the above fault that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 26 AWARENESS / PLANNING

Expected outcome/ competence

Display an awareness and consideration for other road users at all times.

Ability to think and plan ahead, judging what other road users are going to do, predicting how their actions will affect the vehicle, and react in good time.

Ability to consider the actions of the more vulnerable groups of road users such as pedestrians, cyclists, motorcyclists and horse riders.

Anticipating road and traffic conditions, acting in good time, rather than reacting to them at the last moment.

Assessment Criteria - (example)

Driving Fault

Late reaction to what other road users are doing.

Serious Fault

Last minute and sudden reaction to other road users compromising their safety.

Dangerous Fault

Any situation brought about by the above fault that resulted in actual danger to the examiner, candidate, and the general public or property.

ITEM 27 ANCILLARY CONTROLS

Expected outcome/ competence

Ability to understand the function of all the controls and switches, especially those that have a bearing on road safety.

These include indicators, lights, windscreen wipers, demisters and heaters.

Ability to find these controls and operate them correctly, when necessary, without looking down or causing a loss of control.

Assessment Criteria - (example)

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Driving Fault

Not completely familiar with the location and operation of controls, control of the vehicle was compromised but with no affect to road safety.

Serious Fault

Unaware of location and operation of the controls resulting in a serious loss of vehicle control, road safety compromised.

Dangerous Fault

Any situation brought about by the above fault that resulted in actual danger to the examiner, candidate, the general public or property.

ITEM 01a: EYESIGHT

Expected outcome / competence

Read, in good daylight, (with the aid of glasses or contact lenses if worn) a registration mark containing letters and figures 79.4mm high fixed to a motor vehicle at a distance of 20.5 metres.

Or a registration mark containing letters 79mm, high fixed to a motor vehicle at a distance of 20 metres. (12.3 metres for category K).

Assessment Criteria - (example)

Driving fault

Not applicable

Serious fault

Unable to meet the requirements of the eyesight test.

Dangerous fault

Not applicable

ITEM 01b HIGHWAY CODE / SAFETY

Expected outcome / competence

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Candidates who have not taken a separate theory test, for example to obtain a licence for a tractor or other specialist vehicle, will be asked questions on the Highway Code and other related motoring matters. Candidates taking a Passenger Carrying Vehicle (PCV) test should know the location of, and be able to operate, safety components such as a fire extinguisher, fuel cut-off switch and emergency door.

Assessment Criteria - (example)

Driving Fault

Of the 5 questions asked/ 6 traffic signs shown, a proportion are incorrect.

Serious Fault

All questions and traffic signs incorrect.

Dangerous Fault

Not a moving exercise therefore not possible to satisfy this criteria.

01 PURPOSE

The purpose of this guide is to explain the assessment criteria and recording of faults, under the **27-outcome / competency** headings on the driving examiners marking sheet (DL25).

Although an attempt has been made to explain assessment in theory, it should be remembered **assessment** is a knowledge and practical based skill. This document does not attempt to describe every fault that could occur during a driving test. Examiners should apply the assessment principles in which they have been trained. The training of this skill is delivered at Cardington to a high standard by experienced examiner / trainers. Assessment is maintained through infield development and supervision supporting DSA's quality assurance regime. Applying a robust quality assurance system preserves the quality of assessment skills of all driving examiners in conducting a professional, consistent and uniform driving test.

02 ASSESSMENT

Examiners are trained to assess driving tests to a uniform standard; the Chief Driving Examiner (CDE) sets these standards. An assessment of the ability to drive safely is made by taking direct observation of the candidates driving, assessed against a set of outcomes/competencies found on the DL25. As such, assessing a person's competence to drive is based on the making of safety decisions and vehicle control.

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03 FAULT ASSESSMENT – DEFINED OUTCOMES

Before any fault identification and analysis can be carried out, the outcome must first be defined. Any deviation from the defined outcome can then be seen as a fault. The weight or severity of the fault will depend on the extent of the deviation, and also the circumstances at that time. The fault can range from 'not worthy of recording' to 'dangerous'.

Example of Defined Outcomes

At every junction the candidate should use the MSM / PSL Routine.

M - Check in the mirror to assess the speed and position of the vehicles behind

S - Signal clearly and in good time

M - Manoeuvre - use PSL

P - Position your vehicle correctly and in good time. Early positioning lets other road users know what you are going to do

S - Adjust your speed as necessary

L - Look for other traffic when you reach a point from which you can see.

Access the situation.

Decide to go or wait.

Act accordingly

04 DEFINITION OF DRIVING FAULTS - ASSESSMENT PARAMETERS

Fault identified - not worthy (not worthy of recording).

Any insignificant deviation from the defined outcome that does not compromise safety or can be a matter of finesse.

For example - Dry steering, sequential gear changes, not pressing the button on top of the handbrake when applying it.

Fault identified - Driving Fault - (not an immediate fail).

Low Risk - Any sufficient deviation from the defined outcome that does not compromise safety, or can be a matter of control - to justify a fault being recorded.

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For example - the candidate took observation before emerging at the junction. However, they misjudged the distance of an approaching vehicle, causing it to slow down, safety was not compromised.

(Sixteen or more of these faults would result in failure of the test.)

There can however be occasions when one specific driving fault could by constant repetition, be regarded as serious and therefore a significant risk; for example when a candidate habitually fails to take mirror observation when appropriate.

Fault identified - Serious fault - (entails immediate failure)

High Risk - Significant deviation from the defined outcome with safety, control and/or legal requirement breached.

For example - the candidate did not take effective observation before emerging at the junction, unaware of any other road user who may have been expected to be there.

Fault identified - Dangerous fault - (entails immediate fail).

Actual Danger - Safety, control and/or legal requirement breached that would have caused actual danger.

For example - the candidate did not take effective observation before emerging at the junction completely misjudged both speed and distance of an approaching vehicle. The examiner had to take appropriate action to avoid a collision.

Examiners, may have to take 'action' when it becomes necessary to do so in the interest of public safety, including their own and that of the candidate. Such intervention may be either - **VERBAL (ETA-V) or PHYSICAL (ETA-P)**.

05 LOCATION OF FAULTS – (APPENDIX A)

Having identified and assessed the fault it is important that the fault is recorded under the associated 'outcome' headings on the DL25. There are a number of faults that can occur during a driving test that initially may not appear appropriate to the relevant 27 headings. As such, to help with uniformity a '**Guide to locating and recording of faults**' has been provided in Appendix A.

A **general** guide to help locate the fault to the relevant outcome is to determine the '**cause**'.

CAUSE = Location on the (DL25).

Ask yourself

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'What was the Fault'?

'How did the fault happen'?

'What caused the fault to occur'?

EFFECT = Assessment.

Ask yourself

'To what degree was the deviation from the defined outcome'?

'Is safety or control compromised'?

'Has a legal requirement been breached'?

'What happened because of this fault'?

Example of (Cause / Effect) - Stopping

CAUSE = (Clutch)

Candidate attempts to pull up on the left at a safe and convenient place. The correct pressure is applied to the footbrake at the appropriate time. However, just before the vehicle stops, the clutch pedal was not pushed down to disengage the engine from the driving wheels causing the car to stall.

EFFECT = (Driving Fault)

Because the clutch pedal was not pushed down to disengage the engine from the driving wheels the car stalled. As such, the control of the vehicle was compromised. Under the circumstances at the time, the correct assessment of this deviation from the defined outcome is a 'driving fault'.

Having identified the fault and assessed that it is worthy of recording, an oblique stroke is made on the DL25 under the relevant outcome/competence.

07 A GUIDE TO LOCATING AND RECORDING FAULTS ON THE DL25

The information contained within this document is intended to be used as a guide to the location of fault markings on the DL25 and to ensure uniformity. It is not intended as a guide to the assessment of faults. Driving Examiners of all grades were consulted and helped to prepare this document. It is not definitive and its content may be subject to alterations to reflect changing regulations and circumstances.

1.(a) EYESIGHT

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Read registration incorrectly for the fourth time using the tape.

1.(b) HIGHWAY CODE / Safety

Incorrect answers to questions (Category F/G/H) / (Category D, D+E, D1)

2. CONTROLLED STOP

Late or slow reaction to the signal

Applying the handbrake before stopping

Skidding out of control

Missing the footbrake pedal

Letting go of the steering wheel

3. REVERSE LEFT / WITH TRAILER

(Recorded when reverse gear is selected)

Control:

Poor co-ordination of controls

Stalling

Mounting the pavement or kerb

Turning the steering wheel the wrong way

Going wide after the corner

Finishing at an acute angle

Scrubbing-brushing-touching the kerb

Taking an excessive amount of time to complete the manoeuvre.

Observation:

No blind spot checks

No observation at or before the point of turn

Excessive use of the door mirrors

Not looking directly behind

Not reacting to passing or approaching vehicles

Not reacting to pedestrians

Waiting unnecessarily for other roads users

4. REVERSE RIGHT

As Reverse Left

5. REVERSE PARK

(Recorded when reverse gear is selected)

Control:

Poor co-ordination of controls

Scrubbing/brushing the kerb

Unnecessary shunting backwards and forwards

Getting too close to the object car

Mounting the pavement

Turning the steering wheel the wrong way

Parking too far from the kerb

Stalling

Not completing within two car lengths

Finishing at an acute angle to the kerb

Car Park:

Poor co-ordination of controls

Ending up straddling two bays

Unnecessary shunting forwards and backwards

Turning the steering wheel the wrong way

Stalling

Observation:

No blind spot checks

Relying too much or entirely on the mirrors

Ineffective observation

Looking but not reacting to other vehicles or pedestrians

Waiting too long for other users in the car park.

6. TURN IN THE ROAD

Control:

Poor co-ordination of controls

Mounting the pavement or kerb

Stalling

Turning the wheel the wrong way

Taking an excessively long time to complete the manoeuvre.

Observation:

No blind spot checks

Not looking to the left or right before reversing or pulling forwards

Not looking directly behind

Not reacting to passing or approaching vehicles

Not reacting to pedestrians

Waiting unnecessarily for other road users.

7. VEHICLE CHECKS

1 or 2 questions incorrect = 1 driving fault

8. TAXI MANOEUVRE ☺

Examples of faults on this exercise will depend on the candidate's choice of how they wish to turn the vehicle around (see other manoeuvres).

9. TAXI WHEELCHAIR ☺

Wheelchair brakes not applied

Wheelchair falling off ramps

Wheelchair belts / harness not used or not secured.

10. UNCOUPLE/ RECOUPLE ↴

11. PRECAUTIONS

Leaving in gear with the clutch up and starting the engine

12. CONTROL

Accelerator

Uncontrolled use

Excessive revs

Clutch:

Not depressing the clutch pedal before stopping

Uncontrolled engagement after changing gear

Gears:

Clutch Coasting

Looking down when changing gear resulting loss of steering control

Selecting the wrong gear for the road and traffic conditions.

Footbrake:

uncontrolled use resulting in pulling up too early or too late

Late or harsh braking

Missing the brake pedal completely

Handbrake:

Applying whilst in motion,

Not applying where necessary resulting in rolling forwards or backwards,

Allowing the vehicle to 'creep' with an automatic,

Unable to release fully.

Steering:

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Unable to maintain a steady course in normal driving,
'Swan Neck' turns when turning right,
At a normal stop, mounting and dismounting the kerb,
Not following the contour of the kerb at a bell mouth junction.

13 MOVE OFF ↴

Safely:

No blind spot checks / incorrectly timed checks,
Moving away unsafely, Blind spot check only over the left shoulder,
Pulling away with the left signal on.

Under Control:

Stalling,
Repeated stalling,
Moving off with the handbrake applied,
Rolling backwards when attempting to move off,
Not engaging a gear and attempting to move off,
Attempting to pull away in too high a gear.

14. USE OF MIRRORS WELL BEFORE

Signalling/Changing direction/Stopping:

Not using the exterior mirrors when essential,
Using the mirrors but not reacting to the information,
Not using the mirrors at all,
Pulling up with no mirror checks,
Increasing speed with no mirror checks,
Late use of mirrors.

15. SIGNALS

Where necessary:

Omitting to re-apply when it self cancels,

Omitting to give a signal where necessary.

Correctly:

Signalling unnecessarily,

Wrong arm signals,

Omitting to cancel after use,

Incorrect (i.e. left for right, right for left),

Flashing the headlights at another driver to proceed or turn

Having the hazard lights on whilst on the move,

Unnecessary use of the horn,

Beckoning pedestrians.

Properly Timed:

Giving late exit signals at roundabouts,

Arriving at a junction and then signalling,

Signalling after starting the manoeuvre,

Signalling far too early or too late

Misleading signal before intended left and right turn.

16. CLEARANCE TO OBSTRUCTIONS

Driving too close to stationary vehicles and obstructions

17. RESPONSE TO SIGNS AND SIGNALS

Traffic signs:

Going to the wrong side of a keep left sign,

Non compliance with a stop sign,

Non-compliance with a No Entry sign,

Driving in a Bus Lane when times on the sign prohibit its use,

Not complying with Mandatory signs.

Road markings:

Unnecessarily crossing the solid white centre lines,

Not conforming to directional arrows, S

Stopping in a yellow box junction when the exit is not clear.

Traffic lights:

Waiting at a green filter light when safe to proceed,

Waiting to turn right in a junction, with red repeater light on opposite side and safe to proceed,

Not conforming to a red light,

Late reaction to the amber traffic light,

Remaining at the stop line when safe to move forwards,

Stopping beyond the solid white line going into an area designated for cyclists.

Traffic controller:

Police,

Traffic warden,

School crossing patrol,

Other persons directing traffic.

Other road users:

Not reacting appropriately to the signals given by other road users.

18. USE OF SPEED

Driving too fast for prevailing road, traffic and weather conditions, Breaking the speed limit

19. FOLLOWING DISTANCE

Getting too close to moving vehicles,

Pulling up too close to vehicle ahead

20. PROGRESS

Driving at an appropriate speed for the road and traffic conditions

Holding up following traffic.

Avoiding undue hesitation:

Stopping unnecessarily at junctions (except traffic light controlled junctions - see 17) and other hazards,

Not proceeding when it is safe to do so at junctions

Para Title : 21. JUNCTIONS

Approach speed:

Approaching too fast,

Approaching too slow.

Observation:

Not taking effective observation before emerging,

Looking both ways but still emerging to affect other road users.

Turning right:

Positioning too far to the left,

Positioning too far to the right,

On major to minor stopping short of the turning point,

Incorrect position before turning right.

Turning left:

Positioning too far to the right or too close to the kerb,

Swinging out prior to reaching the corner,

Positioning in an unmarked inappropriate lane to turn left.

Cutting Right Corners:

Cutting corners, from major to minor roads.

22. JUDGEMENT WHEN

Overtaking:

Cutting in after overtaking,

Attempting to overtake in a hazardous place,

Unsafe overtaking.

Meeting Traffic:

Failure to show proper judgement when meeting approaching traffic.

Crossing Traffic:

Turning right across the path of oncoming road users

23. POSITIONING

Normal driving:

Too close to the kerb,

Too far from the kerb,

Not using bus or cycle lanes when the times allow its use,

On dual carriageways driving in the right hand lane,

Cutting across the normal road position when going ahead at roundabouts.

Lane discipline:

Straddling lanes marked on roundabouts when going ahead or when turning,

Straddling a bus lane.

24. PEDESTRIAN CROSSINGS

Approaching too fast,

Not reacting to the lights at a pedestrian controlled crossing,

Pulling away well before the crossing is clear of pedestrians,

Not stopping when necessary,

Beckoning pedestrians to cross

25. POSITION FOR NORMAL STOPS

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Normal stop not made in a safe position,

Both nearside wheels on the kerb/pavement,

Over a driveway,

At a bus stop,

Too far from the kerb,

Too near to a junction,

Opposite other parked vehicles

26. AWARENESS AND PLANNING ↴

Failure to judge what other road users are going to do and react accordingly

27. ANCILLARY CONTROLS ↴

Failure to use ancillary controls when necessary

Unable to operate controls,

Not able to locate or operate essential ancillary controls,

Loss of control whilst operating ancillary controls.

Annex 7 : Test Wordings (all categories)

A7.01 TEST WORDINGS FOR CARS (all vehicles up to 3.5 tonnes)

1.01 TEST WORDING - CARS (all vehicles up to 3.5 tonnes)

PRELIMINARIES

Good morning/afternoon Mr/Mrs/Miss/MsMay I see your driving licence and your photo ID please (and if required: also your TT pass certificate please).

Mr/.....would you read and sign this insurance and residency declaration please?

Is your name and address still the same as on your driving licence?

If not ... Could you please enter your new address on the counterpart (or in the appropriate place on the old style paper licences) of your licence.

Would you like your instructor/accompanying driver to accompany you on test and be there for the result and end of test feedback. (The DL25 must be marked as accompanied)

If, candidate says 'no'. Ask: Would you like your instructor/accompanying driver to be there at the end of test for the result and feedback

NOTE: Observer on Test wordings apply to Category 'B' tests only

Thank you, will you lead the way to your car please.

In an effort to create a more relaxed and informal atmosphere during the test, examiners are encouraged to introduce themselves and use the candidate's first name, provided there is no objection.

As self-introduction works best when it is spontaneous the examiner should decide whether to do it on the way to the car, or wait until seated inside it. Examiners are encouraged to use a form of words that suits their own style and personality. The following examples are for guidance only:

I'm....., I see your first name is.....May I call you.....?

My name is.....would you object to me calling you.....?

I'd like to introduce myself, my name is.....do you mind if I call you.....?

My name is.....what would you prefer me to call you?

A pre-test brief should be offered. This can be given during the walk to the car, or, if the distance is short, in the car. This should outline what will happen during the drive, for example:

The test will last about 38-40 minutes and will include about 10 minutes of independent driving and various roads and traffic conditions. I will ask you to complete one manoeuvre and we may carry out an emergency stop. The sort of things you have been practising with your instructor/accompanying driver.

Which car are you using?

Will you read the number ofcar.....

Now I should like to ask you a few questions about your vehicle and other matters relating to vehicle safety.

If you would like to make yourself comfortable in your car now please, I will join you in a moment.

GENERAL DIRECTIONS

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Throughout the drive continue ahead, unless traffic signs direct you otherwise, and when I want you to turn left or right I will tell you in plenty of time. Move off when you are ready, please.

Normal stops;

Pull up on the left at a safe place, please

or

Pull up along here, just before.....please.

Drive on when you are ready, please.

Take the next road on the left/right, please.

Will you take the second road on the left/right, please. (If necessary add this is the first.)

At the end of the road turn left/right, please.

At the roundabout..

turn left please (it is the first exit)

follow the road ahead (it is the second exit)

turn right please (it is the third exit).

(Additional information should be given if necessary to assist the driver to plan their route through the hazard. Examples are in brackets above).

Independent Drive Section

Follow signage

Pull up on the left please (either specify location or use normal stop wordings)

Shortly, I'd like you to drive for some distance independently.

I'd like you to follow the traffic signs forplease. Continue to follow the signs until I tell you otherwise.

Drive on when you are ready

NB. If using more than one destination sign, there is no need to pull up to change the destination

Thank you, that's the end of the independent driving. I will direct you as normal from now on.

Independent Drive Section

Verbal directions

Pull up on the left please (either specify location or use normal stop wordings)

Shortly, I'd like you to drive for some distance independently.

I'd like you to follow a series of directions.

Would you like to see a diagram?

The directions are

e.g. At the end of the road turn right, at the roundabout follow the road ahead and then take the next road on the left.

Can you repeat those back to me please.

(So, that you know candidate has understood the directions)

Thank you. Drive on when you are ready.

EMERGENCY STOP

Pull up on the left please (either specify location or use normal stop wordings)

Shortly I shall ask you to carry out an emergency stop. When I give this signal, (simultaneously demonstrate, and say) 'Stop', I'd like you to stop as quickly and as safely as possible. Before giving the signal I shall look round to make sure it is safe, but please wait for my signal before doing the exercise.

Do you understand the instructions?

Thank you. I will not ask you to do that exercise again. Drive on when you are ready.

BODY OF THE TEST

Left-hand reverse

Pull up along here just before you reach the next road on the left, please.

I should like you to reverse into this road on the left. Drive past it and stop, then back in keeping reasonably close to the kerb.

Right-hand reverse

Pull up on the left before you reach the next road on the right, please.

I should like you to reverse into that road on the right. Continue driving on the left until you are past it then pull up on the right just past the junction, back in and continue well down the side road, keeping reasonably close to the right-hand kerb.

Reverse parking

Would you pull up on the left well before you get to the next parked car, please.

This is the reverse parking exercise. Would you drive forward and stop alongside the car ahead. Then reverse in and park reasonably close to and parallel with the kerb. Try to complete the exercise within about two car lengths.

Reverse Parking - car park (This can be carried out at the beginning or the end of the test).

Beginning of the test

Would you pull forward either to the left or the right so that your wheels are straight, then reverse into a convenient parking bay. Finish within one of the bays.

End of the test

I should like you to reverse park in the car park. Drive forward into the car park, then reverse into a convenient parking bay. Finish within one of the bays.

Turn in the road

Would you pull up on the left just past theplease.

I'd like you to turn your car around to face the opposite way, try not to touch the kerbs when you're turning.

Angle start

Pull up on the left just before you get to the next parked car, please. (If necessary add: leave enough room to move away.)

Hill start - (Use the 'normal stop' wording, or specify the place.)

(HOME TESTS CATEGORIES F, G, H & K Only) Please switch off the engine - now I should like to ask you a few questions on the Highway Code and other motoring matters and for you to identify some traffic signs for me.

END OF THE TEST PASS

Please switch off the engine and give me a moment to complete my paperwork.

(If the test was not accompanied and the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner should confirm with the candidate they want their instructor/accompanying driver present)

That's the end of the test and I'm pleased to say you've passed. Now that you will be driving on your own, I'd like you to be aware of/that.....Feedback as appropriate:

(If ADI present) I'm really pleased your instructor is here. And I'm sure he/she will be able to help you further.

May I see your driving licence again please? Would you like your full licence sent to you automatically? I will need to keep your old licence.

(If the candidate declines - inform them that the pass certificate only lasts for 2 years therefore they should apply for their full licence as soon as possible).

Please read the health declaration and sign the bottom of the test report

Here is your pass certificate - you should receive your new licence within about 20 working days. If you have any problems there are contact details on the back.

Here is a copy of your test report

As a new driver there are some very important details you need to know. **Ask your instructor for details or visit the GOV.UK website.**

Eco feedback

Please take time to discuss eco-safe driving with your instructor and learn how you can save money.

Goodbye

END OF TEST FAIL

Please switch off the engine and give me a moment to complete my paperwork.

(If the test was not accompanied and the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner should confirm with the candidate they want their instructor/accompanying driver present)

Note: The debrief box should only be marked if the accompanying driver is present for the debrief

That's the end of the test and I'm sorry you haven't passed.

To help you I'll explain why.

Give feedback.

(The feedback should include all serious and dangerous faults. If the candidate fails on an accumulation of more than 15 driving faults only, then all the driving faults need explaining).

Here's a copy of your test report.

(If ADI present) I'm really pleased your instructor is here. And I'm sure he/she will be able to help you further.

Eco feedback

Please take time to discuss eco-safe driving with your instructor and learn how you can save money.

Goodbye

As part of the test conclusion, examiners should also ask any survey questions in line with latest instructions and C O B notices

A7.02 TEST WORDINGS FOR MOTOR CYCLES

TEST WORDINGS FOR MOTOR CYCLES

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MODULE 1

The examiner should ask for the candidate by name, greet them pleasantly, and then:

Ask the candidate for and check their:

Driving licence, (and if not a photo licence, then a valid passport)
theory test (TT) pass certificate
CBT certificate (If applicable)

All three documents must be valid.

Please read and sign the residency and insurance declaration on the DL25 MC

Once checked all documents must be returned to the candidate.

On Module one there is no requirement to carry out an eyesight test or ask safety & balance questions

The candidate should then be directed to the MMA (motorcycle manoeuvring area). At some casual sites the candidate may need to be fitted with a radio at this point.

General Directions

Whilst on the motorcycle manoeuvring area, ride as if you are on the public road including carrying out any necessary safety checks and avoiding contact with any of the marker cones.

Please park your machine forwards in either of the two bays formed by the green marker cones and place it on the stand.

Manual Handling

I would like you to take your machine off the stand and wheel it backwards out of this bay, then wheel it backwards into the bay formed by the green marker cones on your right/left and put your machine back on the stand.

Slow Control Steering

This is the slow control and steering exercise. Look at this diagram and I will explain what is required. At present you are here.

When I ask you, I would like you to ride between the yellow marker cones as this line shows. Begin by riding between the first and second marker cones. When you reach the two blue marker cones, ride in a figure of eight for two complete circuits. Don't worry if you lose count. I will signal you to pull up close to where I will be standing when you have completed the exercise.

Start the exercise when you are ready.

Slow Ride

I would like you to demonstrate your ability to ride as in slow moving traffic. When I ask you, move off and ride slowly in a straight line pulling up near the box formed by the blue marker cones ready for the U Turn exercise.

U Turn

This is the U Turn exercise. I would like you to ride your machine in a 'U' turn between the yellow/white lines, pulling up on the opposite side please. Remember to regard this as a public highway.

Start the exercise when you are ready.

Cornering and Controlled Stop

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I would like you to ride a left / right circuit as the red line shows. Enter and leave the bend between the red and blue marker cones. You should aim to achieve a speed of about 30 to 50 km/h (20 to 30 mph) as you ride through the speed measuring device. Your speed will not be recorded for this exercise.

Once you have passed the speed measuring device brake to a normal stop, pulling up under full control with the front wheel within the area formed by the four blue marker cones.

If you look over there, you will see the stopping area formed by the blue marker cones.

Start the exercise when you are ready.

After the exercise the candidate should be asked to turn their machine around, taking as much space as necessary so they are in position to begin the next exercise. (Examiners should be ready to move the cones out of the way if this makes the turn more convenient, the first two cones should be stacked on the second two cones ready for the subsequent exercises.)

Cornering and Emergency Stop

Look at this diagram and I will explain what is required. At present you are here.

I would like you to ride a left / right circuit as this red line shows. Enter and leave the bend between the red and blue marker cones. As you go around the bend try and attain a minimum speed of 30kph (about 19mph). When you reach the speed measuring device, you are required to be travelling at a minimum speed of 50 kph, (About 32mph).

I will then give you a signal to stop, as in an emergency. The signal will be like this. (Demonstrate).

When I do that, stop as quickly and safely as possible, wherever you are on the area. (Examiners should position themselves near the stopping box area to give the emergency stop signal)

Have you any questions? Ride on when you are ready.

Thank you. I will not ask you to do that exercise again.

After the exercise the candidate should be asked to turn their machine around, taking as much space as necessary so they are in position to begin the next exercise.

Cornering and Hazard Avoidance

Look at this diagram and I will explain what is required. At present you are here.

I would like you to ride a left / right circuit, as this green line shows. Enter and leave the bend between the red and blue marker cones. As you go around the bend try and attain a minimum speed of 30kph (about 19mph). When you reach the speed measuring device, you are required to be travelling at a minimum speed of 50kph (about 32mph) before steering a course between the blue marker cones, coming to a controlled stop between the two blue marker cones.

If you look over there, you will see the avoidance and stopping area formed by the blue marker cones. Have you any questions?

Start the exercise when you are ready.

END OF MODULE ONE PASS

Please switch off the engine and return to the test centre to complete the paper work.

(If accompanied by trainer) Would you like your (instructor/accompanying rider) to be present for the conclusion of the test? If the instructor / trainer /accompanying rider is not present the question should not be asked. If at any time the instructor/accompanying driver comes over to listen to the conclusion of the test, the examiner must ask the candidate whether they want their instructor/accompanying rider present

The debrief box should be marked only if the accompanying rider is present for the feedback.

Complete DL 25 MC.

That's the end of the module one test and I am pleased to say you have passed. However there are some rider faults recorded and for your further development I will explain them to you. (Give debrief)

May I see your driving licence again please.

Complete Module One Pass Certificate

Please read the health declaration and sign the bottom of the test report.

Issue candidate copy of the DL25 MC and module one pass certificate.

Here is your module one pass certificate. You have two years from the date you passed your theory and hazard perception test to pass module two of your motorcycle test (six months from the date of passing module one for riders upgrading an existing full motorcycle / moped licence). From 19 January 2013 there are some changes to the rules for new motorcyclists that may affect you, these are explained in the motorcycle section of the **GOV.UK** website.

You must present this module one pass certificate to the examiner when you take your module two test.

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END OF MODULE ONE FAIL

Please switch off the engine and return to the test centre to complete the paper work.
(If accompanied on test) Would you like your (instructor/accompanying rider) to be present for the conclusion of the test? If the instructor / trainer /accompanying rider is not present the question should not be asked.

(If at any time the instructor/accompanying rider comes over to the machine to listen to the conclusion of the test, the examiner must ask the candidate whether they want their instructor/accompanying rider present)

That's the end of the module one test and I'm sorry you haven't passed. To help you I will explain why?

Would you like your (instructor/accompanying rider) to be present for the debrief.

If requested give debrief and mark the debrief box if the accompanying rider was present. The debrief should include all serious and dangerous faults. If the candidate fails on an accumulation of more than 5 riding faults only, then all the riding faults need explaining.

MODULE 2

The examiner should ask for the candidate by name, greet them pleasantly, and then:

Ask the candidate for their:

Driving licence, (and if not a photo licence, then a valid passport),

theory test (TT) pass certificate and

CBT certificate (If applicable)

Module one pass certificate.

All four documents must be valid. Once checked all documents must be returned to the candidate

Ask the candidate to read and sign the residency and insurance declaration on the DL 25 MC

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I would now like to fit the radio so that you can hear my directions during the test.

My directions will be brief and simple, for example at the end of the road, turn right. If we get separated, such as at traffic lights, it may be necessary for me to ask you to pull up on the left at a convenient place and wait until I rejoin you.

The test will last about 38-40 minutes and it will take in various roads and traffic conditions. I will be asking you to ride for a short section of the test independently before this section I will pull you up and explain what I want you to do.

Will you lead the way to your bike, please?

Which is your bike,?

Will you read the number of ... car.

Walk towards your bike. To check the radio I will give you a direction and if you hear it, raise your arm, please.

The candidate should be asked 2 machine safety check questions and the balance question before moving away. To ensure uniformity the safety questions must be selected from the bank of questions listed at ANNEX TWO.

GENERAL DIRECTIONS

Throughout the test continue ahead, unless traffic signs direct you otherwise, and when I want you to turn left or right I will tell you in plenty of time. You may start the engine but please wait for my radio instruction before you move away.

(A further confirmation that the candidate can hear the instructions correctly should be made shortly after leaving the test centre.)

Normal stops, Angle start, Hill start; as per the car wordings.

Independent Ride Section

Verbal directions

Pull up on the left please (either specify location or use normal stop wordings)

Shortly, I'd like you to ride for some distance independently.

I'd like you to follow a series of directions.

Would you like to see a diagram?

The directions are

e.g. At the end of the road turn right, at the roundabout follow the road ahead and then take the next road on the left.

Can you repeat those back to me please.

(So, that you know candidate has understood the directions)

Thank you. Ride on when you are ready.

Follow signage

Pull up on the left please (either specify location or at a convenient place)

Shortly, I'd like you to ride for some distance independently.

I'd like you to follow the traffic signs forplease. Continue to follow the signs until I tell you otherwise. 'As per route advice'

If we get separated I will ask you to pull up on the left until I can rejoin you

Ride on when you are ready

NB. If using more than one destination sign, there is no need to pull up to change the destination

Thank you, that's the end of the independent driving. I will direct you as normal from now on.

(Note Candidates should be advised that if they are having difficulty following directions in the independent section they should pull up in a safe convenient position and wait for the examiner to confirm route)

END OF MODULE TWO TEST PASS

Please switch off the engine and return to the test centre to complete the paper work.

(If accompanied by trainer) Would you like your (instructor/accompanying rider) to be present for the conclusion of the test? If the instructor / trainer /accompanying rider is not present the question should not be asked. If at any time the instructor/accompanying driver comes over to listen to the conclusion of the test, the examiner must ask the candidate whether they want their instructor/accompanying rider present

The debrief box should be marked only if the accompanying rider is present for the feedback.

Complete DL 25 MC.

That's the end of the test and I am pleased to say that you have passed - you can now (none DAS - continue to) ride unaccompanied whilst you gain experience. However there are some rider faults recorded and for your further development I will explain them to you. (Give debrief)

With regard to eco-safe riding (if appropriate) I have noted.....

May I see your driving licence again please? Would you like your full licence sent to you automatically? I will need to keep your old licence. (if the candidate declines - inform them that the pass certificate only lasts for 2 years therefore they should apply for their full licence as soon as possible).

Please read the health declaration and sign the bottom of the test report.

Here is your pass certificate - you should receive your new licence within about 20 working days. If you have any problems there are contact details on the back.

To help keep you safe talk to your instructor about the Enhanced Rider Scheme, which is designed to help you improve your riding skills and enjoy your biking safely.

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Here is a copy of your test report.

There are some very important details about the restrictions that relate to your licence that you need to be aware of before you (continue to) ride unaccompanied. Please take the time to visit the **GOV.UK** website for details.

Ask your instructor for details.

END OF MODULE 2 TEST FAIL

Please switch off the engine and return to the test centre to complete the paper work.

(If accompanied by trainer) Would you like your (instructor/accompanying rider) to be present for the conclusion of the test? If the instructor / trainer /accompanying rider is not present the question should not be asked. If at any time the instructor/accompanying driver comes over to listen to the conclusion of the test, the examiner must ask the candidate whether they want their instructor/accompanying rider present

The debrief box should be marked only if the accompanying rider is present for the feedback.

Complete DL 25 MC.

That's the end of the test and I'm sorry you haven't passed.

To help you I will explain why?

Would you like your (instructor/accompanying rider) to be present for the Debrief?

If requested give debrief and mark debrief box if the accompanying rider was present. The debrief should include all serious and dangerous faults. If the candidate fails on an accumulation of more than 10 riding faults only, then all the riding faults need explaining.

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In all cases an Eco-safe riding debrief should be given as follows:
With regard to Eco-safe riding I have noted... (appropriate debrief)

Here is the copy of the test report. Are you going to apply for your next test by phone, post or online?

A7.03 TEST WORDINGS FOR - LGV / PCV & B + E

1.03 TEST WORDINGS FOR - LGV / PCV & B + E

PRELIMINARIES

As per the car test.

Will you get into your vehicle and meet me on the manoeuvring area please. (If some distance away examiner will get into the vehicle).

(When entering the vehicle for the first time and if the vehicle has a tilt cab:) Are you satisfied that the tilt cab is locked down?

ON MANOEUVRING AREA

ALL VEHICLES

VEHICLE SAFETY CHECK QUESTIONS

Category 'C' and 'D'

I should like to put a few questions relating to the safe operation of this vehicle.

Or

Now I should like to ask you a few questions about your vehicle and other matters relating to vehicle safety.

Trailer tests (except B+E)

Now I should like to put two questions relating to appropriate safety checks you should routinely make before starting a journey.

Invite candidate to wear safety equipment.

Reversing exercise for category 'D' & 'B+E'.

I'd like you to carry out the reversing exercise. If you will look at this diagram I will explain what is required.

At present you are here. When I ask you, drive forward and stop with the extreme front of your vehicle level with and between the two cones shown here as A and A1. They are the ones beyond the one with the pole. Then reverse, as the arrowed line shows, keeping the cone with the pole on your offside. Enter the bay and finish with the extreme rear of your vehicle within the yellow and yellow & black chevron stopping area. If you look to your left you will see the bay and the yellow stopping area. Do not drive further forward than cones A & A1 at any time and try not to touch any of the marker cones or cross the yellow boundary lines.

Do you understand that? Please wait for my signal before you start the exercise.

Reversing exercise for category 'C'

I'd like you to carry out the reversing exercise. If you will look at this diagram I will explain what is required.

At present you are here. When I ask you, drive forward and stop with the extreme front of your vehicle level with and between the two cones shown here as A and A1. They are the ones beyond the one with the pole. Then reverse, as the arrowed line shows, keeping the cone with the pole on your offside. Reverse into the bay and stop with the extreme rear of your vehicle in the yellow and black-hatched area, so that you are parked safely for loading or unloading. If you look to your left you will see the bay and the yellow and black chevron stopping area. Do not drive further forward than cones A & A1 at any time and try not to touch any of the marker cones or cross the yellow boundary lines.

Do you understand that? Please wait for my signal before you start the exercise.

Note: Cones A and A1 should not be removed or re-positioned before the candidate has completed the reverse manoeuvre.

(If entering the vehicle for the first time and the vehicle has a tilt cab:) Are you satisfied that the tilt cab is locked down?

GENERAL DIRECTIONS

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General route and other directions/instructions should be as per the car test.

Additionally:

LGV Tests - Obey all 'Weight Restrictions' unless I specifically tell you otherwise. (Only mention if weight restriction/s are on the route being used)

PCV Tests - You would be expected to use bus lanes as appropriate. (Only mention if bus lane/s are on the route being used)

VEHICLES DRAWING TRAILERS

Park in a convenient place (usually at the end of the area away from the reversing box) then:-

I'd like you to uncouple the trailer, drive the towing vehicle forward, then park it either to the left or the right of the trailer.

I'd like you to re-couple the trailer assuming it is a different one to the one you uncoupled and make it safe for the road. When you've finished return to the cab.

END OF THE TEST PASS

Please switch off the engine and give me a moment to complete my paperwork.

(If the test was not accompanied and the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner should confirm with the candidate they want their instructor/accompanying driver present)

That's the end of the test and I'm pleased to say you've passed. Now that you will be driving on your own, I'd like you to be aware of/that....Feedback as appropriate:

(If instructor present) I'm really pleased your instructor is here. And I'm sure he/she will be able to help you further.

May I see your driving licence again please? Would you like your full licence sent to you automatically? I will need to keep your old licence.

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(If the candidate declines - inform them that the pass certificate only lasts for 2 years therefore they should apply for their full licence as soon as possible).

Please read the health declaration and sign the bottom of the test report

Here is your pass certificate - you should receive your new licence within about 20 working days. If you have any problems there are contact details on the back.

Here is a copy of your test report

As a new driver there are some very important details you need to know. Ask your instructor for details Please take the time to visit the GOV.UK website.

Eco feedback

Please take time to discuss eco-safe driving with your instructor and learn how you can save money.

Goodbye

END OF TEST FAIL

Please switch off the engine and give me a moment to complete my paperwork.

(If the test was not accompanied and the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner should confirm with the candidate they want their instructor/accompanying driver present)

Note: The debrief box should only be marked if the accompanying driver is present for the debrief

That's the end of the test and I'm sorry you haven't passed.
To help you I'll explain why.

Give feedback.

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(The feedback should include all serious and dangerous faults. If the candidate fails on an accumulation of more than 15 driving faults only, then all the driving faults need explaining).

Here's a copy of your test report.

(If instructor present) I'm really pleased your instructor is here. And I'm sure he/she will be able to help you further.

Eco feedback

Please take time to discuss eco-safe driving with your instructor and learn how you can save money.

Goodbye

As part of the test conclusion, examiners should also ask any survey questions in line with latest instructions and C O B notices

A7.04 TEST WORDINGS FOR DRIVER CPC PRACTICAL SAFETY

DEMONSTRATION TEST

PRELIMINARIES

Good morning/afternoon Mr/Mrs/Miss/Ms.....May I see your driving licence and your photo ID please.

.....would you read and sign this insurance and residency declaration please?

Is your name and address still the same as on your driving licence?

If not....could you enter your new address on your counterpart licence and sign and date it please (or in the appropriate place on the old style paper licences).

Thank you, will you lead the way to your vehicle please.

In an effort to create a more relaxed and informal atmosphere during the test, examiners are encouraged to introduce themselves and use the candidate's first name, provided there is no objection.

As self-introduction works best when it is spontaneous the examiner should decide whether to do it on the way to the vehicle, or wait until reaching the vehicle.

Pre-brief

This is the Practical Safety Demonstration Test. Would you like me to give you a brief overview of the test? If the candidate says yes then a 'brief' explanation can be given e.g. 'the test will last about 30 minutes and when we get to the vehicle I will ask you 5 questions on set topics. I would like to emphasise that this is a demonstration type test, therefore when I ask you questions I will be looking for you to show your knowledge and understanding.'

At the vehicle

Now I should like to ask you some questions relating to your vehicle; remember, it is important that you demonstrate your responses, and not just tell me what you would do.

END OF TEST

Please give me a few moments to complete my report

If the instructor/trainer/accompanying driver is present ask: would you like your (instructor/accompanying driver) to be present for the conclusion of the test? If the instructor/trainer/accompanying driver is not present the question should not be asked. If at any time the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner must ask the candidate whether they want their instructor/accompanying driver present.

PASS

That's the end of the test and I'm pleased to tell you that you've passed, well done.
May I see your driving licence again please?

Complete the DSA11(Copy the driver number from the licence onto the DSA11)

Enter the DSA11 number onto the CPC4

Here is your pass certificate, when you have passed all Modules of Driver CPC you will be sent your Driver Qualification Card (DQC) automatically. The attached notes (CPC 4C REV) will help to explain the form but if you wish I can explain it to you now.

If requested give debrief and mark the debrief box, just offer a factual overview of the candidate's performance.

Issue candidate copy of CPC4 and notes for guidance.

Thank you and congratulations.....Goodbye.

Note: Module four is not a licence acquisition test. Therefore the candidate's licence must not be taken from them under any circumstances. If a licence were to be shredded the candidate would have to apply for a replacement licence.

FAIL

Please give me a few moments to complete my report

If the instructor/trainer/accompanying driver is present ask: would you like your (instructor/accompanying driver) to be present for the conclusion of the test? If the instructor/trainer/accompanying driver is not present the question should not be asked. If at any time the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner must ask the candidate whether they want their instructor/accompanying driver present.

That's the end of the test and I'm sorry you haven't passed. Would you like me to explain why?

Offer the candidate a brief overview of the topic area(s) that they did not answer correctly. It is most important that you avoid giving the candidate specific details of the KKI's that they did not answer correctly. To encourage the candidate to study before a re-test, make reference in the de-brief to the Official DSA Guide range of learning resource materials.

Here is a copy of the test report. Are you going to apply for your next test by phone or online?

Thank you.....Goodbye.

A7.05 TEST WORDINGS FOR THE TAXI TEST

PRELIMINARIES

This printed version of the DT1 document is only valid on the date printed (see header) and should be treated as general guidance only. Reference should always be made to the online version for the latest information

Good morning/afternoon Mr/Mrs/Miss/MsMay I see your driving licence and your photo ID please.

Strike through the residence declaration as it does not apply.

Mr/.....would you read and sign this insurance declaration please?

Is your name and address still the same as on your driving licence?

If not ... Could you please enter your new address on the counterpart (or in the appropriate place on the old style paper licences) of your licence.

Would you like your instructor/accompanying driver to accompany you on test and be there for the result and end of test feedback.

If, candidate says 'no'. Ask: Would you like your instructor/accompanying driver to be there at the end of test for the feedback

Thank you, will you lead the way to your vehicle please.

In an effort to create a more relaxed and informal atmosphere during the test, examiners are encouraged to introduce themselves and use the candidate's first name, provided there is no objection.

As self-introduction works best when it is spontaneous the examiner should decide whether to do it on the way to the vehicle, or wait until seated inside it. Examiners are encouraged to use a form of words that suits their own style and personality. The following examples are for guidance only:

I'm....., I see your first name is.....May I call you.....?

My name is.....would you object to me calling you.....?

I'd like to introduce myself, my name is.....do you mind if I call you.....?

My name is.....what would you prefer me to call you?

A pre-test brief should be offered. This can be given during the walk to the vehicle, or, if the distance is short, in the vehicle. This should outline what will happen during the drive, for example:

The test will last about 38-40 minutes and it will take in various roads and traffic conditions and I will ask you to complete one manoeuvre and we may carry out an emergency stop.

Which vehicle are you using?

Will you read the number ofcar.....

If you would like to make yourself comfortable in your vehicle now please, I will join you in a moment.

GENERAL DIRECTIONS

Throughout the drive continue ahead, unless traffic signs direct you otherwise, and when I want you to turn left or right I will tell you in plenty of time. Move off when you are ready, please.

Pull up as if you're dropping off or picking up a passenger. or

Pull up along here, just before.....please.

Drive on when you are ready, please.

Take the next road on the left/right, please.

Will you take the second road on the left/right, please. (If necessary add this is the first.)

At the end of the road turn left/right, please.

At the roundabout..

turn left please (it is the first exit)

follow the road ahead (it is the second exit)

turn right please (it is the third exit).

(Additional information should be given if necessary to assist the driver to plan their route through the hazard. Examples are in brackets above).

Independent Drive Section

Follow signage

Pull up on the left please (either specify location or at a convenient place)

Shortly, I'd like you to drive for some distance independently.

I'd like you to follow the traffic signs forplease. Continue to follow the signs until I tell you otherwise.

Drive on when you are ready

NB. If using more than one destination sign, there is no need to pull up to change the destination

Thank you, that's the end of the independent driving. I will direct you as normal from now on.

Independent Drive Section

Verbal directions

Pull up on the left please (either specify location or use normal stop wordings)

Shortly, I'd like you to drive for some distance independently.

I'd like you to follow a series of directions.

Would you like to see a diagram?

The directions are

e.g. At the end of the road turn right, at the roundabout follow the road ahead and then take the next road on the left.

Can you repeat those back to me please.

(So, that you know candidate has understood the directions)

Thank you. Drive on when you are ready.

EMERGENCY STOP

Pull up on the left at a convenient place, please.

Shortly I shall ask you to carry out an emergency stop. When I give this signal, (simultaneously demonstrate, and say) 'Stop', I'd like you to stop as quickly and as safely as possible. Before giving the signal I shall look round to make sure it is safe, but please wait for my signal before doing the exercise.

Do you understand the instructions?

Thank you. I will not ask you to do that exercise again. Drive on when you are ready.

BODY OF THE TEST

The Taxi manoeuvre

I would like you to imagine that you have just dropped off a passenger and you have now received a call on your radio to pick up another passenger in the opposite direction'. I would like you to turn your vehicle round by whatever means are available, please don't mount the pavement or use driveways as this could damage your vehicle'. Note: At no time must the examiner suggest or instruct the candidate to complete a 'U' turn.

Angle start

Pull up on the left just before you get to the next parked car, please. (If necessary add: leave enough room to move away.)

Hill start - (Use the 'normal stop' wording, or specify the place.)

Highway Code/Cabology/ Traffic signs

Please switch off the engine Thank you

I would like to put a few questions on the Highway Code and your taxi. Thank you. Can you identify these traffic signs please.

END OF THE TEST PASS

Please switch off the engine and give me a moment to complete my paperwork.
(If the test was not accompanied and the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner should confirm with the candidate they want their instructor/accompanying driver present)
That's the end of the test and you have passed. However there are some driving faults recorded and for your further development I will explain them to you. (Give debrief)

May I see your driving licence again please? Please sign the bottom of the test report.
Here is your pass certificate.
Here is a copy of your test report.

Eco feedback

Please take time to discuss eco-safe driving with your instructor and learn how you can save money.

END OF TEST FAIL

Please switch off the engine and give me a moment to complete my paperwork.
(If at any time the instructor/accompanying driver comes over to the vehicle to listen to the conclusion of the test, the examiner must confirm with the candidate whether they want their instructor/accompanying driver present.)

Note If ADI / trainer present at the end of the test debrief box must be marked

That's the end of the test and I'm sorry you haven't passed.

Would you like me to explain why?

If requested give debrief and mark debrief box. The debrief should include all serious and dangerous faults. If the candidate fails on an accumulation of more than 9 driving faults only, then all the driving faults need explaining.

In all cases an Eco-safe driving debrief should be given as follows:

With regard to Eco-safe driving I have noted... (appropriate debrief) **Eco feedback**

Please take time to discuss eco-safe driving with your instructor and learn how you can save money.

Here is the copy of the test report. Are you going to apply for your next test by phone, post or online?

As part of the test conclusion, examiners should also ask any survey questions in line with latest instructions and COB notices

WHEELCHAIR EXERCISE

I would like you to demonstrate your ability to manoeuvre this wheelchair into your vehicle and secure it for the start of a journey

Are you satisfied that the wheel chair is secured for a journey"? (Prompt if necessary)

Thank you, would you now demonstrate your ability to remove the wheelchair safely from your vehicle

Annex 8 : Safety Check Questions (Categories C1+E, C+E, D1+E, D+E)

Safety Check Questions Categories C1E, CE, D1E & DE

Q1 Tell me how you would check the condition of the body is safe on this vehicle.

A: As part of a daily walk-round check, ensure the body is fully roadworthy and there are no significant defects. No loose panels or items, which could endanger other road users. All inspection panels must be secure.

Q2 Show me how you would replace the tachograph disc on this vehicle.

A: Candidate to demonstrate how to insert tachograph disc. Digital tachographs may require an explanation if the candidate does not have a digital card

Q3 Tell me how you would operate the loading mechanism on this vehicle (Vehicle specific. e.g.. Tail Lift).

A: Candidates should be able to explain briefly the correct operation and safe working practice of specific machinery fitted to the vehicle, e.g. tail lift, kneeling bus

Q4 Show me how you would check that the wheel nuts are secure on this vehicle.

A: A visual check to identify any nuts that are obviously loose, and check that the wheel nut indicators (if fitted) are in alignment

Q5 Tell me how you would check the condition of the windscreen wipers on this vehicle.

A: Windscreen wipers must operate. Blades should be in good condition.

Q6 Show me how you would check that all doors including cargo doors are secure.

A: All doors must be closed and locking levers for cargo doors set in the recommended secured position.

Q7 Tell me how you would check the condition of the reflectors on this vehicle.

A; Ensure that all reflectors are fitted, clean, and functional (not cracked or broken)

Q8 Show me how you would check the condition of the mudguards on this vehicle.

A; As part of daily walk-round check ensure mudguards and spray suppression equipment are secure.

Q9 Tell me how you would check the condition of the suspension on this vehicle.

A:As part of a daily walk-round check, suspension should be checked for any obvious signs of deterioration or damage.

Q10 Show me what instrument checks you would make before and after starting the engine on this vehicle.

A: Check to make sure all gauges and warning systems are working. Ensure that all gauges are reading correctly and that warning lights / audible warning devices are extinguished before moving away.

Q11 Tell me the main safety factors involved in loading this vehicle.

A: The load should be evenly distributed throughout the length of the vehicle so as not to affect control while the vehicle is being driven. Any load must be carried so that it does not endanger other road users. It must be securely stowed within the size and weight limits for the vehicle. The load needs to be secure so that it cannot move or fall from the vehicle when cornering or braking.

Q12 Show me how you would check for air leaks on this vehicle.

A: Charge the air tanks, consult gauges for drops in air pressure. Walk round vehicle listening for any obvious leaks.

Q13 Show me how you would clean the windscreen using the windscreen washer and wipers

A: Operate control to wash and wipe windscreen (turn ignition on if necessary).

Q14 Show me how you would set the windscreen demister to clear the windows effectively

A: Set all relevant controls including; fan, temperature, air direction / source and heated screen to clear windscreen and windows. Engine does not have to be started for this demonstration

Q15 Show me how you would switch on the rear fog light(s) and explain when you would use it/them. (No need to exit vehicle)

A: Operate switch (turn on ignition and dipped headlights if necessary). Check warning light is on. Explain use.

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Q16 Show me how you switch your headlight from dipped to main beam. (No need to exit vehicle)

A: Operate switch (with ignition or engine on if necessary), check with main beam warning light.

Q17 Show me how you would check that the brake lights are working on this vehicle. (I can assist you, if you need to switch the ignition on, please don't start the engine)

A: Operate brake pedal, make use of reflections in windows, garage doors, etc, or ask someone to help.