

Despatch

WINTER 2005 THE DSA MAGAZINE FOR TRAINERS OF LEARNER DRIVERS/RIDERS



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DRIVING STANDARDS AGENCY
SAFE DRIVING FOR LIFE

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Christmas message

As we approach Christmas and the New Year, I am writing to wish you well and to thank you all for your contribution to our shared agenda of improving road safety.

In the couple of months since I became Chief Executive, I have managed to meet with a number of you and have heard at first hand your concerns and issues. I look forward to continuing that in future.

Next year sees a challenging but exciting agenda for us in taking forward the Road Safety Bill and in delivering our shared objectives around improving standards and reducing casualties.

We need to work in close partnership to achieve all we jointly want to do – and I know we will be able to make real progress.

At this time of year, my best wishes go to you and your families and a happy 2006 to you all.



Rosemary Thew
DSA Chief Executive

Agency logbook wins road safety award

The logbook used by learner drivers - currently called the Driver's Record - has been recognised as a success by winning an international road safety award.

RoadSafe, the charity which examines the entries for the Prince Michael International Road Safety Awards, has selected the Agency's logbook entry to win the *Improved Public Education – Driver Education* section.

Our new Chief Executive Rosemary Thew was presented with an award for innovation in road safety at the Driver and Vehicle Operator conference in Chepstow, at the beginning of November, by Tony Spalding, the chairman of RoadSafe.

The logbooks have been designed to encourage learner drivers and instructors to focus on developing all the skills and core competencies needed as a foundation for 'safe driving for life'. The objectives are:

- to enable a structured approach to training and skill development by recording development
- to focus instructor's and student's attention on the need to combine structured formal training and private practice

- to encourage instructors and learners to expand on the learning process beyond the requirements of the formal driving test
- to encourage pupils to gain experience in a wide variety of road and traffic situations until each competence has been achieved, before they attempt to take the test
- to focus attention on the need to be fully prepared
- to raise awareness of the need to ensure pupils do not pose a health and safety threat to themselves or other road users and examiners by including a 'declaration of test readiness'.

The logbooks, which are sent out with every new provisional car licence, are used on a voluntary basis. They have two separate parts. One part is provided for the instructor to record progress on a lesson-by-lesson basis and the second is designed for the pupil to keep as a record of their progress and achievement.

Pictured on the front cover is, from the left Ann Havlin, publishing manager, Deputy Chief Driving Examiner Trevor Wedge, Tony Spalding, chairman of RoadSafe, and Rosemary Thew, our Chief Executive.

Instructor tests: Part 3 role play

You may recall that in the Summer and Autumn issues of *Despatch* we announced certain changes to the ADI qualifying exams, in particular changes to the role play element in the Part 3 test. We promised to publish further details about the additional option, before its introduction.

As part of our commitment to help raise the standards and professionalism of the driving instruction industry, and to ensure that all instructor training fully covers the instructional techniques necessary to deliver effective training to pupils of all levels of ability and experience, examiners will be given more flexibility when conducting the Part 3 examination.

From Monday 6th March 2006 the Part 3 test will provide the examiner with the additional option of assessing a candidate's ability to give instruction to a qualified driver undertaking driver development.

The format and duration of the Part 3 examination has not changed. The examiner will select one paper from the ten pre set test (PST) examination papers and test the subject matter for each phase as before. No changes or additions have been made to the subject matter used to assess a Potential Driving Instructor's (PDI) ability to demonstrate competence for entry onto the Register of Approved Driving Instructors (Car).

No changes have been made to the conduct of the first phase. The role played by the examiner will be either as a beginner or a partly trained stage pupil (depending on the content of the PST paper selected).

As normal at the end of the 1st phase, the examiner will set the scene for the 2nd phase and describe the pupil level they intend to role-play along with the subject matter to be covered. While the examiner then makes a few notes, the candidate can use that short period of time to prepare for the 2nd phase.

Nothing new has been added when preparing for the change to the trained stage, however should the examiner decide to adopt "a qualified driver undergoing driver development" role, the candidate will be advised that he/she may also wish to take this opportunity to either cover or remove the L plates before the 2nd phase begins. (If the L plates cannot be covered or it is impracticable to remove or stow them away the examination will still be conducted).

ADI HPT assessment

Further to the article in Autumn *Despatch*, one third of those on the Register as of 31 October 2005 have now demonstrated that they can meet the new standard. The pass rate for existing ADIs is 64%.

It is encouraging to note that almost 50% of those to take the test pass first time. Also, 93% of ADIs that have now passed the assessment did it on their first or second attempt.

For ADIs graded 6 at check test, the first time pass rate figure rises to

As a qualified driver the examiner may portray the role of a person who

- requires development in preparation for a job interview that requires a driving assessment by their potential employer
- has been abroad for a couple of years and has now returned to driving in Britain
- has not driven regularly for some time and will now be required to commute by car between different urban office locations
- has difficulty with reverse parking as he/she was not taught this manoeuvre and realises that with fewer spaces available on-road there is a need to be able to do so.

As always, please listen carefully to the pupil pen-picture (which will set the context for the lesson) and the details of the Phase 2 exercise of that specific pre-set test (the content of the lesson) that the examiner describes. Once the 2nd phase of the examination begins, it will be important to ensure that the training / instruction given suits the needs of the pupil role adopted and the faults that require attention. The items in column A for phase 2 will remain unchanged and will be the same irrespective of whether the examiner role plays a trained or full licence holder.

There have been no changes to the assessment and marking process so it makes no difference which role the examiner may adopt for the 2nd phase. The candidate will need to demonstrate a competent overall performance. There will still be the need to ensure instruction and feedback is structured and pitched at the correct level and the core competencies are covered sufficiently to meet the same minimum criteria i.e. the lowest acceptable rating in any of the three competencies must be a 4 to complete the phase successfully.

The role of a qualified driver undertaking driving development will be selected on a random basis and until a reprint of the PST examination forms becomes available the examiner will make an amendment to the form in manuscript to reflect the pupil level for that phase. When in role as a qualified driver undertaking driver development, the "T Trained" item printed on the form in Column A will be deleted and replaced with FLH for Full Licence Holder.

The addition of the qualified driver role has not changed the key criteria for being successful in the Part 3 examination. A Potential Driving Instructor must successfully demonstrate a competent overall performance of a grade 4 or better in each phase to pass the examination.

56%. For grade 5 the figure is 50% and for grade 4, 48%.

As you will be aware, the pass mark for ADIs stands at 57 out of a possible 75. So far, around 1% of ADIs are scoring 70 or over and 18% are scoring 64-69. 45% score 57-63 and 26% of all tests taken result in a score of 50-56. This leaves just 10% scoring less than 50.

Those who have yet to take the assessment are reminded that it has to be passed by 31 December 2006.

Minimum test vehicle regulations for minibuses

With effect from 1st February 2006, minibuses presented for test and which have been first used (first registration) on (or after) 1st October 2003, must have at least 4 tonnes maximum authorised mass (MAM), be at least five metres long and capable of 80 kph (50 mph), as well as being fitted with ABS and a tachograph.

For any minibus brought into first use (first registration) before 1st October 2003, the existing minimum test vehicle standards will apply until 1st July 2007, at which time the higher standards will come into effect.

Enquiries regarding this notice should be directed to the Technical Standards Branch at Stanley House.

Peter Burton
Technical Standards

Internet booking a smash hit

Learner drivers have given our internet booking system the green light by using it to book over one million practical driving tests.

Our Operations Director Brian Gilhooley said: "The majority of our customers are young people who use internet facilities either at school, college or for work and they are not afraid to go online to get what they want. They may well have booked their theory tests online too, because we introduced that service some time ago."

The system - introduced less than two years ago - enables customers to book their driving test at the test centre of their choice, giving their preferred date, and pay for the test online. Recent improvements introduced this summer means candidates can also change dates, cancel their test and obtain a refund if necessary.

New starter pack for instructors

The Approved Driving Instructor (ADI) Starter Pack has been revised and its main information booklet, *Your road to becoming an Approved Driving Instructor* (also known as the ADI 14), has been completely rewritten. The new version is written in an easy to understand style and contains much more information about being an ADI than the earlier version. As well as information on how to decide if this is the career for them and the legal requirements they must satisfy, readers will find essential information about:

- training to become an ADI
- the three parts of the qualifying examination
- trainee licence
- ADI registration
- after registration

It is a requirement of registration and acquisition of a trainee licence that ADIs sign a declaration that they have read the ADI 14. This new version aims to provide prospective and new ADIs with all the information they need to start their new career.

The new pack costs £5 and is available from DSA by telephoning us on 0870 121 4202.



Police and DSA join forces...

'Ello, 'ello, 'ello...What have we here then? You will all have seen the article in autumn's *Despatch* advising you that our Integrity Team would be taking responsibility for enforcement work on behalf of the Registrar. As a result of that change, we conducted our first joint operation with the Metropolitan Police in Lordship Lane, London to ensure that all cars displaying 'L' plates were properly licensed and insured.

A total of ten officers were deployed on the day along with an automatic number plate reader (ANPR). This identified untaxed and uninsured vehicles which were then

stopped. The officers further identified all driving school cars which were also stopped.

During the day police officers stopped a total of twenty eight 'school of motoring' cars. The police, assisted by DSA staff, checked the details of all instructors and ADI badges. Officers also gave the vehicles a mechanical check looking for any obvious defects.

A number of offences were identified during the day including 'not displaying 'L'plates', failure to display ADI badges and one of indicators not working. The police cautioned the instructors on the day and gave advice for the future. One offence of giving tuition

by an unregistered instructor was identified and reported for prosecution.

Instructors who were stopped on the day were very supportive of the Agency initiative.

Along with the police, we viewed the day as a success and as a result the exercise will be conducted on a regular basis throughout the Metropolitan area. We will now approach all road policing areas to initiate regular road side checks across the country.

Terry Triggs
Integrity Team Manager



Instructor Huseyin Oksuzoglu, right, with Trish Lavery. Mr Oksuzoglu was one of the ADIs who was in favour of the scheme and was only too happy to present his credentials, which were all in order.

Instructors' details on website

In the autumn issue of *Despatch* we explained the development of the two new websites www.direct.gov.uk and www.transportoffice.gov.uk which will soon contain all the customer information services and transactions currently available on the DSA website.

It is intended that your details will be available on the new website if you wish. However, the Data Protection Act requires that we obtain written permission from you

to make your data available through these specific sites. Any permission previously given for details to be available through the DSA website cannot be used for another site.

We will shortly be contacting all instructors to provide details of how to access our new integrated register (see Autumn *Despatch*) and at that time we will also seek the necessary permissions to publish instructors' details on the new sites.

In the meantime, as we are in the process of passing the contents of the DSA website to the new sites, we have had to remove the Pass Plus Instructor database from the DSA site until this work is completed.

We do apologise to those who found this service useful, but it is necessary to comply with Data Protection Act requirements.

Winners who promote Pass Plus

Meet two instructors who have taken up the cudgels on behalf of Pass Plus. John Simpson, from Godstone, Surrey, was the first instructor to win the DSA award for promoting the scheme. He was delighted with a weekend break for two and is a firm believer in the benefits of Pass Plus.



John Simpson

On hearing that he had been chosen for the award in 2004, John said: "Pass Plus is such an important part of learning the

skills of driving that all pupils should be encouraged to undertake it. Any incentive that helps should be used, be it a discount for introducing new customers, or emphasising how they can get a cheaper insurance quote for their car – the outcome is the same, a pupil who has undertaken a serious course in driving skills and who at the end is a safer road user. This is a great benefit to all of us who use the road."

The second Pass Plus award went to Brian Campbell, from Dingwall, Scotland. Brian has been a self-employed instructor working in the highlands of Scotland for over 20 years. He began taking his pupils through Pass Plus when the scheme started in 1996. He makes sure every one of his students who passes the practical test gets a Pass Plus letter; all his pupils get details of Pass Plus in his welcome pack and he is happy to advertise in local papers as well as using magnetic signs on his car.



Brian Campbell

"I think Pass Plus takes pupils on to the next stage of driving and moves them up a gear in their training. This makes them safer drivers. And some of the discounts are extremely good," he said.

When *Despatch* went to press, decisions were being made as to who was going to get the next award. Watch out for the results in the next issue!

Councils cut the cost of the course

Support for the Pass Plus scheme is growing and we have a list of authorities – including Transport for London – which are prepared to sponsor pupils in a bid to encourage take up of the scheme. Road Safety Officers who believe Pass Plus is an effective tool in helping to avoid accidents have persuaded councils to find ways of slashing the cost of the Pass Plus lessons to pupils or making it free. This encourages new drivers to think very seriously indeed about the benefits – especially if the cost of the course is more than adequately covered by the reduction in insurance when they finally get their own car.

Councils Sponsoring PASS PLUS Contact List

Aberdeenshire

Andy Duff
Tel: 01224 475600
Website: Aberdeenshire Young Drivers

Angus

Tel: 01307 473193
Email: accessline@angus.gov.uk
Website: Angus Council Pass Plus Grants

Argyll and Bute

Sue Maclean - Road Safety Officer
Tel: 01546 602127
Email: sue.maclean@argyll-bute.org.uk
Website: Argyll-Bute Road Safety Pass Plus

Fife Pass Plus Initiative

Jane Greer - Road Safety Manager
Tel: 01592 418511
Email: road.safety@fife.pnn.police.uk

Highland Council

Lisa Graham - Road Safety Officer
Tel: 01463 702690
Email: road.safety@highland.gov.uk

Inverclyde

Louise Smith - Road Safety Dept
Tel: 01475 714870

Kirklees Metropolitan Council

Ian Edwards - Driver Training Manager
Highways Safety
Tel: 01484 221155
Email:

highway.driver.improvement@kirklees.gov.uk
Website: <http://www.kirklees.gov.uk>

Lincolnshire Road Safety Partnership

Kelvin Allman
Tel: 01522 805800
Email: stayingalive@lincolnshire.gov.uk

Pass Plus – London

Marilyn Cranfield - Road Safety Officer
Tel: 0845 230 1725
Email: m.cranfield@passpluslondon.co.uk

Pembrokeshire County Council

Jeanette John - Road Safety Assistant
Tel: 01473 775144
Email: road.safety@pembrokeshire.gov.uk

Perth and Kinross

Mr McKeown - Road Safety Officer
Tel: 01738 476500
Website: PKC Roads Pass Plus

Powys County Council

Meg Lewis - Senior Road Safety Officer
Tel: 01597 826637
Email: megl@powys.gov.uk
Website: www.powys.gov.uk

South East Wales (formally Gwent) region (Newport, Monmouthshire, Caerphilly, Torfaen, and Blaenau Gwent Council regions)

Nathan Hancock - Special Projects Manager-Road Safety
Tel: 01633 463245
Email: nathan.hancock@capita.co.uk

Staffordshire

Malcolm Jones - Road Safety Co-ordinator
Travelwise Staffordshire County Council
Road Safety Unit
Tel: 01785 276617

Email: roadsafety@staffordshire.gov.uk

West Lothian Council - Westdrive Pass Plus

Colin T Kay - Road Safety Officer
Lothian & Borders Police Road Safety Unit
Tel: 01506 654867
Email: roadsafety.blackburn@virgin.net

The list of authorities taking part in Pass plus sponsorship schemes is growing all the time. Please visit the Pass Plus web site if you don't see your local council here: www.passplus.org.uk and click on 'discounts'.

Insurers who offer discounts for Pass Plus are

AA Insurance
BSM Insurance Services
Churchill Insurance
CIS
Direct Line
Zurich (Eagle Star)
Endsleigh
Norwich Union
Privilege
Provident
Royal and SunAlliance
Tesco Motor Insurers
Swinton
QUINN Direct Insurance Ltd

It pays to plug Pass Plus

Over the last few years thousands of instructors have recognised the importance of being able to instruct the Pass Plus course, designed for newly qualified drivers. Not only does it make sense from a road safety point of view – bearing in mind the vulnerability of the new driver – but it also makes sound business sense too. After all, you as an instructor will benefit from providing more lessons to every pupil you persuade to go down that particular road.

Last year a total of 115,000 new drivers took the course and now about two thirds of all fully qualified instructors can offer training, having joined the scheme.

Becoming a Pass Plus instructor is a pretty simple affair – all you have to do is send in £32 for a starter pack and away you go. The pack consists of an instructor's guide to the syllabus, ten pupil guides to give out, 10 trainee report forms which are filled in as the syllabus progresses, a list of insurance companies backing the scheme and some leaflets. For those of you who have never looked into the scheme, here is a précis of the syllabus.

Town driving

The first module begins with an introduction to Pass Plus, explaining the course aims and the skills and knowledge to be covered.

The second part of the module is a practical session, covering the different features of driving in town, such as complex junctions and public transport. You'll get the newly-qualified driver to concentrate on:

- observation, judgement and awareness
- eye contact
- consideration for vulnerable road users
- being cautious but not over cautious, and
- keeping space around your car.

All weather driving

As much of this module as possible should be covered in a practical session.

However, this may not be possible if you are conducting the course during the summer months. In that situation the instruction can be given in a theory session. You'll focus on correct speed, safe stopping distances, plus seeing and being seen in:

- rain
- sleet, snow and ice
- mist and fog, and
- bright sunshine.

You will also look at skidding:

- what causes them
- how to prevent them
- correcting slow-speed skids
- braking on poor surfaces, and
- aquaplaning.

Driving out of town

This module – taken on country roads – will look at the main differences between town driving and country driving:

- observing the road ahead
- making progress safely
- bends, hills, uneven roads and dead ground
- keeping a safe distance from the vehicle ahead, and
- safe overtaking.

It focuses especially on being aware and showing consideration for

- pedestrians, horse riders and animals in the road
- farm entrances
- slow moving vehicles.

Appropriate use of the horn, coping with mud and debris on the road and how to use passing places are also covered.

Night driving

This module covers the essential aspects of driving in the dark and also at dawn and dusk. Candidates will learn about:

- the importance of the correct use of headlights
- adjusting to the dark



- judging speed and distance
- the correct use of lights and keeping them clean
- dealing with dazzle
- road users who can be hard to see, and
- parking issues.

Driving on dual carriageways

Dual carriageways demand particular skills, including:

- effective observation, using your mirrors and checking blind spots
- judgement and planning ahead
- the need for a safe separation distance
- joining and leaving a dual carriageway
- overtaking and lane discipline, and
- the correct use of speed.

Driving on motorways

This module should be a practical session if at all possible. If there is no motorway nearby, it will have to be covered in theory: you should advise your pupils to drive on a motorway as soon as they can afterwards so they can put the theory into practice.

The topics covered include:

- planning journeys in advance
- joining and leaving a motorway, using slip roads
- safe speeds in different circumstances
- effective observation all around your vehicle
- signs, signals and markings
- overtaking and lane discipline
- courtesy to other road users
- motorway fatigue
- breakdown procedures
- use of lights, including hazard warning lights
- debris on the carriageway
- crosswinds.

We recently wrote out to all instructors and trainers asking for confirmation of any changes of address and other personal details so we could update our databases in preparation for our new Integrated Register. We would like to apologise to those of you

whose details have not yet been amended. We have had a huge and continuing response from you and are busy working on updating your details.

Improving satisfaction – how are we doing?

As you may be aware, over the last couple of years the results of our business customer satisfaction surveys have shown that your satisfaction with the overall service you receive from us is lower than we would like it to be. We have made some progress in improving your satisfaction; last year 48% of business customers surveyed were satisfied with the overall service received from DSA (with 32% neither satisfied nor dissatisfied) which is an improvement on the previous year's results. But we recognised that we still had a long way to go if we hoped to increase your satisfaction significantly and we resolved to do something about it.

The surveys showed that the main areas where we need to improve are:

- communication;
- flexibility and responsiveness; and
- working in partnership with you.

We have been exploring these areas in more detail through focus groups and workshops and some of you were kind enough to give up your time to attend these to give our research company feedback on where the problems were and what we might do to address them.

We have tried very hard to act on this feedback and I am developing and managing an action plan to make improvements which we hope will improve your satisfaction with the overall service you receive. Having listened to what you had to say in surveys, focus groups and workshops, this is how we are doing so far. We have:

- produced a free information DVD to send to your pupils and revised it to take account of your suggestions. *Are You Ready?* reinforces the importance of your role in advising and guiding learner drivers and riders, particularly about being properly prepared for test;

- improved our telephone answering performance (including installing an automated speech recognition system) so that it is easier and quicker for you to get through to book tests;
- extended our internet practical test booking facilities to enable you to change and cancel tests online, which gives you greater access to our booking system out-of-hours;
- reduced the cancellation period for practical tests from 10 clear working days to 3 and now count Saturday as a working day to give you greater flexibility;
- brought waiting times down to achieve our 6 week national average car test waiting time target in January and maintained a good performance throughout the year;
- redesigned and improved the ADI 14 starter pack, *Your road to becoming an approved driving instructor*;
- introduced an email registration service so that you can get updates and news, such as the new *Despatch Express*, sent to you electronically; and
- written to you directly to keep you informed of important news and developments.

There is still much to do and we are looking at making more improvements in the future. We are hoping to:

- develop bespoke preparation material for PDIs, possibly in the form of a DVD, to help them to prepare for the ADI qualification process;
- issue a welcome pack for newly qualified ADIs giving useful information and contacts;
- reinstate our programme of test centre open days;

- provide more information at test centres, so that you are better informed about local issues and made aware of anything coming up on a national level that will be of interest to you;
- pilot a free conference for business customers, so that you can get information directly from us about all the major issues that are likely to affect you in the future and have your questions answered;
- ensure that 99% of permanent car test centres have appointments available within 9 weeks from April 2006 onwards;
- launch a new service for business customers providing secure web-enabled access to online registration and re-registration services and the ability to access and update personal records.

This is not a definitive list and it's not set in stone; there is always room for more suggestions and I would be pleased to hear them. My contact details are below. But for now, thanks for your help in letting us know where we need to improve – we are listening, but more important than that, we are actually doing something about it....

Have a very happy Christmas and I look forward to working with you in the New Year.

Sarah Maddock

Business Customer Relationship Manager

Email: sarah.maddock@dsa.gsi.gov.uk

Phone: (0115) 901 2575



Are You Ready? DVD – second edition is here!

As promised in the autumn issue of *Despatch*, here is your copy of the second edition of our free information DVD *Are You Ready?*

In the autumn issue I explained that we had evaluated the impact of *Are You Ready?* and that we were updating the DVD to take account of all the feedback we had received about it. As a result of your feedback we have made many improvements, including:

- changing the menu and title sequence to make the disc more user-friendly and easier to navigate
- adding a voiceover for the theory test section and making the slides change more slowly to make the information easier to read
- extending the content of the section about the practical test, adding, for example, information about test faults, test duration and the manoeuvres
- dedicating a separate section to Pass Plus.

Once again, thank you for all your help and support in this. The second edition of *Are You Ready?* is being sent to all first time theory test bookers from January. We intend to evaluate the response we get to this second edition and, as always, would welcome your views. We believe that the messages in the DVD reinforce the importance of your role in advising and guiding candidates, particularly about being properly prepared for test, and hope they will listen to and act on the important

messages we are all trying to convey. *Are You Ready?* is a positive example of how we can work together and support each other in a constructive way to try to get the right messages across to raise standards and improve road safety.

Sarah Maddock
Business Customer Relationship Manager



Better regulation - phase 2

You may recall my article in the autumn issue of *Despatch* that explained the changes to make it easier to book and change driving tests. Most of those changes came in as planned on **1st November**, and I hope that you are already feeling the benefits – particularly those resulting from the reduction in the minimum cancellation period from 10 days to 3 before a test. This article explains one change that we deferred, as well as other changes taking place next spring and in the future.

We planned to allow senior examiners to be able, by right, to supervise ADI practical tests (including check tests) from **1st November**. This change will now take effect from **1st April 2006**. This will strengthen our standards assurance arrangements and allow those supervising tests to plan their work better. We will always make it clear at the start of a test that the supervisor is watching the examiner, not the candidate.

You may remember that my autumn *Despatch* article gave lorry, bus and coach driver trainers advance notice of changes taking place from spring 2006 and summer 2007. The changes relate to the minimum test vehicle (MTV) specification for lorry, bus and vehicle-with-trailer tests in the interests of everyone's safety. From **1st April 2006**, test vehicles used for lorry (and lorry-with-trailer), bus (and bus-with-trailer) and car-with-trailer tests will need to have outside nearside and offside mirrors fitted for the examiner to use. This includes practical tests to join the register of large goods vehicle (LGV) driving instructors. Also from **1st April 2006**, seatbelts for the examiner and a supervising officer to use will also need to be fitted to lorries used for all tests, including with-trailer and LGV register tests. Seatbelts will need to be fitted to all buses and coaches used for tests from **1st July 2007**, tying in with other EU directive changes to MTVs. I will remind bus and coach driver trainers about these changes in future issues of *Despatch*.

For more information about any of these changes, please contact your local customer service unit, or look on our website. You will also see posters in your local test centre explaining the changes.

Colin Maddock
Policy Branch

Delivering a new motorcycle test in 2008



Work is continuing to deliver the new motorcycle test with both off and on road manoeuvres throughout Great Britain by October 2008.

The necessary work is being managed by two projects:

- The multipurpose test centre (Estates) project; and
- The conduct and operation of the 2008 M/C test project (COOT)

These projects are combined within the multi-purpose test centre programme.

To ensure the effective management of the Programme, a number of new team members have been appointed over the last two months. These include:

Martin Howard-Turner as Head of Estates; Andrew Rogers as Programme Manager; and Stephen Haddelsey as MPTC (Estates) Project Manager (taking over from Bill Finn). Jim Sweeney continues as COOT Project Manager.

We now believe that there will be a total of 68 new facilities where the new off road motorcycle manoeuvres can be conducted. Of these facilities, 53 will be either new-build or refurbishments. We also plan to develop 15 'outstation' sites where demand is lower. Where feasible, the new sites will incorporate facilities for other forms of testing, eg car and LGV, making them truly 'multi-purpose' and serving to maximise the efficiency of our estate.

Although there have been some problems in the identification of suitable sites, a considerable amount of work has been done to confirm the search areas and to identify sites within these areas.

Technical Standards Branch is actively engaged in visiting all prospective sites identified by our acquisition agent and they are conducting detailed site analysis based upon location and technical criteria. Only if a site is confirmed as meeting all the required standards is it approved for possible acquisition and for the development of detailed designs. Once the detailed layouts have been developed, showing buildings, car parking and manoeuvring areas, they are again submitted to the Technical Standards Branch for approval.

The sites will be a mixture of freehold, leasehold and private developer schemes. The mix of site types is largely dictated by the prevailing market conditions, but each site is assessed against financial as well as technical criteria to ensure that we achieve best value.

To date, several sites have now been identified as meeting the operational and financial criteria and have progressed through to the acquisition and planning application stage. The tender process for the contract to build the new test centres has been completed and Bluestone have been appointed as our building contractor for England and Wales, while Mansells have been appointed to construct our new test centres in Scotland. Construction work on the first of the new test centres should begin within the next few weeks.

By Stephen Haddelsey
Estates project manager

Gearing up for the bike show with Anita and Zita

DSA joined forces with other agencies in the Driver and Vehicle Operator group to chat to visitors at the Motorcycle and Scooter Show at the end of October at the National Exhibition Centre, Birmingham. Visitors to the stand were able to test their skills on a mock theory test, including hazard perception, and find out everything about their MOT test and other online services available on www.direct.gov.uk/motoring.

Pictured are Anita Bevan, (front) our external communications manager, and pillion Zita Galambosi, press officer for the Vehicle and Operator Services Agency. They are sitting on one of our new examiner bikes, a Honda NT650, brought in for the DVO stand.



CPD for car driving instructors

Along with ourselves, Ministers are committed to reviewing the arrangements for driving instructors to ensure that the public can have confidence that the driver training services they buy are of good quality. As part of this work we have been looking at options for continuing professional development (CPD) for driving instructors.

In planning to develop and implement a range of improvements to raise the expertise and quality of driving instructors we commissioned three independent studies to gather information to help inform decisions on the way forward. Throughout this process we have involved all the major stakeholders including representatives of the instruction industry and individual instructors.

The three studies are;

DSA Continuing Professional Development for (CPD) for ADIs Feasibility Study, by Dr Elaine Freedman, Researchers for Education.

Dr Elaine Freedman was asked to explore the feasibility of us delivering CPD using distance learning techniques, of alternative methods of

delivering CPD and whether instructors might find the idea of a personal record of achievement to be acceptable.

Developing a continuing professional development (CPD) programme for the driving instruction industry, by 5S Consulting Limited.

5S Consulting Ltd were asked to research options for a framework within which a CPD scheme might operate for the driving instruction industry. Response to each part of their project has been very good and the information gleaned from all participants has been extremely helpful.

Professional Driving Instructor Competency Framework, Parts 1 and 2, by Red Scientific Limited.

The third project was carried out by Red Scientific Limited (RED). Their remit was to develop and make recommendations for a comprehensive framework of competencies for driving instructors. You may recall RED sent out a questionnaire to all instructors with the December 2004 edition of *Despatch* to give everyone the opportunity to contribute to the study.

Now that each part of the project has been completed all of the reports have been placed on our website www.dsa.gov.uk so that as many instructors as possible have access to the full reports and recommendations.

We will be considering all of the recommendations made in the reports and discussing with stakeholders before deciding on a way forward.

We will continue to keep everyone informed of progress through up and coming *Despatch* magazines and our website.

It is hoped that introduction of CPD will assist in raising the professional image of driving instructors, maintain and improve the quality of driving instruction available to the public and help in improving road safety and in meeting the Government's casualty reduction target.

Finally, many thanks, to those of you who participated on this project. We look forward to receiving future contributions which will help us shape the way forwards. If you wish to know more about CPD please contact me on 0115 901 2537.

Hugh Grainger-Allen
Sector Manager, ADI, Wales & Western

Higher standards for professional bus and lorry drivers

New qualifications for professional bus and lorry drivers, supported by five-yearly training requirements, should lead to safer roads, reduced fuel consumption and a more professional workforce.

We are currently consulting on new rules for all professional lorry and bus drivers to hold a certificate of professional competence (CPC) as well as their vocational driving licence in order to work in the road transport industries. The certificate will have to be renewed every five years.

Paul Butler, our Policy and E-Assessment Director, said: "Our roads are getting more crowded all the time. Vehicles are getting larger. More is being demanded of our professional drivers. The introduction of a Europe-wide certificate should result in higher common standards for all lorry and bus drivers across the continent.

"We have been working closely with the passenger transport and haulage industries and this will continue as we move into the implementation phase of the scheme. The public needs to have confidence and reassurance about the standard of driving by professionals, and these key industries need a skilled and professional workforce. This initiative should result in reduced fuel consumption and environmental benefits, as well as saving lives and preventing injuries."

We are currently consulting with the passenger transport and haulage industries and other interested parties on the best way to assure that drivers have mastered the new syllabus, plus the CPC administrative arrangements. The consultation paper can be found on our website at: www.dsa.gov.uk

DISQUALIFIED DRIVERS August - October 2005

New Driver's Act Statistics

	Aug	Sep	Oct	Year to Date
Revoked	1381	1386	1481	13880
Test Passed	744	720	904	8021
Appeal	7	7	10	95

DTTP/DTETP Summary

	Aug	Sep	Oct	Year to Date
DTTP	170	154	175	1668
DTETP	742	767	731	7933
TOTAL	912	921	906	9601

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

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 **2500**
 - Central Operations Branch **2557/4**
 - ADIs **2618**
 - PDIs **2629**
 - CBT **2595**
 - Technical Standards Branch **2537/9**
 - Commercial Department **5901**
 - Theory Test Unit **5935**
 - Policy **5918**
 - Pass Plus **2633/2634**
 - DQM **5883/Fax 0870 750 7251**
 - Press Office **5874/5**
 - Despatch **5874/5**
-
- Cardington (Training) **01234 744000**
 - Publications **Cardington 01234 744054**
-
- Booking Line **0870 010 1372**
 - Welsh Line **0870 010 0372**
 - Minicom **0870 010 7372**

For latest news and information, see the website www.dsa.gov.uk

Customer service enquiries and complaints

London and South East

Phone: 020 7468 4712 Fax: 020 7468 4550
Email: londoncsu@dsa.gsi.gov.uk

Midlands and Eastern

Phone: 0121 697 6762 Fax: 0121 697 6750
Email: birminghamcsu@dsa.gsi.gov.uk

Wales and Western

Phone: 029 2058 1218 Fax: 029 2058 1050
Email: cardiffcsu@dsa.gsi.gov.uk

Scotland

Phone: 0131 529 8645 Fax: 0131 529 8589
Email: scotlandcsu@dsa.gsi.gov.uk

Northern

Phone: 0191 201 8161 Fax: 0191 201 8010
Email: northerncsu@dsa.gsi.gov.uk

Useful numbers

Driver & Vehicle Licensing Agency:

- Drivers' enquiries: 0870 240 0009
- Email: drivers.dvla@gtnet.gov.uk

- Vehicle enquiries: 0870 240 0010
- Email: vehicles.dvla@gtnet.gov.uk
www.dvla.gov.uk

Vehicle Certification Agency:

0117 951 5151
www.vca.gov.uk

Vehicle and Operator Services Agency:

0870 6060440
www.vosa.gov.uk



Head Office

Headquarters:

Customer Service Enquiries

Phone: 0115 901 2500 Fax: 0115 901 2510
Email: 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

ADI (Approved Driving Instructor) enquiries

Phone: 0115 901 2500 Fax: 0115 901 2820
Email: adireg@dsa.gsi.gov.uk

Save time with telephone fast track

If you are an ADI or a trainer booker, fast track your way through our booking system.

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: **11 and listen to the options
Practical: **231



An executive agency of the
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Transport

Despatch is published quarterly 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.

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