

April 2007

# despatch

The DSA magazine for trainers of learner drivers/riders



## Driver CPC Gathers Pace

see page 10 & 11

# Road Safety Act 2006

## Hits the Statute Book

**The Road Safety Bill finally received Royal Assent on 8 November last year to become the Road Safety Act 2006.**

Some of the powers granted under the Road Safety Act 2006 have already been used. The first Commencement Order was made on 27 February which enabled us to introduce on 2 April a requirement for candidates to surrender their licence to the examiner in cases where he/she is not satisfied that it is a valid licence. We are confident that this measure will not only improve security around the driving test but will help reduce wider identity fraud.

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The Act not only provides us with wide ranging powers to modernise the way we deliver our services and assessments but it also enables other Departments and Agencies to introduce new initiatives. For example, on 27 February, tougher penalties were introduced for drivers caught using hand-held mobile phones while driving. The tougher penalties also apply to accompanying drivers using a hand-held mobile phone while supervising a provisional licence holder and to the offence of not having proper control. The latter is used if the police see poor driving and discover that a driver has been distracted by a call on a hands-free phone. Full information is at [www.thinkroadsafety.gov.uk/campaigns/mobilephones/mobilephones.htm](http://www.thinkroadsafety.gov.uk/campaigns/mobilephones/mobilephones.htm) FAQs are at [www.thinkroadsafety.gov.uk/advice/mobilephones.htm](http://www.thinkroadsafety.gov.uk/advice/mobilephones.htm)

Many of the powers obtained in the Act need secondary legislation to implement. We are currently working closely with our colleagues in DfT and DVLA to identify which of the new provisions should have priority and will report back to you on developments later in the year.

## Bank holiday test centre and office closures

Offices and test centres are closed for Easter on Friday 6 April and Monday 9 April, and then on May Day, Monday 7 May and Spring Bank Holiday, Monday 28 May

# Integrated Register of Driver Trainers

**As you will be aware, we are working towards holding details of all our individual instructor registers on one system, allowing our staff to deal with all of your queries more efficiently and enabling you to let us know changes to your personal details just once.**

Details of all instructors and trainers on the ADI, LGV, Fleet, CBT and ORDIT registers including Pass Plus registered ADIs are held together for the first time. Later this year, it will hold details of instructors on the newly launched voluntary Register for Post-test Motorcycle Trainers.

In January, a pilot was launched for a group of ADIs to access the new register to purchase Pass Plus refill packs and view certificate information for their customers online. This proved a great success, with hundreds of ADIs now online, providing a simple way to access our services during and out of office hours. Later this spring, this will be extended to all Pass Plus registered ADIs as part of the launch of other online services. We will write to you individually about how to access this nearer the time.

## **New online services available in late spring**

All ADIs, PDIs and other instructors will be able to use the online service to:

- View and amend their personal contact details, e.g. home/driving school address, telephone or email address

- Apply and pay for a full certificate (ADI Badge) or apply and pay for renewal of registration and re-registration
- Register to become a Pass Plus instructor and order a starter pack
- Apply for a trainee licence

Also, ATBs running CBT courses will be able to:

- Order pads of DL196 certificates, and
- View these ATB details and instructor certificate details

Finally, members of the public will be able to:

- Search for an instructor via a link on our websites. (Details will only be published for those instructors who have given permission). An online service will allow contact details to be shown for all instructors
- Make first applications to join the register online and subject to the normal checks, progress to the Theory Test (Part 1).



# 2008 Motorcycle Test update

**Good progress is being made regarding implementation of the new practical motorcycle test from October 2008. The new test is necessary to comply with European legislation for improving road safety standards for motorcycle and moped riders.**

The highlights are:

- Updated multi-purpose test centre web pages, including FAQs and a means to ask further questions. Visit [www.dsa.gov.uk/mptc](http://www.dsa.gov.uk/mptc) for details.
- Two speed measuring equipment systems are being evaluated to measure the speed for the avoidance and the emergency brake exercises - the EC requirement is to achieve a minimum speed of 50kph (31.1mph) for both manoeuvres. Moped riders will be exempt from these speeds.
- Further work has been undertaken regarding trainers being allowed to use the DSA off road manoeuvring area for training purposes. We are looking at the following options:
  - o For training when not being used for testing, and
  - o For familiarisation of the off-road manoeuvres immediately prior to the test.
- A survey of trainers is underway to find out likely demand levels. We will have to charge for this facility to recover costs, but the exact level has not yet been determined. Site availability for training will of course depend on testing volumes.

- The off-road layout is finalised with traffic cones being used to identify the manoeuvres. These will be in 4 colours: red, green, yellow and blue. The area will be set out in either a left or a right hand circuit at the examiner's discretion. To view the detailed diagram with layout measurements, visit [www.dsa.gov.uk/mptc](http://www.dsa.gov.uk/mptc)
- A publicity pack (including a DVD) about the new test will be sent to all training bodies from the end of 2007 and will be available at the National Motorcycle Trainers Conference planned for January 2008 at the Motorcycle Museum near Birmingham. Watch this space for details...



# Satisfied Candidates

**We have received very encouraging news regarding the results of our annual Candidate Satisfaction Survey.**

Overall satisfaction with the level of customer service reached an all time high of 95%. Rosemary Thew, Chief Executive said “I am naturally delighted with these findings. We have been working very hard to provide a high standard of service to all our customers and the results of this work are clearly being reflected in these results”.

The past year has seen two significant developments for the Agency. Firstly, the significant growth of online test bookings now accounts for over 60% of all bookings made. Available 24 hours a day, this has dramatically reduced calls to our contact centres and the severity of peaks of incoming calls, resulting in a better service to customers. Secondly, our programme to recruit and train more driving examiners means reduced waiting times for the practical test, now being delivered within our published standard.

This high level of satisfaction is reflected across the survey as follows:

- Over 90% satisfied with the theory test
- 89% considering the practical test was fair
- 90% satisfied with the attitude of their driving examiner

Equally encouraging was a marked shift in the satisfaction level recorded from the previous year, with the proportion of “very satisfied” customers increasing considerably over those simply “satisfied”.

These results compare favourably when benchmarked against 66 other public sector agencies, placing DSA in the top 10, with the overall satisfaction score exceeding the median by 7%.

A summary of the results will shortly be available on our website and at local test centres.

# Update: Consultation for Servicing Safety Related Measures

**On 8 February, the results of our 2006 consultations were announced.**

The first changes started on 2 April:

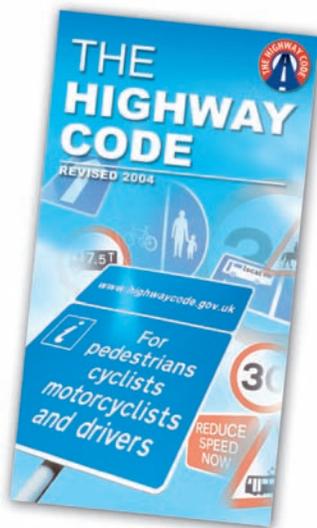
- Longer theory tests for lorry and bus drivers (see page 8 for full details).
  - The number of multiple choice questions increased to 60. The fee, time allowed to complete the test and the pass mark all rise in proportion to the longer test
- Road freight companies can apply for authority to conduct lorry driving tests for their staff
- Longer training course for non-DSA examiners conducting bus, coach and lorry tests
- Reduced minimum wait following an unsuccessful B+E test
- Cost recovery arrangements for Criminal Records Bureau/Disclosure Scotland checks for PDIs
- Improved anti-fraud measures around the driving test requiring candidates to surrender their driving licence where it fails to satisfy the examiner that it is a valid licence

Increased fees and charges for:

- Motorcycle tests (£60)
- ADI theory test (part of the ADI qualification process) (£75)
- ADI practical tests (parts 2 and 3) (£85)
- Pass Plus starter packs (£34) and refills (£27)
- Taxi tests (£60 – Hackney Saloon / Private Hire; £70 – Hackney Wheelchair enhanced and £20 – Wheelchair exercise)
- Other non statutory registration schemes operated by DSA

Later in the year we will:

- Increase the price of the 2007 edition of the Highway Code to £2.50
- Introduce longer theory tests for learner car drivers and motorcycle riders from 3 September.
  - Increase the number of multiple choice questions to 50. The fee, time allowed to complete the test and the pass mark will all rise in proportion to the longer test
- Adopt a more explicit requirement in respect of vehicles for the practical car test which do not offer the examiner an adequate field of vision from 1 October.



# ce Improvements, and General Fee Increases



Further advice on this measure will be given closer to the time, but if you have concerns about the field of vision for the examiner – please contact Standards and Regulation Branch on 0115 901 2537.

In 2008, further changes will be introduced to the theory tests for lorry and bus drivers and to the on-road driving time for the practical bus and lorry driving tests. If you would like know more about the changes, we have published a *Response to Consultation Report* – which is available on our corporate website: [www.dsa.gov.uk](http://www.dsa.gov.uk) by clicking on Consultations then Consultation Responses.

Finally, many of you will be aware of the interview Dr Stephen Ladyman, Minister of State for Transport, gave to the Sunday Times earlier this year. We would like to explain that this package of measures was not in response to that interview. We continue to conduct a separate review of the learning to drive process – including driver education, training, testing and lifelong learning. There will be more on that later, but in the meantime take a look at the supplement included with this edition of Despatch to see the changes we have made so far.

# Fifth Gear Presenter helps to launch the **increase in theory test** questions for LGV / PCV Candidates

**Following recent approval by Ministers, forthcoming changes to the theory test started with the increase in the number of multiple choice questions from 35 to 60 for LGV and PCV candidates on 2 April. The cost of the new test is £32.00.**

This particular change was launched by Vicki Butler-Henderson of Channel Five's Fifth Gear at Enfield LGV Test Centre in February, with industry representatives from The Confederation of Passenger Transport, Arriva London, The Road Haulage Association, Freight Transport Association and Skills for Logistics.

Having tried out some of the theory test, Vicki said "Increasing the number of questions will help further develop standards of professional driving and hopefully maximise the potential for road safety".

The longer theory test is the first step towards the introduction of the Driver Certificate of Professional Competence (Driver CPC) which will take effect from 10 September 2008 for bus & coach drivers and from 10 September 2009 for lorry drivers.

Jill Lewis, DSA's Head of Lifelong Learning said: "The number and range of questions in the theory test has been increased so that candidates can gain the required breadth of knowledge and understanding which they need to drive their

vehicles. It is important that they should study all the source material before presenting themselves for the test".

To book a theory test, candidates should visit **[www.direct.gov.uk/drivingtest](http://www.direct.gov.uk/drivingtest)** or call 0870 0101 372; (Minicom: 0870 01 06 372; Welsh Speakers: 0870 01 00 372).

Further details about the changes to the theory test are available on **[www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)**



Vicki Butler-Henderson with the latest edition of the Theory Test book for LGV / PCV candidates

On 7 February, the ACE Motorcycle Café in Wembley played host to the latest step forward in road safety for motorcyclists, where former British 500cc and truck racing champion Steve Parrish, joined a number of motorcycle trainers, representatives from DSA, the Motorcycle Industry Association and the Insurance Industry to help launch the new post-test motorcycle trainers register.



Currently one in five road deaths involve a motorcyclist, something the Government is determined to address. This register is being implemented by the agency as part of the Government's Motorcycle Strategy, which aims to reduce casualties to motorcyclists and to improve their skills.

From left to right: Local ATB Instructor, Trevor Wedge, Steve Parrish, Local ATB Instructor

Rosemary Thew, Chief Executive, said; "Motorcycle instructors who join the register will be making a valuable contribution to road safety. Instructors will benefit from continuing professional development, possible increases in business opportunities and perhaps even benefit from insurance incentives".

Instructors who wish to apply to be on the register can do so by applying for a starter pack:

Email: [RPMT@dsa.gsi.gov.uk](mailto:RPMT@dsa.gsi.gov.uk), Telephone: 0191 2018089 or by post to: Register of post-test motorcycle trainers, Driving Standards Agency, PO Box 280, Newcastle-upon-Tyne NE99 1FP

For general enquiries about the register visit [www.transportoffice.gov.uk/rpmt](http://www.transportoffice.gov.uk/rpmt) or telephone 0115 901 2595

# Steve Parrish helps to launch the Register for Post Test Motorcycle Trainers

# Driver CPC Update

The Regulations, to make Driver CPC happen, were laid before Parliament on 2 March, and came into effect on 27 March. Now that the details of the scheme are set in law, we are pressing ahead with plans for Driver CPC to become real in September next year.

## Trialling the practical test

One of the Driver CPC modules will be a practical test taken in addition to licence acquisition testing.

We have been developing a new off-road 30 minute practical test which will assess a driver's practical knowledge and understanding using a demonstration / explanation format. This will cover topics such as: showing how a vehicle should be loaded safely and securely, vehicle pre-start checks and dealing with emergency situations.

A four week trial of a practical off-road testing ended in March, using trainees with a varied amount of knowledge and skill, from novice and part trained to fully trained candidates. A number of set questions were asked and the candidate's response assessed. The purpose of the trial was to measure a number of parameters including: question evaluation, completion of paperwork, use of equipment etc. Individuals will be given feedback on their performance.

An analysis of the trial will be fed back to the joint practical test development industry/DSA working group, so watch out for updates in future issues of Despatch.



## Vocational Test Customer Seminar

On 31 January, a seminar was hosted by our Chief Operating Officer, Brian Gilhooley, designed to widen our knowledge on vocational test customer's opinions of the new test delivery.

Attendees included representatives from our vocational test customers (most of whom are involved in training LGV and PCV drivers), vehicle operator organisations and a Road Haulage

Association representative.

Feedback received will be used to engage with additional customers regarding the future of CPC Practical test delivery.

A discussion session was facilitated by Elizabeth Smith, Central Operations Manager and Nigel Harries, External Trainer Development Manager to look at interest in the possible deployment of our examiners to customer sites with the framework of:

- Driver CPC customers being tested on the companies' vehicles on company sites
- DSA delivering both licence acquisition and CPC qualification practical tests at customer sites
- Examiner's time being dedicated to the company site for the day

Benefits identified included the ability to release trainers to train whilst tests were being completed and reduced travel time and costs for company vehicles. CPC Practical Testing could also be carried out

earlier in the overall training cycle, reducing mass testing at the end of a training week.

Overall the response was positive with 39% of attendees assessing themselves against the

minimum requirements as having a site suitable for CPC Practical Testing. 36% were interested in pursuing this.

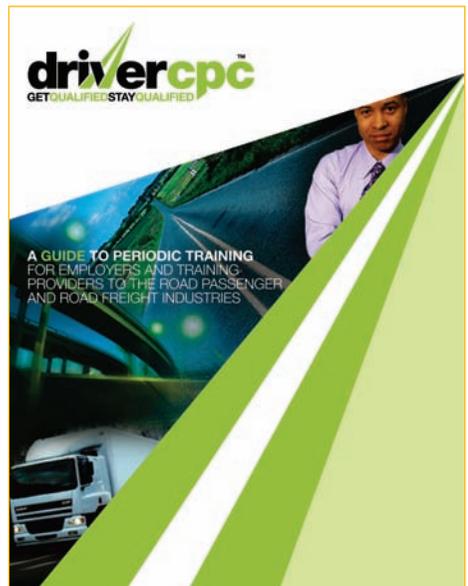
We are grateful to all attendees and to those who have taken part in the trial. We now want to hear from more of our customers and will contact many of you in the next few months. In the meantime queries can be sent to

**[cpc.practical.test.enquiries@dsa.gsi.gov.uk](mailto:cpc.practical.test.enquiries@dsa.gsi.gov.uk)**

## Periodic Training Guide

The Guide to Periodic Training which gives details of the periodic training needed for the Driver CPC and what training providers need to do in order to get centre approval to deliver this training, is now finalised and available to download from the following link:

**[www.dsa.gov.uk/Documents/CPC/guide\\_to\\_periodic\\_training.pdf](http://www.dsa.gov.uk/Documents/CPC/guide_to_periodic_training.pdf)**. Alternatively hard copies of the guide will be available at the DSA stand at the Commercial Vehicle Show (24-26 April).



Guide to Driver CPC Periodic Training

# Business Customer Conferences

Our business customer surveys revealed that one of the areas in need of improvement was in the way that we communicate with you.

Subsequent focus groups found that the idea of conferences, where trainers could meet with senior DSA staff to hear about the latest developments and exchange views and ideas might be a popular and useful initiative to take forward.

Following a successful pilot conference early in 2006, we decided to hold a series of seven further events during the year. Chief Executive Rosemary Thew attended and opened each event along with other DSA Directors and senior staff who gave presentations on various topics. The events also included an exhibition area where delegates could talk to groups such as the ADI Associations and our sister Agencies (e.g. DVLA and VOSA) as well as DSA staff during breaks in proceedings.

The conferences have been a resounding success. Attendance was good and there was a very pleasant and constructive atmosphere at each event. Feedback sheets completed at the end of each conference showed some very pleasing results with 94% being satisfied with the event and 92% rating DSA's presentations as good or excellent. 98% would recommend attending to a friend, 94% felt it met their needs or expectations and 98% would attend another such conference if we organised one.



Ilkley, Leeds, January 2007

In light of this success and as a direct result of these views, we will hold a further eight conferences around the country during 2007/08, including one exclusively for LGV/PCV trainers and one for motorcycle trainers.

The dates for these events are:

May 3, Thursday: South-West

July 4, Wednesday: Scotland

July 18, Wednesday: East Anglia / Cambridge

September 12, Wednesday: LGV/PCV conference - Midlands area



London, October 2006

November 21, Wednesday: Midlands

January 23, 2008, Wednesday: ATB instructor conference – Midlands area

February 20, 2008, Wednesday: Northwest

March 19, 2008, Wednesday: Southeast

We are still looking for suitable venues in which to hold these events, but thought you would appreciate early notice of the dates so that you may keep them free. As before, we will issue invitations to ADIs and other trainers who live within a reasonable travelling distance of the event, with the aim to cover as best we can, those parts of the country that did not have an event last year. We will try to accommodate as many people as we can at each event, but please remember that spaces will be limited by the size of venue and so will be allocated on a first come, first served basis. Please visit the website [www.dsa.gov.uk](http://www.dsa.gov.uk) for further updates.



London, October 2006

# Learning with the Bulldog Spirit!

**Meet Gareth Almond, an ADI who has been running “Bulldog Spirit Driving School” a Specialist Driving School to teach the disabled in the Barnoldswick area of Lancashire for around two years.**

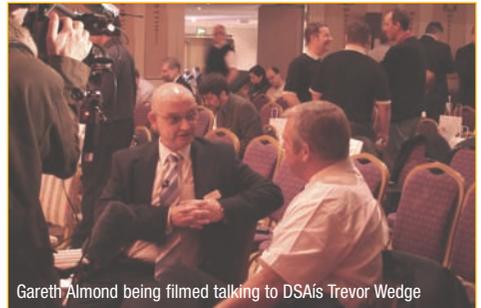
There are currently around 30-35 pupils on his books, the majority of which have some form of disability. It is a popular driving school with a constant stream of enquiries from would-be learners, both disabled and non-disabled.

He says: “My pupils get a lot of pleasure out the lessons and give 110% commitment to learning. I enjoy watching them learn and develop their skills as their lessons progress, and feel that my driving school helps to make learning to drive a reality for them and provides the opportunity to learn a new skill. It really opens up new doors and provides them with the independence which should be available to everyone”.

As well as being Britain’s only fully qualified amputee instructor, Gareth is also a qualified DIAMOND Advanced and Special Test Driver, a RoSPA Gold Award Grade 6 Advanced Driver and is registered for Mavis Emergency Control and Queen Elizabeth Foundation for Mobility. His plans for the future include further developing the

school and to continue to maintain his own skills by undertaking CPD.

Gareth is currently filming with Maverick Television which will form part of a series of documentaries called ‘4 Real’ regarding people with disabilities. Part of the documentary, which will be broadcast by Channel 4, was filmed at our most recent Business Customer Conference, held in Ilkley, where he had the opportunity to speak with Senior DSA staff.



Gareth Almond being filmed talking to DSA's Trevor Wedge

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## Come and visit us at the Commercial Vehicle Show

The Commercial Vehicle Show, Britain's largest and most successful annual road transport event, is taking place at the NEC from 24 – 26 April.

DSA will be there under the Department for Transport stand, number 3231. Come and visit us if you are interested in finding out more about the new Driver Certificate of Professional Competence (Driver CPC) qualification, new changes to the Theory Test for LGV/PCV candidates or to collect a copy of the Driver CPC Guide to Periodic Training.

# Agency Performance

April 06 – February 07

**At the end of February we forecast that we are on track to achieve all but two of our Secretary of State targets.**

Progress to the end of February is as follows:

- Appointments will be available within nine weeks at 90% of permanent car driving test centres: **99%**
- In order to provide off road motorcycle test facilities to comply with EU requirements to have 20 multi purpose test centres operational by 31 March 2007: **5**
- To achieve candidate satisfaction with the overall service received at 90% or better: **Overall satisfaction with DSA is at 95% as a result the target has been met.**
- Improve standards of professional lorry and bus drivers - to have accredited 10 training courses as being suitable for bus & coach drivers CPC periodic training by March 2007: **2 (Forecasting 10 by 31 March 2007)**
- Improve driving standards of new drivers - Deliver Arrive Alive presentations to 165,000 people by March 2007: **136,562**
- Improve driving standards of new drivers - Issue 120,000 Pass Plus certificates by March 2007: **97,470**
- Improve driving standards of existing drivers - Deliver Arrive Alive Classic presentations to 15,000 people by March 2007: **9,507**
- In order to raise the standards of tuition and to prevent unqualified ADIs giving instruction to learner drivers, from January 2007 remove ADIs from the Register who failed to pass the HPT by 31 December 2006: **As at the end of February, 1715 names had been removed from the register.**
- Develop electronic services to achieve 60% of theory test bookings and 50% of car practical test bookings being made on-line by 31 March 2007: **62% - theory tests and 60% - practical tests**
- Have no more than 10% of non-productive examiner time: **11%**

**Key:**      • On Target                      • Target in danger of being missed                      • Target likely to be missed

## Disqualified Drivers: Dec 2006 – Feb 2007

### New Drivers Act Statistics

	December 06	January 07	February 07
Revoked	1308	1868	1442
Test Passed	653	1010	908
Appeal	8	7	8

### DTTP/DTTEP Summary

	December 06	January 07	February 07
DTTP	98	176	116
DTETP	481	741	542
Total	579	917	658

DTTP      Disqualified until test passed  
 DTETP    Disqualified until extended test passed  
 Figures supplied by Drivers Policy Group. Driver & Vehicle Licensing Agency (DVLA)

## How to contact us

For the latest DSA news and information, see the website  
[www.dsa.gov.uk](http://www.dsa.gov.uk)

## Booking a test

Book or manage your test appointments online at:

[www.direct.gov.uk/drivingtest](http://www.direct.gov.uk/drivingtest)

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

### Telephone:

Booking Line: **0870 010 1372**

Welsh Line: **0870 010 0372**

Minicom: **0870 010 6372**

### Telephone fast track

Call **0870 01 01 372**

Wait for the "DSA Welcome" message, and then dial one of the following options:

### Business booking

Car theory: **\*\*11 and listen to the options**

Car practical **\*\*222**

### Trainer booking LGV, PCV, M/C

Theory: **\*\* 11and listen to the options**

Practical: **\*\*231**

## DSA Headquarters

If you need to contact the headquarters of the Driving Standards Agency at Stanley House, 56 Talbot Street, Nottingham NG1 5GU use the following numbers for departments, dialling 0115 901 first:

Switchboard	<b>2500</b>
Testing and Assessment (COB)	<b>2557/4</b>
Standards & Regulations (TSB)	<b>2537/9</b>
E-Assessment	<b>2566</b>
Policy	<b>5918</b>
Pass Plus	<b>2633/4</b>

Despatch is published bi-monthly by the Driving Standards Agency.

Our Agency conducts Britain's driving tests for cars, motorcycles, lorries and buses, including the theory tests and also maintains the Register of Approved Driving Instructors, the voluntary register of lorry driving instructors and oversees motorcycle Compulsory Basic Training.

DSA is an executive agency of the Department for Transport.

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Experienced Driver Assessment Services	<b>2814</b>
	<b>Fax 0870 750 7251</b>
Press Office	<b>2851/2</b>
Despatch	<b>5878</b>
Cardington (Training)	<b>01234 744000</b>
Cardington (Publications)	<b>01234 744054</b>

Learning to drive information for your candidates is available to view on [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring) and driver and rider trainers can view key information on the business customer site, [www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)

## Customer service enquiries

Customer Enquiry Units

Phone: (North) **0191 201 0161** Fax: **0191 201 8056 (North)**  
(South) **029 2058 1218** **029 2058 1050 (South)**

Email: [customer.services@dsa.gsi.gov.uk](mailto:customer.services@dsa.gsi.gov.uk)

CBT (Compulsory Basic Training) enquiries

Phone: **0115 901 2595** Fax: **0115 901 2600**

Email: [cbt@dsa.gsi.gov.uk](mailto:cbt@dsa.gsi.gov.uk)

Instructor Services and Registration Team (ADI)

Phone: **0115 901 2618** Fax: **0115 901 2820**

Email: [adireg@dsa.gsi.gov.uk](mailto:adireg@dsa.gsi.gov.uk)

Fraud & Integrity Team

Phone: **02920 581 290**

Email: [integrity.team@dsa.gsi.gov.uk](mailto:integrity.team@dsa.gsi.gov.uk)

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