

✓ Specialist vehicle drivers

✓ Driver CPC

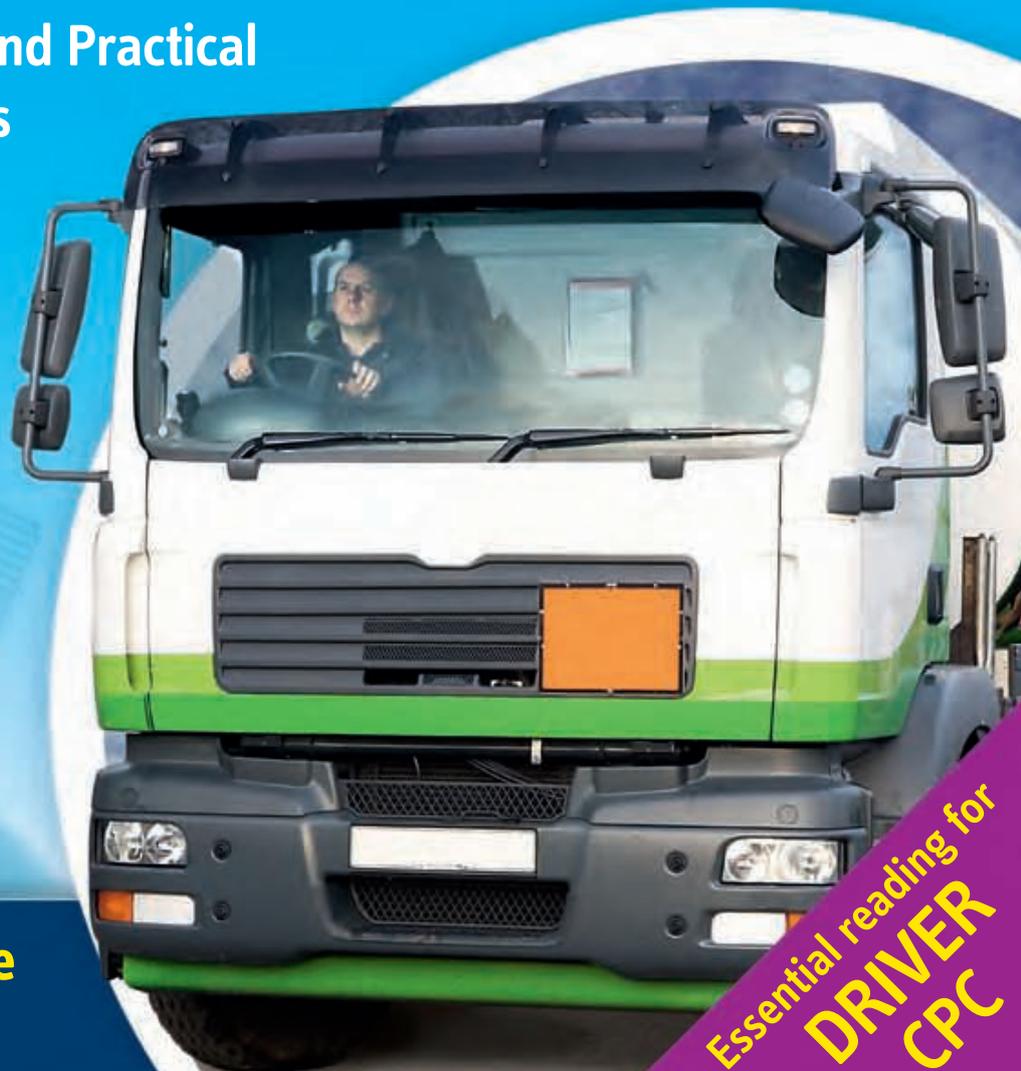


# DRIVER CPC

the **OFFICIAL DSA GUIDE** for  
Professional Goods Vehicle Drivers

Understanding a driver's work

Essential preparation for the  
new Case Studies and Practical  
Demonstration tests



**Downloadable  
PDF Format**

Essential reading for  
**DRIVER  
CPC**

Written and compiled by Driving Standards Agency Learning Materials and Industry experts.

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

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

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

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

[www.dsa.gov.uk](http://www.dsa.gov.uk)



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

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

[www.dvni.gov.uk](http://www.dvni.gov.uk)

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# section one

# INTRODUCTION

This section covers

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



# A message from the Chief Driving Examiner

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

The Driver Certificate of Professional Competence (Driver **CPC**) is a new qualification that professional lorry drivers will need to hold in addition to their vocational driving licence if they wish to continue to drive professionally. The aim of the Driver CPC is not only to improve the knowledge and skills of goods vehicle drivers before they start work, but also to ensure that these skills are developed throughout their working life. It is also expected to improve road safety through better qualified drivers.

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

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



**Trevor Wedge**

Chief Driving Examiner and  
Director for Safer Driving

# The new qualification

If you are learning to drive a goods vehicle and intend to drive in a professional capacity in the EU, from 10 September 2009 you must have a new qualification - the Driver Certificate of Professional Competence (Driver CPC) - in addition to your vocational licence. Bus and Coach drivers have their own version of the Driver CPC which came into effect on 10 September 2008. These implementation dates apply to all EU member states.

The EU passed the Driver CPC EU Directive in 2003. This affects all professional Goods Vehicle and Bus/Coach drivers. For new drivers, the Directive introduces a new initial qualification, which increases the amount of knowledge that drivers need to acquire before they can drive.

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

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



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

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

This book explains how new and existing drivers obtain and maintain their Driver CPC and how the new system of testing works. It also describes the new ways in which

some of the testing is carried out and the information you will require to prepare fully for all parts of the test.

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

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



# How to get your Driver CPC

How you get your Driver CPC will depend on whether you are already a professional driver or are looking to become a newly qualified driver. To become a new driver you will need to pass the Licence Acquisition Multiple Choice Theory Test, the Licence Acquisition Hazard Perception Test, the Driver CPC Case Study Test, the Licence Acquisition Practical Driving Test and the Driver CPC Practical Demonstration Test. You will then need to maintain your knowledge throughout your professional driving career with 35 hours of periodic training in each five-year period after that (see page 20). The syllabus for these periodic training courses covers a range of subjects under the following headings:- safe and fuel-efficient driving, legal requirements, health, safety, service and logistics.

## Acquired Rights

Existing drivers, of course, will already have gained valuable experience in their work as professional drivers and these skills are reflected in the testing process. These drivers will have 'acquired' rights. This means that a driver who already holds a vocational driving licence on the relevant start dates will be deemed to hold the Driver CPC. They will not need to take any new tests, but will need to do 35 hours of training every five years to continue being a professional driver of a goods vehicle. The first five-year period starts on 10 September 2009.

## Licence Requirements

There are some requirements that you must satisfy before you can consider training to be a lorry driver. To learn to drive a goods vehicle you must normally be over 21 years old unless

- the vehicle combination weight is under 7500 kg
- you're a member of the armed forces
- you're a member of the Young Drivers Scheme (which is being withdrawn from 10 September 2009).

You must also

- meet the stringent eyesight and medical requirements
- hold a full category B driving licence
- hold a provisional **LGV** driving licence entitlement in the category that you wish to drive.

## Conversion Test

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

# Who needs to obtain the Driver CPC?

Not everyone who drives a goods vehicle will need to obtain the Driver CPC qualification. Only drivers who wish to drive large or medium-sized goods vehicles for a living will need it. The Driver CPC qualification requirement already applies to bus and coach drivers, and has done so since 10 September 2008.

Drivers who do not need the qualification for goods vehicles are listed in section two.



# What is in the test?

This book describes how Driver CPC testing works and section two describes the outline of the testing process. You should refer to the list of publications in the Further Information section (section six) for full details of the theory and practice of driving goods vehicles.

New drivers will need to take all of the five parts described below, which are collectively known as the Initial Test. The Initial Test involves a total of four hours of theory testing and two hours of practical testing. The tests are at the equivalent of NVQ level two (SVQ in Scotland).

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

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

## **The five parts of the Driver CPC**

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

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

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

## **The Licence Acquisition Tests**

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

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

To prepare for the Licence Acquisition Hazard Perception Test, we strongly recommend that you study *The Official DSA Guide to Hazard Perception* (DVD) which is packed with useful tips, quizzes and expert advice. It also includes interactive sample video clips, which give you feedback on your performance.

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

## The Driver CPC Case Study Test

This will test your knowledge by presenting a series of practical scenarios that you may meet in your work and then asks questions to test your understanding. The case study testing method is described in section four, along with the areas of the syllabus that apply to this part of the test. The books listed above will help you with the Driver CPC case studies part of the test.

## The Driver CPC Practical Demonstration Test

This will test your knowledge of your vehicle and how it should be operated safely and efficiently. The test will be conducted using the vehicle you present for the test. You will be asked questions in order to demonstrate to the examiner

- what must be done before the vehicle leaves the depot to make sure that the journey is safe
- that your driving complies with all the relevant regulations
- that your driving is carried out in an eco-efficient and environmentally-aware way.

The Practical Demonstration Test is dealt with in detail in section five.

section **two**

# GAINING THE DRIVER CPC

This section covers

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



# Becoming a professional driver

If you are a driver being tested after 10 September 2009, the tests that you need to take depend on the reason why your qualification to drive goods vehicles is being obtained.

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

New ways of testing this knowledge have been devised, but they will work alongside the existing methods used in the Theory Test and the On-Road Driving Test. The Driver CPC aims not only to improve your knowledge and skills when you start work, but also to ensure that your skills are developed throughout your working life as a professional driver. The Driver CPC is expected to improve road safety and reduce casualties through better-qualified professional drivers of goods vehicles.

Once qualified, you will be issued with a Driver Qualification Card (DQC), which shows that you hold the Driver CPC.



# Exemptions

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

- vehicles with a maximum authorised speed not exceeding 27 mph (45 km/h)
- vehicles used by, or under the control of, the armed forces, Civil Defence, the Fire Service and forces responsible for maintaining public order
- vehicles undergoing road tests for technical development, repair or maintenance purposes, or new or rebuilt

vehicles that have not yet been put into service

- vehicles used in states of emergency or assigned to rescue missions
- vehicles used in the course of driving lessons for any person wishing to obtain a driving licence or a Driver CPC, as provided for in Article 6 and Article 8(1) of Directive 2003/59/EC
- vehicles used for non-commercial carriage of passengers or goods, for personal use
- vehicles carrying material or equipment to be used by the driver in the course of his or her work, provided that driving the vehicle is not the driver's principal activity.

If you, the driver, consider that you should be exempted from CPC, then it is your responsibility to check that this is the case. You are strongly recommended to seek legal advice if you are in any doubt. Any perceived exemptions can ultimately be tested in a court of law.



# The tests

## The Multiple Choice and Hazard Perception Tests

These two parts are very similar to the current Theory Test. The multiple choice part has 100 questions and the Hazard Perception part has 19 clips (with 20 scorable hazards). In total, the two parts will last for 2 hours 30 minutes.

You can take both parts one after the other on the same day, or on separate occasions, but you must pass both before taking the Practical Driving Test. If you are a new goods vehicle driver, you must take these two parts, whether or not you intend to drive professionally.



## Case Study Test

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

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

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

There will be seven case studies, each with between five and ten questions. The test, including the introductory screens, will last for 1 hour 30 minutes.

*The Official DSA Guide to Driving Goods Vehicles* and the other publications listed on page 13 provide information to help you answer questions in the Driver CPC Case Study Test. It is likely to be information that you have learned for the other parts of the test. The case studies are a new way of testing that you are able to put your knowledge into practice and make judgements based on what you have learned. You must pass the Driver CPC Case Study Test before taking the Driver CPC Practical Demonstration Test.



## Practical Driving Test

You will need to pass the Practical Driving Test if you are a new goods vehicle driver. It will be slightly longer than before, to allow you to show the examiner how you drive in a wider range of situations and on different types of road.

Eco-safe driving is a recognised and proven style of driving that contributes to road safety whilst reducing fuel consumption and emissions. You will be assessed on your eco-safe driving, but you will not be failed on these factors. At the end of the test, the examiner will debrief you on your eco-safe driving performance and also provide a leaflet that gives further information to help you develop your skills. The 'Eco-Safe driving' assessment will not influence the overall result of the test.

## Practical Demonstration Test

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

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



# Periodic training

After qualifying, and for those who passed their test prior to 10 September 2009, the emphasis of the Driver CPC is to maintain the standard reached when you were initially trained to become a professional driver, and to enhance those skills as your driving experience grew. In addition to ongoing training in specific driving skills, professional drivers following the periodic training courses receive instruction in other matters that relate to driving goods vehicles, such as efficient and eco-friendly driving and the place of the goods vehicle in the transport system as a whole.

There are no tests for this ongoing training. You are required to attend approved courses totalling at least 35 hours in each five-year period. These courses must be in periods of at least seven hours at a time, which can be further split into two parts

as long as the second part starts within 24 hours of the first part finishing. The course providers will confirm that this has been done.

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

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



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

For professional drivers qualified to drive goods vehicles as well as buses and coaches, only one set of periodic training (totalling 35 hours) needs to be taken in each five-year period. So, if you qualify to drive both kinds of vehicle, you only need to take one lot of periodic training to maintain your professional qualification.

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

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

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



# The documentation

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

## New drivers

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

## Existing drivers

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

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



# Enforcement

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

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

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

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

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



section **three**

# LICENCE ACQUISITION TESTS

This section covers

- Preparing for the tests
- The Theory Test
- The Practical On-Road Driving Test

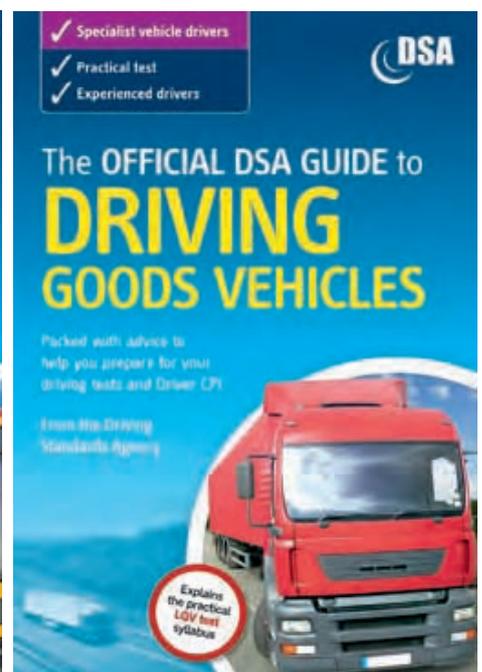
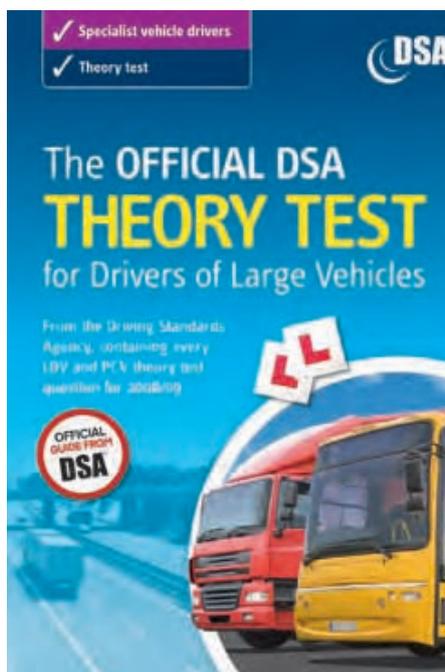
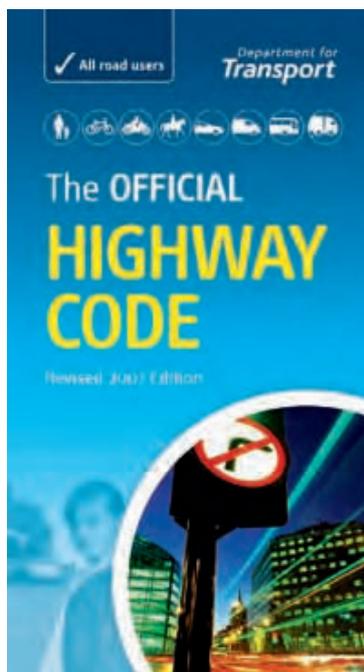


# Preparing for the tests

All new drivers wishing to drive goods vehicles must pass the appropriate Theory Test before taking the Practical Driving Test. Although you can start your lessons before passing the Theory Test, you cannot book the Practical Driving Test until you have passed the Theory Test. The Theory Test is in three modules and these are treated as separate items, although the Licence Acquisition Multiple Choice Test and the Licence Acquisition Hazard Perception Test may be taken one after the other, either on the same day or on separate occasions.

The Practical On-Road Driving Test is being enhanced to include an eco-driving assessment, although this will not form part of the pass/fail criteria.

Full details of these tests and the skills and knowledge they cover are given in *The Official DSA Theory Test for Drivers of Large Vehicles*, *The Official DSA Guide to Driving Goods Vehicles* and *The Highway Code*. All of the information and answers you will need in order to study for the relevant tests are contained in these three publications.



# The Theory Test

Your training for the Theory Test should cover a comprehensive knowledge of *The Highway Code*, *The Official DSA Guide to Driving - the essential skills*, *Know Your Traffic Signs*, and *The Official DSA Guide to Driving Goods Vehicles*. It includes

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

For more information on regulations and other issues, visit

**[www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)**

From April 2009:

**[www.businesslink.gov.uk/transport](http://www.businesslink.gov.uk/transport)**

You should refer to *The Official DSA Theory Test for Drivers of Large Vehicles* for full details of what this section of the qualification involves. This test (both the Multiple Choice and Hazard Perception parts) is taken by candidates who want to obtain either a vocational licence only, or

a vocational licence and the Driver CPC.

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

The purpose of the Theory Test is to assess your knowledge and skills over the complete range of matters that affect drivers of goods vehicles. The test is taken on screen at an approved testing centre. The Theory Test pass results, obtained for either the Multiple Choice or Hazard Perception part of the Theory Test, have a life of two years. You need to hold a valid pass result for both parts of the Theory Test to be able to book and take your Practical Driving Test. This means that if you do not pass the Practical Driving Test within the two-year time period of passing both Theory Test modules, you will have to retake and pass the appropriate module before you can book the Practical Driving Test.

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



# The Practical On-road Driving Test

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

The Practical Driving Test is the assessment of your skill, ability and judgement to drive with all the factors needed for the theory test in place. *The Official DSA Guide to Driving Goods Vehicles* contains lots of information and advice to help you enhance your skills and judgement ready for the Practical Test.

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

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

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

- vehicle controls, equipment and components
- behaviour on the road
- vehicle characteristics
- road and weather conditions
- traffic signs, rules and regulations
- vehicle control and procedure
- motorway driving



## Eco-safe driving

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

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

Remember that during the Practical Driving Test you will be assessed on your eco-safe driving, but you will not be failed on these factors. The examiner may give you some advice to help you improve your eco-safe driving skills, but the assessment will not influence the overall result of the test.



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

- E**very time you move off, do so smoothly - avoid harsh acceleration.
- C**hange down to the appropriate gear, but wait while speed decreases.
- O**n acceleration, try to skip gears where you can.
- N**ever leave it to chance - maintain your vehicle in good condition.
- O**bserve and keep within the rev counter green zone.
- M**inimise brake use - plan ahead and keep monitoring road conditions.
- Y**our top speed should remain constant - think "Gear high-rev low".

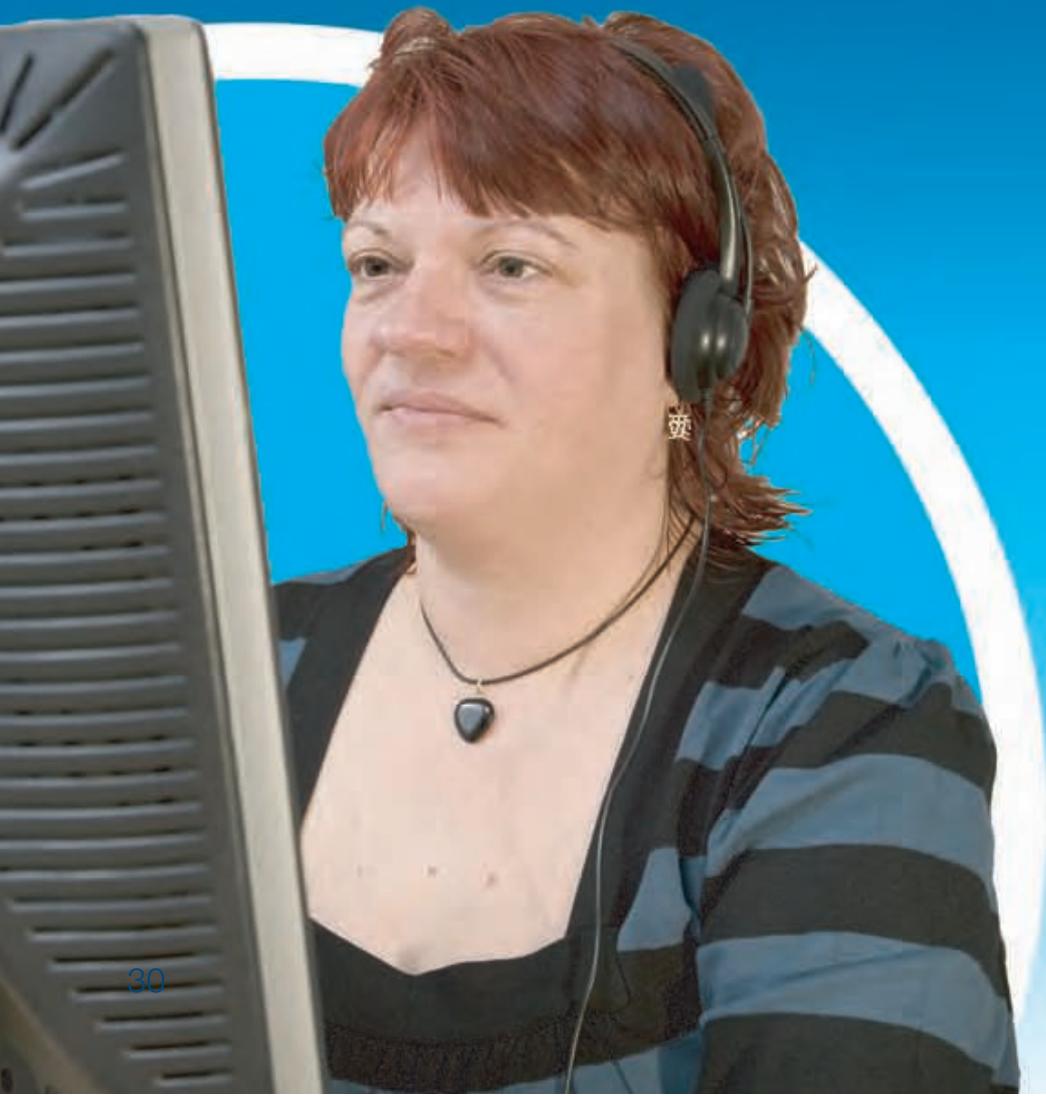


section **four**

# CASE STUDIES

This section covers

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



# The Case Study Test

☐ Select for Review (R)
Section Time Remaining 28:00

**CASE STUDY**

The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



What procedures could have been adopted to avoid the incident?

Select the **BEST** option below.

- Ask a colleague to help
- Rely on the use of mirrors
- Shout a warning before reversing
- Lean out of the cab window to assist view

Previous (P)
Next (N)
Review Screen (S)
Help (H)
End Test (E)

The Case Studies are designed to target

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

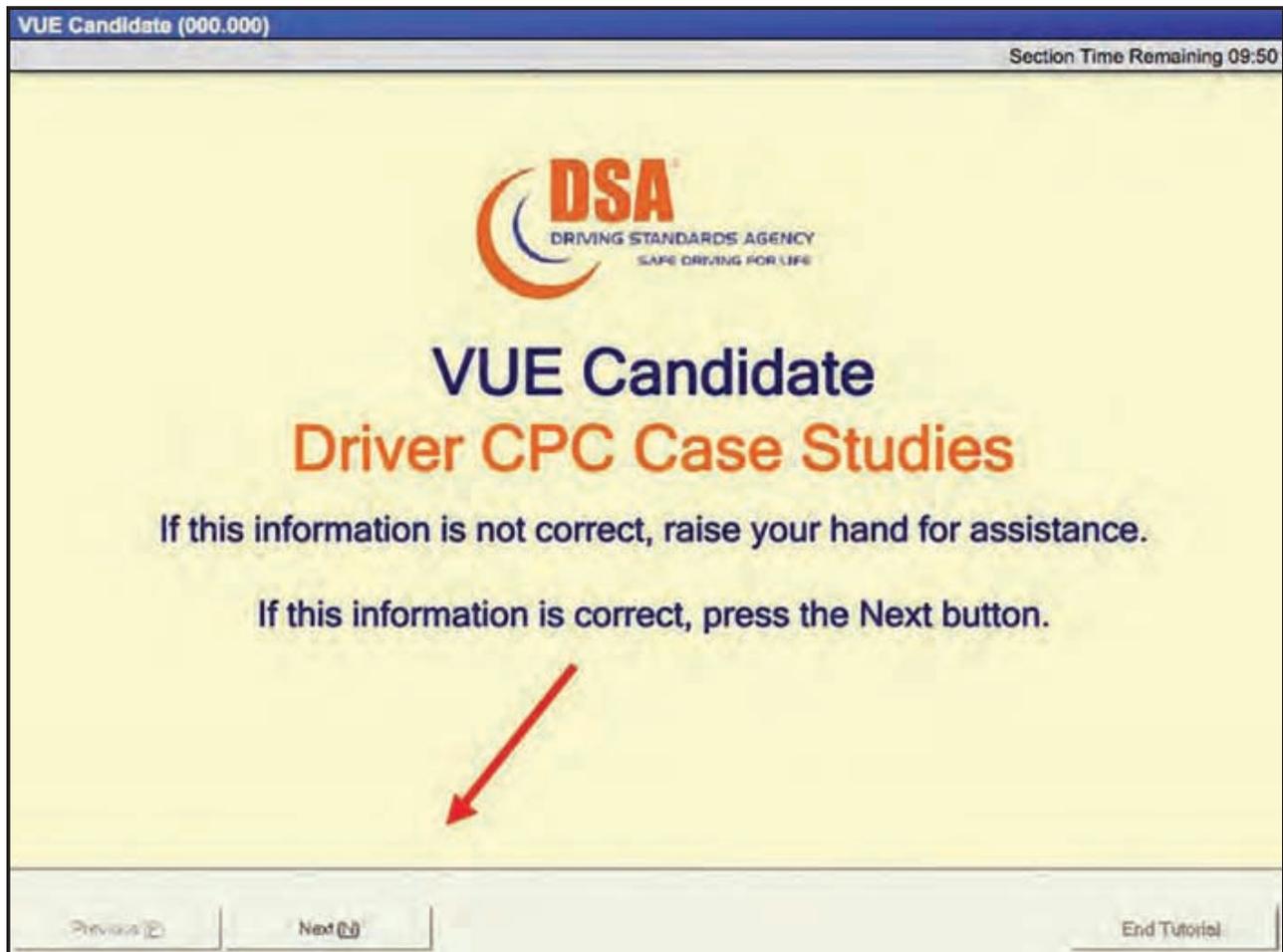
This is done by presenting a scenario or a set of circumstances that you may encounter in your working life as a professional goods vehicle driver. You will

then be asked a number of questions relating to this scenario, which will require you to consider how you would react/ behave in each case.

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

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

# What to expect on the day



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

You will use a Visual Display Unit (VDU) similar to the one used for the Multiple Choice and Hazard Perception tests. You will need to use the mouse to guide the cursor and click on certain areas of the screen to record your answers.

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

VUE Candidate (000.000)
Section Time Remaining 09:40

## INSTRUCTIONS

### CASE STUDIES

The CPC Test has Case Studies. There will be

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

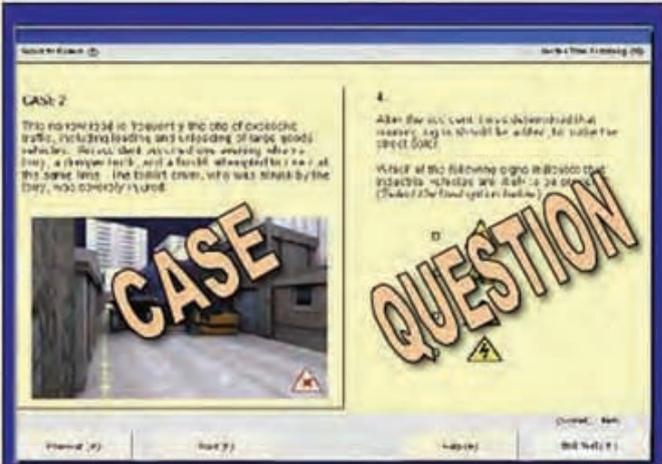
Each case has 5-10 questions. The test has a total of 7 cases.

Select NEXT to go on...



## SAMPLE SCREEN

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



Previous (E)

Next (N)

Help (H)

End Test (F)

End Tutorial

## INSTRUCTIONS

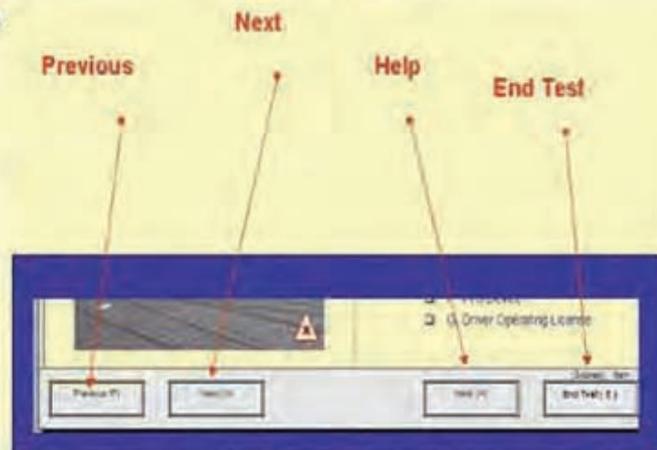
### BUTTONS

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

Select NEXT to go on...

## SAMPLE SCREEN

This is what the test buttons will look like.



Previous (P)

Next (N)

End Tutorial

VUE Candidate (000,000) Section Time Remaining 06:30

## INSTRUCTIONS

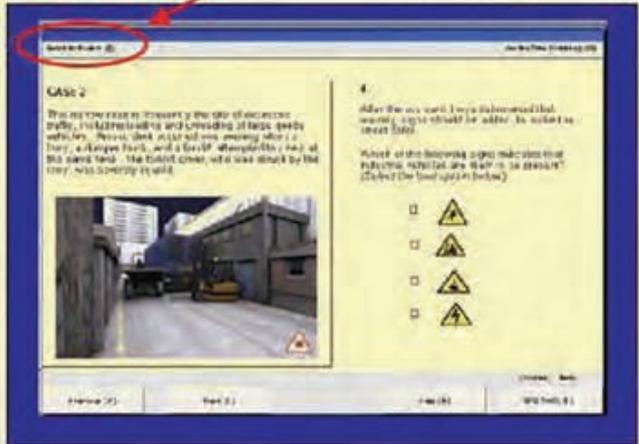
### REVIEWING

- At the end of the test, you should be able to **review your questions**.
- If you see a question you want to **select for reviewing later**, mark this box.
- **Later, you can review either:**
  - selected questions
  - unanswered questions
  - all questions

Select NEXT to go on...

## SAMPLE SCREEN

This is where you can select a question for later review.



The screenshot shows a question interface. On the left, there is a text-based case study titled 'Case 2' and a photograph of a warehouse interior. On the right, there are four multiple-choice options, each with a radio button and a warning triangle icon. A red circle highlights the 'Review' button at the top left of the question area, and a red arrow points from the text above to this button.

Previous (P)
Next (N)
End Tutorial

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

opportunity to re-read the scenario throughout the case study, should you wish to do so.

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

**1. Multiple Choice** - choosing one correct answer from a number of options.

☐ Select for Review (R) Section Time Remaining 28:00

---

**PRACTICE CASE STUDY**

This is a practice case.

In this left side of the screen you will usually read a case and see a picture. On the right side of the screen you will see the questions.

There are five practice questions for you to answer.

After the practice questions, the real test will begin.



**Question 1**

What vehicle is in the picture on the left?

Select the **BEST** option below.

- Flatbed
- Tipper lorry
- Rigid box van
- Concrete Mixer

Now select **Next**.

---

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

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

☐ Select for Review (R)
Section Time Remaining 28:00

### PRACTICE CASE STUDY

This is a practice case.

In this left side of the screen you will usually read a case and see a picture. On the right side of the screen you will see the questions.

There are five practice questions for you to answer.

After the practice questions, the real test will begin.



#### Question 2

What parts of the truck can turn or rotate in a full circle?

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

To change your answer, click an option a second time to turn it off.

- Wheels
- Cab doors
- Headlamps
- Mixer barrel
- Side mirrors

Now select **Next**.

Previous (P)
Next (N)
Review Screen (S)
Help (H)
End Test (E)

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

□ Select for Review (R) Section Time Remaining 28:00

### PRACTICE CASE STUDY

This is a practice case.

In this left side of the screen you will usually read a case and see a picture. On the right side of the screen you will see the questions.

There are five practice questions for you to answer.

After the practice questions, the real test will begin.



**Question 3**  
How should the driver respond to the site foreman?

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



Select the **BEST** option below.

- "Nobody tells me anything."
- "I was having my break mate."
- "Sorry, the diversion did delay me."
- "I'm here now, what's the problem?"

Now select **Next**.

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

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

☐ Select for Review (R)
Section Time Remaining 28:00

**PRACTICE CASE STUDY**

This is a practice case.

In this left side of the screen you will usually read a case and see a picture. On the right side of the screen you will see the questions.

There are five practice questions for you to answer.

After the practice questions, the real test will begin.



**Question 4**

On the cement truck below where is the delivery chute? Use your mouse to click on it.

Click directly on the image below.

A red **X** will mark the place you choose.

To change your answer, click a new place.



Now select **Next**.

Previous (P)
Next (N)
Review Screen (S)
Help (H)
End Test (E)

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

**Practice** - You will be given the opportunity to practise these techniques before you start the test.

**Results** - You will be told the result of the test within 10 minutes of its completion.

# What you need to know

## Driving techniques

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

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

## Safe and Fuel-Efficient Driving (SAFED)

You should

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

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

To receive SAFED training you must

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



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

## Load safety

You should be able to

- determine styles of driving that ensure the load you carry remains stable, and you retain control of your vehicle at all times
- recognise the effect that excessive acceleration, braking and speed can have on the way in which different types of loads may move, e.g
  - excessive acceleration
  - harsh braking
  - fast cornering
  - too sharp a turning circle
  - changing lanes too quickly
  - veering suddenly when driving.

## Other techniques

You should be able to

- recognise the benefits of good positioning on the road and know how to allow space so that you do not compromise the safety of your vehicle or load
- show that you are aware of the dimensions of your vehicle, especially where there are particular risks with side, forward and rear overhangs
- recognise the importance of making the journey as safe and smooth as possible
- recognise the factors that contribute to stress-free driving and factors that contribute to stress
- understand the distractions you may face when driving and know how to deal with them both inside and outside the vehicle. These distractions can include using the radio, mobile phones or other hand-held equipment, **GPS** devices, other drivers, weather conditions etc. Remember that it's illegal to use a mobile phone or other hand-held device while driving.



## Securing of loads

In this section you will need to show that you recognise the different ways in which loads should be secured and the various methods which should be utilised. When securing a load you need to take into account

- the nature of the load
- the suitability of the vehicle
- the stability and positioning of the load
- the type of restraint which should be used
- protection from the weather.

You will need to show that you can ensure your load and vehicle remain secure and stable when

- braking
- steering
- cornering

even in emergency situations.

You must demonstrate that you know how to check

- that all devices for securing the load are effective
- ropes, chains and straps are secure and free from visible fault or damage
- sheets are fastened down correctly
- container locking handles are secure
- doors, drop sides and tailgates are fastened
- hatches on tanker vehicles are closed to prevent spillage.



Load types may vary, but any load should be secured solidly, carefully, and in an appropriate manner, using the most suitable anchorage points or restraining devices, to ensure that it does not move or fall from the vehicle during the journey. Types of loads to be considered could include

- metal
- timber
- palletised
- loose bulk
- high
- wide
- multi-drop (varied goods).

Be aware also of your own personal security when outside your vehicle. Notice what is going on around you, for example, if there are people watching nearby who seem interested in your vehicle (possible hijacking situation) especially if the load you are carrying has commercial value (alcohol, tobacco, electrical goods etc).



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

☐ Select for Review (R) Section Time Remaining 28:00

**CASE STUDY**  
The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



What procedures could have been adopted to avoid the incident?

Select the **BEST** option below.

- Ask a colleague to help
- Rely on the use of mirrors
- Shout a warning before reversing
- Lean out of the cab window to assist view

Here you are given a description of the physical conditions in the loading bay and the risks presented by them. This question tests that you understand these risks and asks how you can avoid them.

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

☐ Select for Review (R)
Section Time Remaining 25:00

**CASE STUDY**

The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin fails to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



Which of these would **BEST** ensure that a load of wheeled cages on the parked truck stayed secure during the incident?

Select the **BEST** option below.









This question tests whether you understand how using the correct apparatus can minimise risk/damage.

Previous (P)
Next (N)
Review Screen (S)
Help (H)
End Test (E)

☐ Select for Review (R) Section Time Remaining 24:00

**CASE STUDY**  
 The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



How may the company's business be affected by the incident?

Select **THREE** of the options below.

- Personnel injury
- Improved company image
- Late delivery of goods
- Increased insurance
- Vehicle 'off road' for period of time
- Removal of the Operator's licence

This question tests whether you understand the consequences of incidents.

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

## Regulations that govern the carrying of various load types

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

### Types of load

You should be able to

- understand and comply with the law concerning the transporting of loads

generally, and the specific requirements that govern all types of loads (for further information see Department for Transport Code of Practice version three)

- understand and apply the regulations that govern the movement of different types of loads such as
  - dangerous goods
  - restricted goods.

### Paperwork

You should know and be able to explain the paperwork legally required to be carried when carrying a type of load specified previously, both in the UK and abroad.

**Seat belts**

You should

- understand the law concerning seat belts and the requirements laid upon the company and the driver
- know the procedure in your company for checking the condition of seat belts and whether they are working properly and reporting any defects. If seat belts are fitted, they must be worn at all times by you the driver, and by any co-driver or assistant who may be travelling with you.

**Safety equipment**

You should

- understand and be able to explain the law concerning safety equipment including the carrying of fire extinguishers and first aid equipment if your vehicle carries them

- understand and be able to explain the correct use of warning lights, buzzers, warning systems etc and any emergency equipment carried
- know how to check these items before taking responsibility for the vehicle and know the procedure for reporting defects (see also the section on dealing with emergencies).

**Vehicle maintenance**

You should

- understand the requirement for vehicles to be properly maintained on a suitable schedule
- understand your role as a driver in checking for and reporting defects to the correct maintenance staff in your organisation
- check your vehicle at the start of your shift (walk-round checks, brake lines, etc).

**Alcohol**

You should understand the regulations relating to alcohol and driving.

Be aware that alcohol may remain in the body for around 24 hours. The effects on your reactions will be evident the next morning which will affect your ability to drive safely. Also, you could fail a breath test. If you are convicted of a drink-driving offence while driving an ordinary motor vehicle, a driving ban will result in you losing your LGV entitlement and your livelihood.

## Regulations that govern the carriage of illegal immigrants

### Vehicle security

This is an important safety issue, involving heavy fines for those found to be carrying illegal immigrants. Companies are required to have an effective system in place to protect their vehicles.

You should be aware of TIR\* procedures so that, when travelling internationally outside the European Union (eg Russia) and going through customs, you ensure that

- TIR cords are securely fitted to your vehicle
- you know the points in your journey at which you need to check the cords for signs of tampering
- you have the appropriate paperwork available throughout your journey.

You should be able to demonstrate your awareness of the requirements of the effective system and the points at which you need to check your vehicle for any security breach. Your company should provide you with relevant documentation including instructions and advice.

You also need to be able to demonstrate your awareness of the various methods of entry which could be used to gain access to vehicles.

\*TIR stands for 'Transport Internationale Routiers' (International Road Transport). It is an international transit system allowing goods to travel across one or more international borders with the minimum of customs involvement.



## Regulations that govern drivers' hours and tachographs.

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

You should

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



lost, stolen, or develops a fault, you should produce a printout at the start and end of each day

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

You should also

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



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

### In the workplace

You should be able to

- understand and be able to explain where there are risks for employees within the workplace. For example, garage flooring can be slippery so you must always
  - wear suitable footwear
  - use dedicated walkways and safe areas
  - look out for moving vehicles, especially those reversing out between other vehicles
- know your role for promoting and maintaining health and safety and be able to explain the procedure for ensuring that the workplace is maintained in a safe condition. Everyone is responsible for

health and safety in the workplace and if you see anything hazardous, such as an oil spillage, you should report it so that it can be cleared up.

### Road traffic incidents

You will be required to show that you are aware of the hazards associated with your vehicle. You should also show that you know how to alert others to such risks and hazards.

You should

- know and understand how and where incidents can occur
  - on and around the vehicle (including while loading and unloading)
  - at what point during the journey
  - at both high and low speeds

The majority of injuries will occur when drivers have to take unplanned evasive action (for example, harsh braking)



- understand the need to avoid taking unnecessary risks and of working within your capabilities. You should be able to
  - assess what level of involvement you should take in the event of an incident
  - understand that your involvement may depend on how closely you are involved with the situation (see also the separate section on dealing with emergencies)
- understand that, as a professional driver, members of the public may look to you for help and guidance. You should
  - act only within your abilities and training
  - not take unacceptable risks that put yourself or others in danger
- be able to understand road incident statistics relating to the location, types and causes of incidents involving
  - goods vehicles and appreciate the consequences to the individuals and organisations affected by them and to the industry as a whole
- be able to explain the consequences of road traffic incidents and how they can affect any passenger, and the employee and employer, both in human and financial terms. You should understand the consequences for
  - the driver
  - any passenger (eg co-driver/assistant)
  - your colleagues
  - the families of those involvedin incidents of all levels of seriousness, and the effect on their domestic and working lives, as well as for the organisation.



More examples of questions asked by the case study.

☐ Select for Review (R) Section Time Remaining 30:00

**CASE STUDY**  
The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



Which of the following could be checked to see if Martin had violated the driving hours rules?

Select **TWO** of the options below.

- Tachograph Chart
- Operators Licence
- Road Transport Act
- Speed Limiter Device
- Digital Tachograph
- Vehicle Tracking

This question asks if you understand how drivers' hours are recorded and monitored.

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

☐ Select for Review (R)
Section Time Remaining 27:00

**CASE STUDY**

The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



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

The following is an argument between Martin and Bill.

*Bill - "Look what you've done you've hit my truck. I reckon you were asleep or drunk."*

*Martin - "I haven't done anything wrong, I haven't exceeded my hours and I don't drink. In fact, the only thing I've had all day is flu medicine."*

▶ || ⏸ 🔍 LOOP

Which of the following is a well known side-effect of the substance Martin took?

- Thirst
- Dr
- Tu
- Ri

Here, you will be asked to listen to the audio clip and then answer the questions which follow about the clip.

Previous (P)
Next (N)
Review Screen (S)
Help (H)
End Test (E)



## Keeping fit for the job

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

You should be able to

- show that you understand the effects of alcohol on your ability to drive and the way in which alcohol can stay in the body for a long time - this may affect your ability to drive safely



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



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

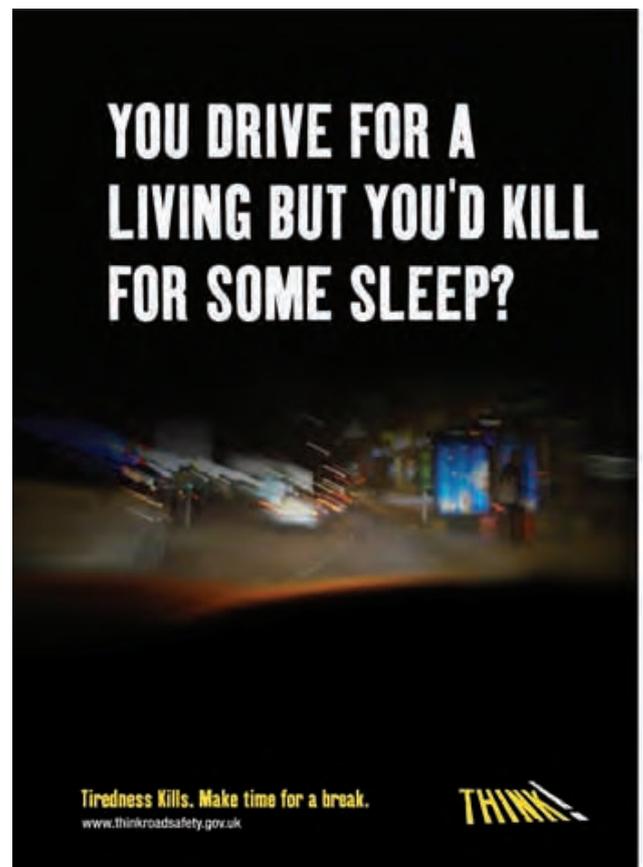
You can become stressed by getting too worked up about situations. Being stressed can cause

- headaches
- high blood pressure

- tiredness
- irritability

so you must try to remain calm and not allow yourself to take things out of context or to an extreme

- understand the fundamental role of the basic work/rest cycle in making you a safe and professional driver. You should understand the effect of insufficient sleep due to a variety of circumstances, including out-of-work social activity or a change in shift patterns.



☐ Select for Review (R) Section Time Remaining 28:00

**CASE STUDY**  
 The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



What procedures could have been adopted to avoid the incident?

Select the **BEST** option below.

- Ask a colleague to help
- Rely on the use of mirrors
- Shout a warning before reversing
- Lean out of the cab window to assist view

Here, you are given an opportunity to show that you know how incidents can be avoided by using appropriate procedures.

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

## Dealing with emergencies

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

You should be able to

- prioritise the actions taken if involved in an incident
- prioritise the actions taken as a witness to an incident



- demonstrate that you are aware of the procedures for investigating a possible fire and prioritising actions if you find a fire. You should know, if appropriate following suitable training, how to use on-board fire-fighting equipment safely and effectively
- explain the procedures for how to prioritise casualties and give first aid, if you have received suitable training and are not prohibited from doing so by your employer
- explain the procedures for
  - contacting the emergency services
  - contacting your operator
  - communicating specific information on casualties and the scenario
- understand the requirements of the load and the need to communicate accurate information on types of loads and any hazardous materials to the emergency services and how to ask for the assistance of others at the scene or in your organisation
- demonstrate that you know how to ensure the safety of the loads you are transporting



☐ Select for Review (R) Section Time Remaining 24:00

**CASE STUDY**  
 The loading bays for the warehouse can only be accessed by reversing. Late one evening an office worker began to cross the yard as a driver, Martin, was reversing his vehicle. Martin failed to see the pedestrian until the last moment. At this point he was distracted and hit a parked vehicle.

The driver of the parked vehicle, Bill, began an argument with Martin. Bill claimed Martin often did not take enough rest. He also claimed that Martin regularly exceeded his driving hours.



How may the company's business be affected by the incident?

Select **THREE** of the options below.

- Personnel injury
- Improved company image
- Late delivery of goods
- Increased insurance cost
- Vehicle ' ...
- Remova ...

This question assesses whether you understand the possible impact to your company of such incidents.

Previous (P)    Next (N)    Review Screen (S)    Help (H)    End Test (E)

- demonstrate that you are aware of the procedures in your company to be adopted to effectively record and report any incidents, including gathering or preserving relevant and supporting information and, if necessary, making sketches or taking photographs.

## The role of the driver within the company/organisation

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

You should

- be able to recognise the importance of your role as a driver and the limitation of

your responsibilities. Your company's image will be enhanced by

- your safe driving practices
  - adoption of a positive attitude to others
  - your promotion of the company and the industry generally
- understand the importance of good customer care and taking part in any driver development programmes that are available through your company or organisation, or independently
  - understand that the way in which goods vehicle drivers carry out their duties to their company and its clients creates a positive image of the industry. You should also understand
    - all the routes and schedules that you will work
    - the structure of the company
    - the company procedures that affect or are affected by its drivers
  - know the categories of people inside the organisation and outside of it with whom you will have to deal in your work. These can include
    - line managers
    - other drivers
    - the public
    - customers
    - the authorities

You should be able to show that you know how to relate to other occupations within the organisation

- understand the role of the driver. You should know the requirements of the job, namely
  - the loading, carriage and delivery of goods safely and securely and in a timely manner
  - the importance of your presentation as a representative of the company
  - the presentation of your vehicle.

You should take pride in your role in your organisation and understand the value you bring to it

- be able to demonstrate that you are aware of the need for walk-round checks and the procedures that should be adopted for carrying them out and when finding faults that need to be rectified
- be able to recognise and explain the nature of the organisation and why goods are carried in different ways
- be able to recognise the main sources of income and costs
- understand the main methods used for communicating within the organisation. You should also know
  - how to deal with on-the-spot customer complaints
  - how to pass them on where appropriate, in a satisfactory way, to others in your organisation with responsibility for dealing with them if you cannot
- understand the commercial and financial effects of a dispute affecting your organisation. As a driver, you may be

involved in industrial action or be affected by the disputes of others. You should understand the effects of this on

- the company
- your colleagues
- your customers
- the industry generally.

You should also understand the consequences, which may include

- loss of customers
- the transfer of custom to competitors or other methods of freight transport

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

## Freight transport organisation

This section tests your understanding of the way in which road haulage and freight transport fit into the transport industry of the United Kingdom. You will be required to demonstrate that you know how the industry compares to other types of freight transportation, who operates within the industry and how it is organised. You will also need to demonstrate an awareness of specialisations and developments within the industry. You should

- know how road transport relates to other modes of freight transport and how this

compares to rail freight, air freight, canals, inter-modal and shipping

- road transport accounts for 68% of all domestic freight transport in Great Britain while rail freight accounts for 8% and waterborne carriage 20%
- 93% of freight by road is moved by goods vehicles and 7% by vans
- know about the different types of road transport activity, for example
  - transport for hire or reward/own account/auxiliary and understand the differences between them
  - goods vehicle freight activity is undertaken by either hauliers (who carry goods for profit) or own-account operators who carry their own goods
  - 72% of freight moved by goods vehicles is undertaken by hauliers and 28% by own-account operators
  - the role of third party carriers has progressively widened from goods movement to the management of supply chains for their customers
- understand the difference between the types of activities carried out, for example between hire and reward, own-account, trunking to hubs, use of forklift trucks, clearing houses, freight forwarders and groupage operators
- be able to understand the organisation of the main types of transport company, such as sole traders, partnerships, private and public limited companies and

their auxiliary transport activities such as multi-drop, trunking, sub-contracting and route planning

- the road transport industry in the UK is formed of relatively few large multinational companies operating many thousands of goods vehicles, plus a large number of small businesses operating fleets of less than five goods vehicles
- some 60,000 businesses operate goods vehicles in the UK. Less than 500 operate more than 100 goods vehicles
- know about and understand the difference between transport specialisations and specialist operations such as container transport, mixer vehicles, car transporters, temperature-controlled vehicles, hazardous goods, demountable bodies, abnormal loads, skips and tippers, livestock carriers. Specialisations include
  - specific sectors of the market place, which often reflect the nature of the produce plus the skills and equipment needed to handle the goods (i.e dangerous goods, livestock, temperature-controlled transport, parcels)
  - specific segments of the supply chain, (i.e trunking, intermodal container operations from ports, end-delivery to consumers)
- geographical specialisations - pallet networks use a group of hauliers each with a strong regional presence to create a national distribution system
- those offering global supply chain solutions, providing end-to-end deliveries using a combination of transport modes (integrators)
- have an awareness of changes to the industry such as diversification of services provided, shifts in rail-road usage and subcontracting as well as industry trends including the provision of supply chain services such as bar coding, packaging and labelling, warehousing and stuffing/unstuffing of containers. Be aware that
  - carriers are often embedded within their customers' supply chains, underpinned by the stability of long-term contracts
  - longer term contracts have also enabled carriers to be more proactive in investing in specialist equipment that optimises load fill and minimises handling, providing the initiative for collaborative working where two customers' product and freight movements can be handled together
- have an awareness of changes driven by environmental factors such as increasing use of alternative fuels, impact of engine emissions and appropriate gearbox usage.

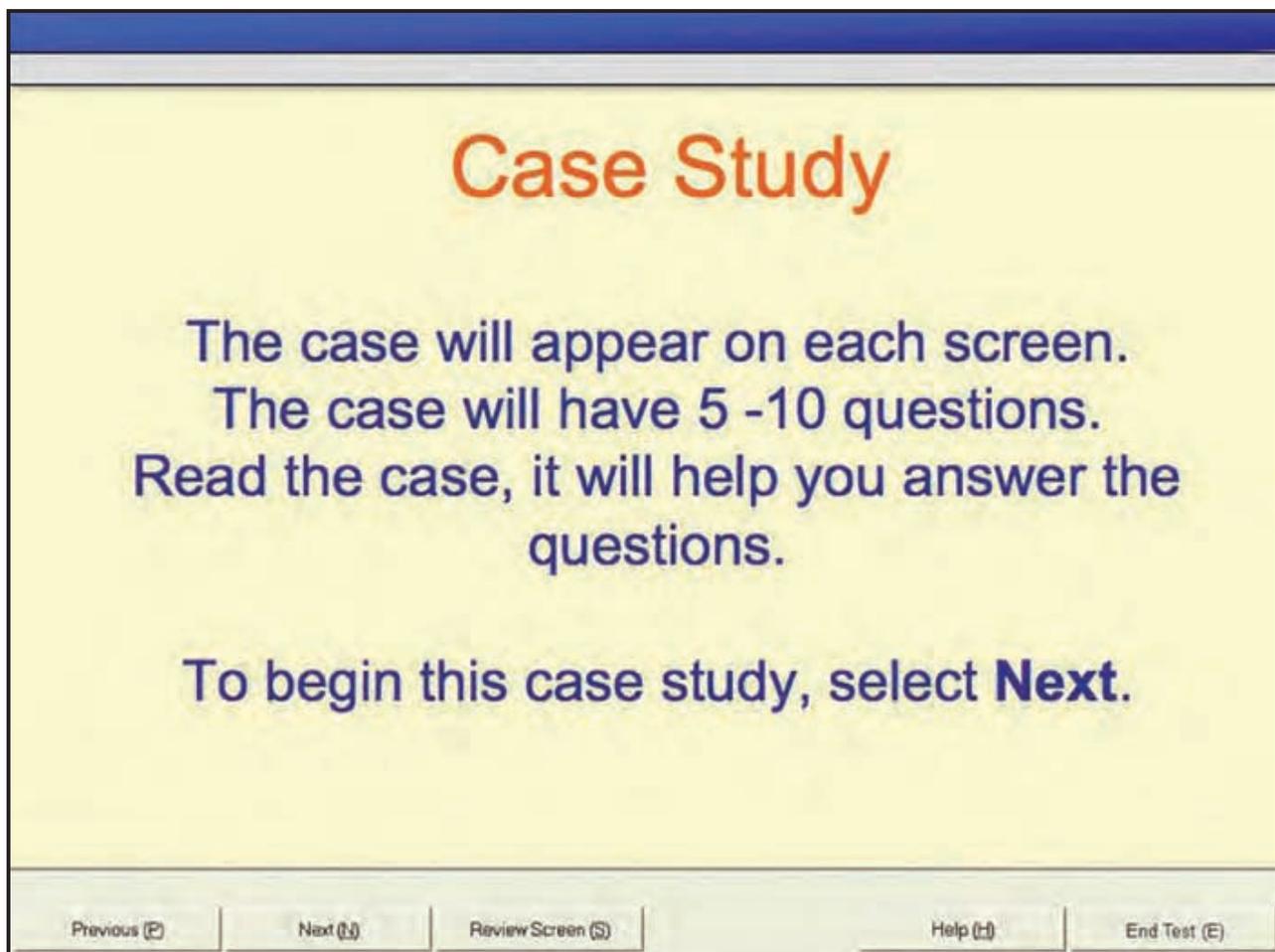
# Example Case Study

The following gives you an example of how one full case study will look during your test.

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

Note that five example questions are given, but in the real test you will have to answer between five and ten questions.

Answers to this example case study are given on page 80.



The screenshot shows a software interface for a case study. At the top, the title "Case Study" is displayed in large orange font. Below the title, the text reads: "The case will appear on each screen. The case will have 5 -10 questions. Read the case, it will help you answer the questions." At the bottom of the main text area, it says: "To begin this case study, select **Next**." The interface has a light yellow background and a dark blue header bar. At the bottom, there is a navigation bar with five buttons: "Previous (P)", "Next (N)", "Review Screen (S)", "Help (H)", and "End Test (E)".

Select for Review (R)

Section Time Remaining 22:00

**CASE STUDY**

John is the driver of a flatbed LGV and is nearing the end of a 9 hour driving day. He has taken appropriate breaks. As he negotiates a right hand bend he notices in his mirror that a roll of steel has fallen from his vehicle, resulting in a pedestrian being injured.

It has been noted that the fuel consumption of John's vehicle is significantly higher than similar vehicles in the fleet.



Which of the following options that are likely to have caused the partial load loss?

Select **TWO** of the options below.

- Insecure load
- Other road user
- Poor observation
- Excessive speed
- Weather conditions

Previous (P)

Next (N)

Review Screen (S)

Help (H)

End Test (E)

### CASE STUDY

John is the driver of a flatbed LGV and is nearing the end of a 9 hour driving day. He has taken appropriate breaks. As he negotiates a right hand bend he notices in his mirror that a roll of steel has fallen from his vehicle, resulting in a pedestrian being injured.

It has been noted that the fuel consumption of John's vehicle is significantly higher than similar vehicles in the fleet.



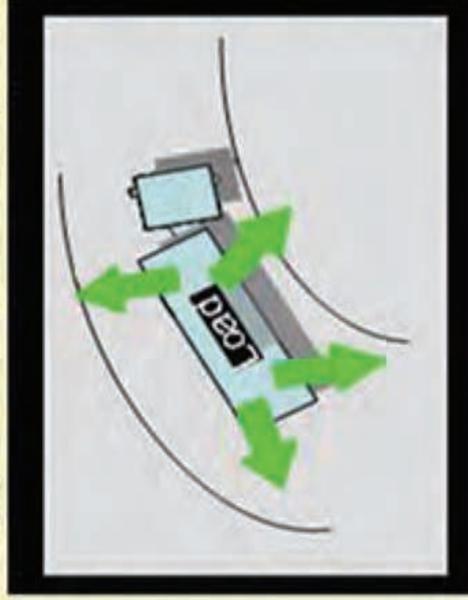
The diagram below shows the original position of the vehicle before the load fell off.

Which direction will the load have travelled?

To answer the question, use your mouse to click directly on the image below.

A red X will mark the place you choose.

To change your answer, click a new place.



Select for Review (R)

Section Time Remaining 19:00

**CASE STUDY**

John is the driver of a flatbed LGV and is nearing the end of a 9 hour driving day. He has taken appropriate breaks. As he negotiates a right hand bend he notices in his mirror that a roll of steel has fallen from his vehicle, resulting in a pedestrian being injured.

It has been noted that the fuel consumption of John's vehicle is significantly higher than similar vehicles in the fleet.



Who has the legal responsibility for ensuring that the load is secure?

Select the **BEST** option below.

- John
- John's employer
- John and his employer
- Neither John nor his employer

Previous (P)

Next (N)

Review Screen (S)

Help (H)

End Test (E)

### CASE STUDY

John is the driver of a flatbed LGV and is nearing the end of a 9 hour driving day. He has taken appropriate breaks. As he negotiates a right hand bend he notices in his mirror that a roll of steel has fallen from his vehicle, resulting in a pedestrian being injured.

It has been noted that the fuel consumption of John's vehicle is significantly higher than similar vehicles in the fleet.



Having stopped at the scene of the incident, what is the first action that John should take?

Select the **BEST** option below.

- Call the Police
- Call his employer
- Make the area safe
- Give first aid to the injured pedestrian

□ Select for Review (R)

Section Time Remaining 14:00

**CASE STUDY**

John is the driver of a flatbed LGV and is nearing the end of a 9 hour driving day. He has taken appropriate breaks. As he negotiates a right hand bend he notices in his mirror that a roll of steel has fallen from his vehicle, resulting in a pedestrian being injured.

It has been noted that the fuel consumption of John's vehicle is significantly higher than similar vehicles in the fleet.



Based on the information in the scenario, what may have affected John's level of concentration immediately prior to the incident?

Select the **BEST** option below.

- Tiredness
- Intake of alcohol
- Traffic congestion
- Weather conditions

Previous (P)

Next (N)

Review Screen (S)

Help (H)

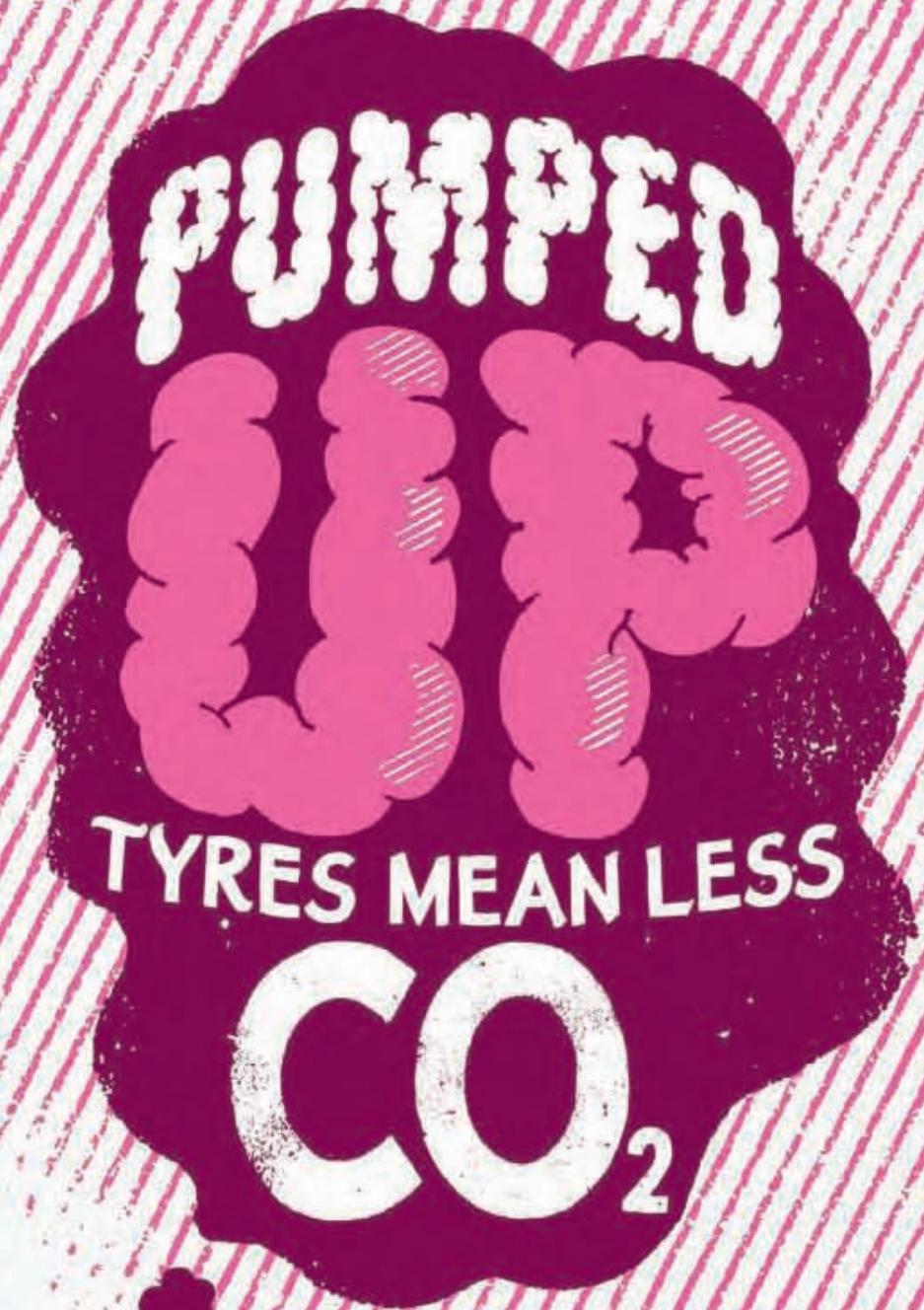
End Test (E)

## What happens next

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

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

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



Under inflated tyres mean your engine is working harder. Keeping them at the right pressure burns less fuel and cuts your CO<sub>2</sub> emissions. For more tips visit [dft.gov.uk/ActOnCO2](http://dft.gov.uk/ActOnCO2)

**ACT ON**  
**CO<sub>2</sub>**

section **five**

# THE PRACTICAL DEMONSTRATION TEST

This section covers

- What to expect
- The questions



# What to expect

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

- prepare for duty in a safe manner
- ensure that your vehicle is fit for service
- show that you can take measures to ensure that illegal immigrants or goods are prevented from being carried
- understand and use safe working practices
- stay aware of certain other aspects of driving practice that cover safety and compliance, and the loading and securing methods which must be used with different types of goods to be carried (for example bales, metal loads, loose building materials etc).

The test is interactive and you will be expected to explain and demonstrate your actions.

30 minutes is allowed for this test, during which the examiner will ask you to explain and demonstrate how you would deal with certain situations. These situations are described later in this section.

You are expected to provide a vehicle that complies with the minimum test vehicle standards for this module and you will be asked to demonstrate your knowledge using that vehicle.

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



# The questions

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

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

You need to demonstrate

- that you can calculate the weights that contribute to the total weight of a vehicle, and explain what indications you can see that the vehicle may be improperly loaded or overloaded
- how to safely distribute any load that you intend to carry on your vehicle and that it is secured with the correct restraining device and will remain stable on the road.

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

You need to demonstrate

- how to secure your vehicle and make every effort to reduce the risk of it being stolen when you park, especially at night
- an understanding of how the braking system works and be able to carry out physical checks to assess correct operation and what to do if you find a fault. How to check that all wheels, tyres and spray suppression equipment, etc, on your vehicle and any trailer, are in a serviceable condition



- your familiarity with the physical dimensions and clearances required for the vehicle, any restrictions that may apply and your awareness of any overhangs or projections when driving
- how to check the vehicle controls and gauges as part of your 'Cockpit Drill' and the action to take when a warning light is showing.

**Demonstrate an ability to prevent criminality and trafficking in illegal immigrants**

You need to demonstrate

- an awareness of the security of your vehicle and its contents and explain what procedures to adopt when crossing borders, particularly when leaving and returning to the United Kingdom
- where illegal packages or immigrants may be hidden on your vehicle and what checks you as the driver need to make to comply with any cross-border legislation.



## Demonstrate an ability to assess emergency situations

You should be able to demonstrate and explain

- the measures you would undertake in extreme weather, especially in regard to diesel fuel and driving visual aids
- the emergency procedure to adopt if your vehicle catches fire during your journey and be able to identify the various types of fire extinguisher and know which fires they're intended to tackle
- how to enter and exit your vehicle safely with due regard for other road users and pedestrians.



## Demonstrate an ability to prevent physical risk

You should be able to demonstrate and explain

- the precautions to take before starting the engine
- the walk-round safety checks you would make to your vehicle before starting each and every journey. Use a driver's safety check sheet if you wish.



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

**Tiredness Kills. Make time for a break.**

[www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk)

**THINK**

## section **six**

# FURTHER INFORMATION

This section covers

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



# Driving publications

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

Department for Transport (2007).  
*Road Casualties Great Britain: 2006 - Annual Report*.  
The Stationery Office, London.

Department for Transport and Driving Standards Agency (2007)  
*The Official Highway Code, 2007* revised edition.  
The Stationery Office, London.

Department for Transport and Driving Standards Agency (2007)  
*The Official Highway Code Interactive CD-ROM*.  
The Stationery Office, London.

Department for Transport and Vehicle and Operator Services Agency (2006)  
*Guide to Maintaining Roadworthiness: Commercial Goods and Passenger-Carrying Vehicles*.  
The Stationery Office, London.

Driving Standards Agency (2008)  
*The Official DSA Guide to Driving - the essential skills*  
The Stationery Office, London.

Driving Standards Agency (2008)  
*The Official DSA Theory Test for Drivers of Large Vehicles*  
The Stationery Office, London.

Driving Standards Agency (2008)  
*The Official DSA Guide to Driving Goods Vehicles*  
The Stationery Office, London.

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

Health and Safety Executive  
*Health and Safety in Road Haulage*  
HSE Books.

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

Vehicle and Operator Services Agency  
*Driver's Hours Regulations* (rules for transport by ferry, boat or train).

Vehicle and Operator Services Agency  
*Rules on Drivers' Hours and Tachographs: Goods Vehicles in the UK and Europe* (VOSA publication GV262).

Driver and Vehicle Agency (NI)  
*Rules on Drivers' Hours and Tachographs: (Goods Vehicles in Northern Ireland and Europe)*.  
DVA(NI).

## Websites

*A guide to periodic Training for Employers and Training Providers to the Road Passenger and Road Freight Industries*  
<http://www.drivercpc-periodictraining.org>

VOSA  
(Vehicle and Operator Services Agency)  
<http://www.transportoffice.gov.uk>  
<http://www.vosa.gov.uk>

Department for Transport  
<http://www.dft.gov.uk>

DVA (NI)  
<http://www.dvani.gov.uk>

Freight Best Practice  
<http://www.freightbestpractice.org.uk>

General CPC information  
<http://www.transportoffice.gov.uk/cpc>

FTA  
(Freight Transport Association)  
<http://www.fta.co.uk/>

Highways Agency  
<http://www.highways.gov.uk/>

RHA  
(Road Haulage Association)  
<http://www.rha.uk.net/home>

HSE  
(Health and Safety Executive)  
<http://www.hse.gov.uk/>

DVLA  
(Driver and Vehicle Licensing Agency)  
<http://www.dvla.gov.uk/>

HM Revenue and Customs  
<http://www.hmrc.gov.uk>

See also

[www.opsi.gov.uk/official-publications/finding-and-obtaining-official-publications.htm](http://www.opsi.gov.uk/official-publications/finding-and-obtaining-official-publications.htm)

Advisory, Conciliation and Arbitration Service **ACAS**  
[www.acas.org.uk](http://www.acas.org.uk)

# Legislation and Codes of Practice

## Legislation

Carriage of Dangerous Goods by Road Regulations 1996.

Carriage of Dangerous Goods Amendments Regulations 1999.

Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2007.

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

EU Drivers Hours Regulations 561/2006. Official Journal L102 11/04/2006 P.1-14.

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

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

Motor Vehicle (Driving Licence) (Amendment No. 2) regulations 2008, SI 2008 No. 1038.

Motor Vehicle (Driving Licence) Regulations (Northern Ireland) 1996.

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

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

Motor Vehicle (Construction and Use) Regulations (NI) 1999.

Road Traffic Act 1991.

The Transport Act 1968.

Note: UK Legislation is available from [www.opsi.gov.uk](http://www.opsi.gov.uk) for Acts and Statutory Instruments. Many items are available to view online or can be referenced at your local library.

## Codes of Practice

*Code of Practice for Safe Use of Cranes. Lorry Loaders* (BS7121-4). British Standards Institute.

'*Safety of Loads on Vehicles*'  
DfT Code of Practice ISBN 0115525475.  
The Stationery Office, London.

*Lorry Loaders: The Code of Practice for Installation, Application and Operation.*

**ALLMI**

*Roll-on, Roll-off ships - Stowage and Securing of Vehicles - Code of Practice.*  
DfT Marine Directorate.

*Merchant Shipping Notice M849 or BSEN 29367.*  
Department for Trade.

*Code of Practice for the Selection and Care of Tyres and Wheels for Commercial Vehicles.*  
British Standards Institute.

# Answers to example case study

Category	Answer	Description
<b>Case Study - John</b>		
Question 1 (p 63)	A, D	Insecure Load, Excessive Speed
Question 2 (p 64)	back left	left rear corner of the vehicle
Question 3 (p 65)	A	John
Question 4 (p 66)	C	Make the area safe
Question 5 (p 67)	A	Tiredness

# Glossary of Abbreviations

**ACAS** - Advisory, Conciliation and Arbitration Service

**ALLMI** - Association of Lorry Loader Manufacturers and Importers of Great Britain

**BSI** - British Standards Institute

**CPC** - Certificate for Professional Competence (for Drivers)

**CMR** - Convention on the Contract for the International Carriage of Goods by Road

**DfT** - Department for Transport

**DQC** - Driver Qualification Card

**DSA** - Driving Standards Agency

**DVA** - Driver and Vehicle Agency (Northern Ireland)

**DVLA** - Driver and Vehicle Licensing Agency

**EC** - European Community

**EU** - European Union

**GB** - Great Britain

**GPS** - Global Positioning System

**GVW** - Gross Vehicle Weight

**HSE** - Health and Safety Executive

**ISO** - International Standards Organisation

**JAUPT** - Joint Approvals Unit for Periodic Training

**LGV** - Large Goods Vehicle

**MAM** - Maximum Authorised Mass

**MPW** - Maximum Permissible Weight

**MTV** - Minimum Test Vehicle

**NI** - Northern Ireland

**NVQ** - National Vocational Qualification

**PCV** - Passenger-Carrying Vehicle

**SAFED** - Safe and Fuel-Efficient Driving

**SSC** - Sector Skills Council

**SVQ** - Scottish Vocational Qualification

**TIR** - Transport Internationale Routiers (International Road Transport)

**UK** - United Kingdom

**VDU** - Visual Display Unit

**VIN** - Vehicle Identification Number

**VOSA** - Vehicle and Operator Services Agency

**WTD** - Working Time Directive

# Other Official DSA Publications



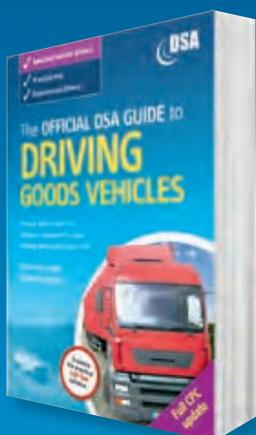
## The Official Highway Code

This current edition contains new and amended rules of the road and is essential reading for all road users, not just learners. The CD-ROM version is a great interactive alternative to the best-selling book and includes games and quizzes to help bring the Highway Code to life.

**Book** ISBN 9780115528149 £2.50  
**CD-ROM** ISBN 9780115528460 £9.78

Learning The Highway Code with British Sign Language - the Official DSA DVD and Book Pack

**Book Pack** ISBN 9780115529849 £9.82



## The Official DSA Guide to Driving Goods Vehicles (Book)

This is the only official guide which explains the standards required to pass today's practical LGV test. Packed with expert advice to help all LGV drivers become safer on the road, this new edition includes a wealth of additional source material to help you prepare for the Driver CPC test introduced in September 2009.

**Book** ISBN 9780115530814 £17.50  
**Downloadable PDF** ISBN 9780115530586 £17.50\*



## Know Your Traffic Signs (Book)

The perfect companion to the The Official Highway Code, this handy reference book illustrates and explains the vast majority of traffic signs you are likely to encounter on the road.

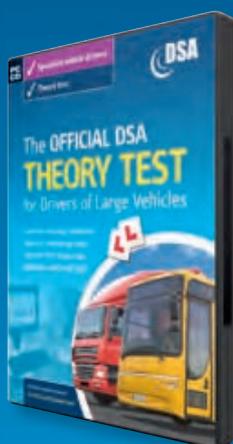
**Book** ISBN 9780115528552 £4.99



## The Official DSA Theory Test for Drivers of Large Vehicles (Book)

Includes the Large Goods Vehicles (LGVs) and Passenger Carrying Vehicles (PCVs) theory test question bank, valid until 2011. Every answer is fully explained by the experts and the book includes useful information about preparing for and taking the theory test.

**Book** ISBN 9780115529030 £15.99  
**Downloadable PDF** ISBN 9780115530081 £15.99\*



## The Official DSA Theory Test for Drivers of Large Vehicles (CD-ROM)

Includes the Large Goods Vehicles (LGVs) and Passenger Carrying Vehicles (PCVs) theory test question bank, valid until 2011. This interactive CD-ROM includes a digital version of the current edition of The Official Highway Code.

**CD-ROM** ISBN 9780115529047 £34.26



## The Official DSA Guide to Hazard Perception (DVD)

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

**DVD** ISBN 9780115528651 £15.65



## The Official DSA Guide to Driving – the essential skills (Book)

The industry standard driving manual packed with advice for learners, experienced motorists and instructors. Includes guidance on essential driving techniques, manoeuvring and defensive driving.

<b>Book</b>	<b>ISBN 9780115528170</b>	<b>£12.99</b>
<b>Downloadable PDF</b>	<b>ISBN 9780115530609</b>	<b>£12.99*</b>

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