

Registration Scheme for Fleet Driver Trainers (Category B vehicles)

Your Guide to the Fleet Driver Trainers Register

REGISTRATION SCHEME FOR FLEET DRIVER TRAINERS

REGISTER INFORMATION

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SECTION 1: INTRODUCTION

Objective of the Register of Fleet Driver Trainers

The Voluntary Registration Scheme for Fleet Driver Trainers aims to improve road safety by making sure that fleet driver trainers are appropriately trained to pass their knowledge on to others. This is part of the Government's Road Safety Strategy.

Eligibility and benefits of registration

If you are an Approved Driving Instructor who specialises in providing training to fleet drivers of cars and vans, you can apply to join the Register of Fleet Driver Trainers.

By being on the Register you can demonstrate to others that you have reached a satisfactory standard as a fleet driver trainer. Once you are on the register, your name and details will be supplied to those people seeking fleet driver training.

Other benefits of being DSA registered include the opportunity to use the DSA logo when promoting your services. You may advertise yourself as a DSA-registered fleet driver trainer and may use the DSA logo on stationery and general printed literature. However, you may not use the DSA logo on advertising or promotional materials. The logo should not be used in a way to suggest that you are part of the DSA. Also, it should not be printed in such a large size that it would visually dominate your own logo.

The registration process

You can register as a fleet driver trainer in one of the following ways:

1. By applying within 12 months of successfully completing one of the DSA accredited training courses. This route is outlined in **Section 2** of this guide

OR

2. By successful completion of a DSA three part entrance examination which includes:
 - a multiple choice theory test
 - a practical test of driving ability
 - a practical test of instructional/coaching ability

You have 12 months from the date of passing the practical test of instructional/ coaching ability to register on to the scheme.

The DSA examination route is outlined in **Section 3** of this guide.

SECTION 2: DSA ACCREDITED TRAINING COURSES

Accredited course providers

If you decide to attend a training course instead of undergoing the DSA qualifying process, you will need to make sure that the course provider is DSA accredited. You can find details of accredited course providers on dft.gov.uk/fyn/fleet/php

How to register

After successfully completing a training course you have 12 months to apply to join the register.

You should apply on the “Application to join the Fleet Driver Trainer Register” application form, which you can find at the end of this booklet. You should then send it to DSA with the registration fee, the processing fee, a passport type photograph and supporting documentary evidence of the course completed such as certificates and so on.

Fees

Details of all fees can be found at businesslink.gov.uk/dsafees

SECTION 3: DSA QUALIFYING EXAMINATION PROCESS

INTRODUCTION

If you are taking the DSA examination you must take and pass all three parts in order and must complete the whole qualifying process within one year. **The one year period starts from the date of your first attempt at the theory test.** If you are unable to complete the process within this time, you must start from the beginning and pass each part again if you wish to join the Register.

You have a maximum of three attempts at each of the qualifying tests. If you do not pass in the three attempts you must wait until the end of your one year period before you can apply to re-start the qualification process, starting with the theory test. You should complete a further application form at this point.

The qualifying tests are very demanding and you are advised not to apply until you are thoroughly prepared for them. If you are in doubt about your application being accepted, or intend to take a training course, it is recommended that you contact DSA first.

How to apply

You should apply on the “Application to join the Fleet Driver Trainer Register” application form, which you can find at the end of this booklet. You should then send it to DSA with the fee for the theory test and processing fee. You will need to indicate at which test centre you wish to take the theory test – these are listed at Annex A. You will be advised of the time

and date of your test once your application has been processed.

Fees

Details of all fees can be found at businesslink.gov.uk/dsafees

Documents you should bring with you

When you attend for your theory or practical tests you must bring with you your valid GB or Northern Ireland driving licence.

If you have a photocard-style licence you must bring both parts of the licence (photocard and paper counterpart) to the test.

If your licence does not have your photograph on it you will also need to bring acceptable photographic identification. Acceptable forms of identification are:

- a valid passport
- a valid ADI certificate

THE THEORY TEST

The theory test is a pen and paper test which is delivered at selected driving test centres across the country (see Annex A for details).

If you are dyslexic, it may be possible to make special arrangements for you, for example to allow you extra time to take the test. You should advise DSA when applying for the theory test, with some form of independent evidence of your condition.

About the test

You have 90 minutes to answer 100 questions, which are split into the following four bands:

Band 1 - driving practices and procedures/road and traffic signs/motorway driving.

Band 2 - driver attitude/driver and the law/environmental issues.

Band 3 - vehicle dynamics and handling/ accident procedures.

Band 4 - instructional coaching techniques/hazard perception.

How to prepare

A suggested reading list is provided at Annex B. You can purchase a question bank book for £3.99 from the Register of Fleet Driver Trainers Section at DSA. You can pay by telephone using a debit or credit card or send a cheque or postal order which should be crossed and made payable to "Driving Standards Agency". The telephone number and address are given in Section 6 of this guide.

Pass mark

To pass the test, you need to get 85 out of 100 questions correct and at least 20 out of 25 questions correct in each of the four sections. That means that you could answer 85 correctly but still fail if you haven't met the pass mark for an individual section. The aim of banding the questions in this way is to test knowledge across the whole syllabus.

You will be notified in writing of your result within 10 working days. If you have passed you will be advised how to apply for the test of driving ability. If you were unsuccessful you will be advised how to apply to re-take the theory test.

AFTER THE THEORY TEST

You may arrange to take the practical tests in a variety of ways. The options are listed below:

- **Singular** - you pay for each test individually at the time of booking (bearing in mind the qualification period)
- **Consecutive** - you pay for both the test of driving ability and the test of instructional/coaching ability together and the tests are booked to take place straight after each other. However, if you fail the test of driving ability, **the test of instructional/coaching ability will not proceed and the fee will be forfeit.** You cannot use the appointment for the instructional/coaching test to retake the test of driving ability
- **Progressive** - you pay for both the test of driving ability and the test of instructional/coaching ability together, but the tests are booked to take place with an interval of at least 1 day. This option enables you to re-attempt the test of driving ability in place of the reserved test of instructional/coaching ability if unsuccessful with the previous attempt

least three weeks before the date you would like to take the test, and always enclose details of your availability or dates or times when you are not available.

The practical tests are delivered from selected test centres across the country. These are listed at Annex C.

Appointment availability

Every effort will be made to arrange your test to suit your availability, but sometimes there may not be an examiner available on the exact date you want. It is therefore advisable to send your test application at

THE TEST OF DRIVING ABILITY

The test of driving ability is delivered from selected driving test centres across the country. These are listed in Annex C.

When you pass the theory test you will be given an application form for your practical tests. You should send the completed form, together with the appropriate fee, to DSA.

You will be contacted by telephone to arrange an appointment date, time and venue. Please note that if you accept a test which is offered with less than 10 working days notice, you will be unable to cancel the appointment without forfeiting the fee, unless you can provide medical evidence for doing so.

About the test

The practical test of driving ability consists of a test of your driving technique. The test will last approximately 60 minutes. There will be an eyesight check followed by a brief explanation of the test from the examiner.

Eyesight test

You must be able to read in good daylight, with the aid of glasses or contact lenses if worn, a motor vehicle registration mark containing letters and figures; 79mm in height and 50mm wide at a distance of 26.5m; or 79mm in height and 57mm wide at a distance of 27.5m. If you do not pass the eyesight test, you will not be allowed to take the driving technique element. The test will be marked as a fail and will count towards your three attempts.

Driving technique test

The roads over which the test will be conducted will be varied and demanding.

The test is of an advanced nature and a very high standard of competence is required. You must show that you have a thorough knowledge of the principles of good driving and road safety, and that you can apply them in practice. You must have excellent hazard perception and planning skills. The test will include a strict assessment regime. A maximum of four driving faults will be allowed.

You will be required to demonstrate your ability to give a descriptive talk-through commentary whilst driving, for not less than ten minutes.

You will be asked to carry out one reversing exercise selected at random by the examiner.

There will not be an emergency stop exercise.

You must satisfy the examiner that you are able to deal safely with any of the following subjects:

- i) A drive, including a wide variety of road and traffic conditions, on a route which will take in roads carrying two-way traffic and, where possible, dual carriageways, motorways and one-way systems.
- ii) The ability to move off smoothly both uphill and downhill, in addition to moving off normally ahead and at an angle.

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- iii) The ability to:
- meet other vehicles
 - overtake
 - cross the path of other vehicles
 - keep a safe separation distance
 - negotiate various types of roundabouts
 - exercise correct lane discipline
- iv) Display courtesy and consideration to other road users, especially:
- pedestrians
 - riders on horseback
 - cyclists
 - motorcyclists
- v) Apply correct procedures at:
- pedestrian crossings
 - level crossings (where appropriate, both railway and tramway)
 - traffic signals
 - road junctions
- vi) Demonstrate:
- effective use of all mirrors
 - correct use of all signals
 - alertness and anticipation
 - observance of speed limits
 - vehicle sympathy

You will also be asked to drive independently for approximately 10 minutes by following:

- traffic signs to a destination
or
- a series of verbal directions
or
- a combination of both

Vehicle to be used for the test of driving ability

You must provide a suitable category B vehicle for the test. This must be a car which is properly taxed and insured which

is roadworthy and fulfils all legal requirements. It must be suitable for the test meeting the minimum test vehicle requirement for the statutory driving test. It must be a manual transmission saloon car or hatchback/estate. Convertibles are not acceptable.

It must be unladen and capable of the normal performance of vehicles of its type.

The vehicle must have right hand steering, a driver's seat, a readily adjustable front passenger seat, a head restraint for a forward facing passenger, fully functioning seat belts and an additional rear view mirror on the passenger side for use by the examiner.

'L' plates should not be displayed on the vehicle.

If the vehicle does not meet these requirements, the test will not be conducted, and your fee for the test may be lost.

Persons accompanying the test

If you give your permission, we would encourage your trainer, if you have one, to accompany you on test.

Occasionally the examiner's supervisor may wish to accompany the examiner on the test. The supervising officer will be monitoring the examiner's performance, not yours.

The examiner's supervisor and/or the trainer can only accompany the test if the vehicle is suitable.

Results

You will pass the driving ability test if you commit four or fewer driving faults, recorded as (/) on the marking sheet.

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You will fail the test if you commit a serious fault, a dangerous fault or five or more driving faults.

The examiner will give you the result at the end of the test. If you pass you will be given an application form to apply for the test of instructional/coaching ability, which should be sent to DSA at Nottingham with the appropriate fee. If you fail, the examiner will give you a sheet (including another application form) listing your mistakes, and will also tell you briefly why they are listed. However, the examiner cannot discuss them in detail.

THE TEST OF INSTRUCTIONAL/ COACHING ABILITY

This test is also held at selected driving test centres across the country. These are listed at Annex D.

When you pass your driving ability test you will be given an application form for this test. You should send the completed form, together with the appropriate fee, to DSA.

You will be contacted by telephone to arrange an appointment date, time and venue. Please note that if you accept a test which is offered with less than 10 working days notice, you will be unable to cancel the appointment without forfeiting the fee unless you can provide medical evidence for doing so.

Preparation for the test of ability to instruct/coach

You must prepare yourself thoroughly before taking this test. As the number of attempts is limited, it is in your interest to ensure you are well prepared.

There are three main subjects that you should know about:

1. Instructional/Coaching Techniques;
2. Core Competencies; and
3. Trainer Characteristics;

These three subjects cover the range of skills you will need to be successful in the test and, ultimately, as a Registered Fleet Driver Trainer.

1. Instructional/coaching techniques

- **Presentation** - an interactive presentation that raises the

customer's awareness of occupational road risk.

- **Level of Instruction/Coaching** - this must be matched to the ability and experience of the customer. If the customer is one you have not instructed before, you need to establish their level of ability.
- **Planning** - having assessed risks and prioritised them you should define objectives for the session and explain these to the customer.
- **Control of Session** - you must give clear directions. The customer must be in no doubt where they are to go. All instructions must be related to the prevailing road and traffic conditions. You should retain control of the session at all times.
- **Communication** - the language you use must be clear and easily understood, avoiding the use of technical terms and jargon where possible. If technical terms are necessary you must make sure that the customer understands them.
- **Question and Answer Techniques** - at appropriate points during the session you should ask questions that contribute towards meeting the objectives. Ideally questions should be simply worded, well defined, reasonable and relevant. There is a need for questions that are thought provoking and challenging as well as ones that simply test a customer's memory. In addition you

should encourage a customer to ask questions at appropriate times.

- **Feedback and Encouragement** - this refers to your response to customer's questions, answers and performance in order to inform them of their progress. Having asked a question you must listen carefully to the answer and correct any misunderstandings. You should answer questions at the appropriate time, clearly and give all necessary information. This also refers to the level of coaching and lack of it. At the end of the session you should communicate a final risk profile which reflects the customer's strengths and weaknesses. In addition they should be given any necessary help and guidance, which encourages them to continue with self-development.
- **Trainer's use of controls** - you should only use the controls when necessary, and the customer should be told when and why they are used. In certain circumstances the controls may be used as an effective teaching aid as part of a demonstration.

2. Core competencies

You need to be able to work with the customer to identify, analyse and assess key risk areas in a customer's driving if a remedy is to be found, which will help reduce the risks to an acceptable level.

- **Risk and fault Identification** - you must be able to work with the customer to identify all key risk areas in a customer's driving.

- **Risk and fault assessment** - you must be able to work with the customer to analyse the key risks. You must be able to produce a risk profile, which prioritises and communicates to the customer's key risk areas and identify their degree of importance.
- **Remedial Action** - you should work with the customer using appropriate development methods which help the customer minimise key risk areas.

3. Trainer characteristics

The examiner will take the following characteristics into account:

- **Articulate** - you must pass on information in an easily understood manner that is not needlessly repetitive.
- **Enthusiastic** - may be demonstrated by showing a keen interest in all that takes place during the session, but not to the point of over-controlling the customer.
- **Encouraging** - customers need to know when they have done something well. Encouraging the customer is part of the "stock in trade" of all Fleet Driver Trainers.
- **Friendly** - aim for an easy relaxed manner, outgoing but not over familiar; a good rapport with the customer.

- **Patient** - you should be patient and be prepared to repeat a sequence of guidance without criticising the customer's inability to master a particular skill. You should be prepared to try an alternative approach if it is clear the customer is having difficulty learning.
- **Confident**- you should be self confident, and work with the customer to help develop their confidence.

About the test

The object of the test is to assess your ability to work with the customer to identify and prioritise key risk areas in their driving and then compile a risk profile. Key risks should be reduced by using appropriate coaching methods. A final risk profile should be communicated at the end of the session.

The test will last for approximately 60 minutes.

What you need to do

You will be required to:

- Give a short presentation designed to initially raise awareness of occupational road risk. It should be interactive and contain validation.
- Involve the customer in an interactive practical vehicle check, which demonstrates knowledge of basic mechanical principles and legal requirements.
- Demonstrate to the customer all necessary pre-start checks.
- Assess the customer's driving and identify key risk areas.
- Communicate effectively to the customer a risk profile.

- Provide and demonstrate appropriate coaching methods that would help to reduce the key risks identified.
- Communicate a final profile of the customer's driving, highlighting strengths and key risk areas where appropriate.

Role-play

To enable the examiner to measure your competence to deliver driver development training he/she will role-play a customer with various strengths and weaknesses.

The customer portrayed will be chosen by the examiner from one of the following types:

- experienced company car driver attending for driver development
- inexperienced company car driver attending for driver development
- experienced company van driver attending for driver development
- inexperienced company van driver attending for driver development

Key risk areas

The examiner will assess your competence to identify, analyse and coach a remedy within 'key risk' areas which are:

- risk presentation.
- vehicle safety checks.
- mirror-signal-manoevre (MSM), position-speed-look (PSL) routine
- use of speed.
- separation distance.
- other road users.

Additional subject

The examiner will choose one additional subject from the following topics to be used in role-play. This will be in the form of

simulation and/or questioning by the examiner.

- Attitude and culture - the ability to identify problem areas in attitude to other road users and be able to demonstrate/discuss the benefits of a considered approach to driving.
- Legal requirements - a level of understanding of the legal requirements concerning the use of motor vehicles on a road, including road traffic accident procedures.
- Driver/passenger safety - have a good understanding and be able to discuss the importance of those issues affecting driver/passenger safety - for example, drink/drugs, illness, tiredness and the advantages and disadvantages of ABS, traction control.
- Vehicle safety/sympathy - have a good understanding of basic mechanical principles and be able to convey the reasons and importance of vehicle safety checks.
- Vehicle loading and security - the ability to demonstrate/discuss the correct way of loading vehicles and discuss the effects on vehicle handling. Also discuss leaving vehicles properly secured.
- Dealing with aggressive drivers - understanding of and ability to give the correct advice on preventing and dealing with inappropriate behaviour by other drivers.
- Environmental effects - the ability to demonstrate and discuss the benefits of good driving practice on

the environment (eco-safe driving) including fuel savings.

You must note that you will not be told which subject the examiner has chosen. You need to identify the strengths and key risks from the role-play and standard of driving portrayed.

Useful tips for the instructional/coaching ability

It is essential that you understand what is required in the test. You should listen carefully when the examiner explains the description of the customer. If you are not sure of anything do not hesitate to ask the examiner to repeat the information.

Once the test gets underway, the examiner is portraying the customer described in the briefing and you should treat the examiner as a normal customer and interact accordingly.

You may find it helpful to establish the depth of the customer's knowledge by asking questions and observing their performance. The type of instruction/coaching that you give should be tailored to the needs of the customer being role-played by the examiner.

You can use session plans and training aids, and may refer to brief notes or subject headings. You should avoid reading at length, word for word, from notes or books. The customer must be given a chance to demonstrate understanding. Any pre-briefing or stationary instruction and pre-briefing should be concise.

You will be assessed on:

- i) the method, clarity, adequacy and correctness of instruction/coaching given

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- ii) the observation and accuracy of risk assessment
- iii) your general manner and attitude when dealing with the customer

You will be expected to maintain control of the session. You should be patient, tactful and give encouragement when appropriate. There is no set answer to this test.

You will need to be flexible in your approach and draw upon your experience to meet the situation presented by the examiner.

The length of the initial presentation should be appropriate for the customer's knowledge.

There are no tricks or traps in the test. Although the examiner is playing the part of a customer, it is his/her job to test your ability. Listen carefully to questions and comments. If he/she suggests getting moving, ask yourself whether you are giving too much stationary instruction.

Vehicle to be used for the test of instructional/coaching ability

You must provide a suitable category B vehicle for the test. This must be a car which is properly taxed and insured which is roadworthy and fulfils all legal requirements. It must be suitable for the test meeting the minimum test vehicle requirement for the statutory driving test. It must be a manual transmission saloon car or hatchback/estate. Convertibles (soft tops) are not acceptable.

It must be unladen and capable of the normal performance of vehicles of its type.

The vehicle must have right hand steering, a driver's seat, a readily adjustable front passenger seat, a head restraint for a forward facing passenger, fully functioning seat belts and an additional rear view mirror on the passenger side for use by the examiner.

'L' plates should not be displayed on the vehicle.

Insurance must cover, for the time during which the examiner is driving, any liability that the examiner may have for all third party and damage risks and for liability to any passenger, including any official passenger. The insurance cover should not name a specific examiner as the driver as there is no guarantee which examiner will conduct the test.

If the vehicle does not meet these requirements, the test will not be conducted, and your fee for the test may be lost.

Persons accompanying the test

If you give your permission, we would encourage your trainer, if you have one, to accompany you on test.

Occasionally the examiner's supervisor may wish to accompany the examiner on the test. The supervising officer will be monitoring the examiner's performance, not yours.

The examiner's supervisor and/or the trainer can only accompany the test if the vehicle is suitable.

Results

You will be advised of the result shortly after the conclusion of the test and given a concise, oral de-brief by the examiner,

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along with a copy of the examiner's marking sheet.

If you pass you will be given a letter confirming this. This also contains a declaration which you will need to sign and send to DSA in order for a certificate to be issued to you.

Remember to state which address and telephone number you wish to be registered under, if giving instruction to the public. This should be sent to DSA with a passport type photograph and the registration fee.

If you are unsuccessful, the examiner will confirm this with a letter, which is also the application form for your next attempt, if applicable.

SECTION 4: REGISTRATION

Once you have qualified and submitted the fee for registration your name will be entered on the Register. You will then be sent a “Certificate of Registration” which will show your name, photograph and personal reference number.

You must apply for registration within 12 months of passing the instructional test, otherwise the Declaration given at the time of the test will become invalid. A certificate cannot be issued until all the relevant documents have been received by DSA.

Duration of registration

Registration lasts for a period of four years from the date of issue of your Fleet Driver Trainer certificate.

Display of certificate

Whilst you are giving Fleet Driver training, you should display your ADI certificate on the nearside edge of the windscreen and have your Fleet Driver certificate readily available for inspection. **The Fleet Driver certificate should not be displayed in the windscreen if there is any risk that vision will be obscured in any way.**

Publicity of your registration

If you offer Fleet Driver training your name and contact details will be supplied to people seeking Fleet Driver training, at the Fleet Register Manager’s discretion.

You may advertise yourself as a “DSA Registered Fleet Driver Trainer” and can apply to use the official DSA logo by completing a DSA logo consent form available from dft.gov.uk/dsa or the Crown Copyright Manager. If permission is granted, the DSA logo can be used on

business letter-headed paper, compliment slips, business advertisements in classified directories (such as Yellow Pages) and on a business website as a link to dft.gov.uk/dsa. However, you may **not** use the logo on clothing, vehicles, business cards, merchandise or any other forms of business advertisement or promotional material.

The DSA logo should **not** be used to infer that the training establishment or trainer is part of DSA. Accordingly it should not appear at a size or position that suggests this visually, ie: the DSA logo should not dominate the organisation’s logo or identity. Use of the DSA logo should at all times follow the DSA Logo Guidelines. If you require any further information regarding the use of the DSA logo you should contact DSA’s Crown Copyright Manager on 0115 936 6271.

Replacement of lost or stolen certificates

If your certificate is lost, stolen or destroyed, you should write to DSA and inform us of the circumstances. It is also advisable to report the loss to the police in case it is fraudulently used.

A duplicate certificate will be issued to you for a nominal charge for which you should supply a further passport type photograph. This certificate will replace the original and will expire on the same date as the original. If the original is found, it should be returned to DSA with a covering letter.

SECTION 5: AFTER REGISTRATION

RE-REGISTRATION

You can apply for your registration to be extended for a further four years before it expires. As a courtesy we try to send a renewal notice to your last known address before your registration runs out. However, it is your responsibility to note the expiry date and apply for renewal, whether or not we send you a renewal notice.

You must still satisfy the conditions to be an ADI and you must not have refused to undergo the check test or to have failed it.

If you let your Fleet Driver Trainer registration lapse, you have one year to apply for re-registration. If your registration has lapsed for longer than this or you have been removed for check test failure you must complete the qualification process again before you can be re-entered.

CHECK TESTS

As all Fleet Driver Trainers must be current ADIs, they are required to undergo a test of “continued ability and fitness to give instruction”, commonly known as a check test.

Check tests are designed to ensure that proper standards are being maintained. The tests are normally conducted Mondays to Fridays during normal working hours.

ADI and Fleet check tests

The check test requirements for continued ADI and Fleet Driver Trainer registration are different. A Fleet check test also satisfies the requirement for ADI

registration. However, a standard ADI check test is not sufficient for continued Fleet Driver Trainer registration. You must always ensure therefore that you notify DSA’s check test booking team that you require a Fleet check test.

Similarly, an instructor who fails to attend a fleet driver trainer check-test can be treated by the ADI Registrar as failing to attend an ADI check-test. Ultimately, this will result in removal from the ADI Register as well as loss of fleet driver trainer registration.

Not having a car or pupil or not working as an ADI or Fleet Driver Trainer are not acceptable reasons for failing to attend a check test.

Grading

You will be graded from one to six in your check tests. Six is the highest grade, grades one, two and three are substandard.

The frequency of your check tests will generally depend on your previous grade. If you are marked as substandard on a check test you should seek retraining immediately, as you will be required to reach the required standard to remain on the Register.

Although the Registrar may remove your name from the Register after one substandard check test, if you are graded two or three you will usually be given a further two attempts to meet the required standards. A third test will be conducted by a different, more senior examiner, to ensure transparency and fairness. If you do not demonstrate an acceptable standard in

those three consecutive check tests, the Registrar will commence removal proceedings and you could be removed from the Register. You would then need to retake and pass the qualifying examination before being allowed to re-enter the Register.

If a third and final check test is required you must attend with a customer who holds a full licence. A role-play check test is not an option.

Fleet check test requirements

As an ADI on the Fleet Register your check test will involve demonstrating competence with a full licence holder, undergoing driver development. This can be with either a customer undergoing Fleet training or, if this is not practical, the examiner can provide a role-play fleet check test.

There are three possible scenarios for the delivery of a 'fleet' check test:

- You may bring a customer who you have not assessed, therefore you could provide an occupational risk presentation; introduce the customer to the training vehicle covering the safety checks. In this instance you would conduct a driver assessment / profile to establish the key risk areas and provide the necessary coaching.
- You may attend with a customer having already carried out the assessment / profile. In this case you would inform the examiner what key risk areas you intend to coach / remedy and do so in the allocated check test time.
- You may have a 'fleet' role-play check test which is conducted in line with the DSA coaching ability test. The examiner will take the role of the customer and

simulate key risk faults for you to identify, analyse and coach a remedy. The timing of each element will be managed by the examiner. It may be necessary to close an element due to time constraints. However the examiner would explain the reasons for this.

Test duration and assessment

Check tests are based on the examiner observing a normal lesson which should last for about 60 minutes. After the lesson you should allow at least 15 minutes for the debrief.

After the debrief you will be given a copy of the assessment form which will confirm the grade awarded. This should be kept safely for future reference. The assessment form will also assist you in planning any CPD (Continuing Professional Development) intervention.

SECTION 6: USEFUL INFORMATION

DSA contact information

Driving Standards Agency (DSA)
The Axis Building
112 Upper Parliament Street
Nottingham
NG1 6LP

Fleet Driver Trainer: 0115 936 6502
Register enquiries

General enquiries: 0300 200 1122

Email: fleet@dsa.gsi.gov.uk

Website:

- www.businesslink.gov.uk/transport
- www.twitter.com/dsagovuk
- www.youtube.com/dsagov

Service standards

DSA aims to give a high quality service to all our customers. The agency welcomes complaints and constructive comments as they help it to improve its level of service. The Agency has published its service standards and complaints procedure in its leaflet "Customer Service".

Notification of convictions

You should notify DSA immediately if you are convicted of any motoring or non-motoring offences whether you are in the process of qualifying or already qualified onto the Register.

Your name may be removed from the Register at any time if the Fleet Register Manager is not satisfied that you complied

with all the conditions required at the time of registration.

Changes of address

If you change either your fleet driver training establishment address or your home address you should notify the Fleet Register Manager within seven days. Please give details of your new telephone numbers if applicable. The address you supply as the fleet driver training establishment will be used to contact you. It will also be the address and phone number given to customers requesting information about fleet driver training organisations.

Refunds

If you cannot keep an appointment for the theory part of the qualifying examination, you must give at least 10 clear working days notice (excluding date of receipt, day of test, weekends and bank holidays) for your fee to be refunded to you.

If you cannot keep an appointment for the practical parts of the qualifying examination, you must give at least 10 clear working days notice (excluding date of receipt, day of test, weekends and bank holidays) for your fee to be refunded to you. This does not apply to bookings allocated to you at short notice. However, if you cannot keep an appointment and were unable to give at least 10 clear working days notice owing to medical reasons, a refund may be considered. In these cases you should write to the Fleet Register Manager with supporting medical evidence, asking for consideration to be given to your claim.

If you do not give enough notice, or the test does not take place because of a fault with the vehicle, a refund will not normally be given.

Ex-gratia payments of the registration fee will normally be considered for reasons of ill-health if a person has to resign from the Register. In these cases, you should write to the Fleet Register Manager with supporting medical evidence, asking for consideration to be given to your claim.

Release of information

We are frequently approached by outside organisations asking for the names and addresses on our database. Before we can supply this information, we are obliged under the Data Protection Act 1998 to ask for your consent. An example of this would be third parties wanting to send marketing information. If you give your consent, we would make it a condition that organisations would not, in turn, sell it on to anyone else.

Once you are fully qualified onto the register, your contact details can be provided to members of the public and appear on our website.

Please tick the box if you are happy for us to release your name and address to any company or organisation. You shouldn't tick the box if you don't wish us to release your name and address to any company or organisation.

Please note that you cannot have different consent markers on the ADI Register and Fleet Driver Trainers Register.

You may change your consent status at any time by writing in to DSA.

ANNEX A - DRIVING TEST CENTRES PROVIDING THEORY TESTS

England

Bolton
Bristol
Burton upon Trent
Cambridge
Cannock
Derby
Eastbourne
Folkestone
Gateshead
Guildford
Huddersfield
Hull

Leeds
Leicester
Lincoln
Newcastle-upon-Tyne
Norris Green
Northampton
Norwich
Plymouth
Sale
Sevenoaks
Sheffield
Shrewsbury

Southampton
South Yardley
Taunton
Wolverhampton
Worcester

Inner London

Barnet
Belvedere (Kent)
Hayes (Middlesex)
Mill Hill
Tolworth

Scotland

Aberdeen
Bathgate
Dundee
Edinburgh (Bathgate, Currie and Musselburgh)
Glasgow
Inverness

Wales

Barry
Swansea

ANNEX B - SUGGESTED READING LIST

- ◆ The Highway Code - published by The Stationery Office.
- ◆ The Motor Vehicles (Driving Licences) Regulations 1999 (as amended).
- ◆ Know Your Traffic Signs - published by the Stationery Office.
- ◆ The Official DSA Theory Test for Car Drivers and The Official Highway Code - published by the Stationery Office.
- ◆ The Official DSA Theory Test for Drivers of Large Vehicles - published by The Stationery Office.
- ◆ The Official DSA Guide to Driving– the essential skills - published by the Stationery Office.
- ◆ The Official Guide to Learning to Drive - published by The Stationery Office.
- ◆ Helping Learners to Practice, the official guide - published by The Stationery Office.
- ◆ The Official DSA Guide to Driving Goods Vehicles - published by The Stationery Office.
- ◆ Roadcraft the Police drivers' handbook.
- ◆ Instructional Techniques and Practice for Driving Instructors, by L Walklin - published by Stanley Thornes (Publishers) Ltd.
- ◆ Practical Teaching Skills for Driving Instructors, by J Miller, M Stacey and T Scriven - published by Kogan Page.
- ◆ The Driving Instructors Handbook, by J Miller & M Stacey - published by Kogan Page.
- ◆ D100 Leaflet "What you need to know about Driving Licences" - published by DVLA. Available from most Post Offices or DVLA.

Those items published by the Stationery Office can be obtained direct from DSA Merchandising on 0870 241 4523 or by email: dsamerchandising@tso.co.uk

Please make sure that you obtain the latest edition of all publications.

ANNEX C - DRIVING TEST CENTRES PROVIDING PRACTICAL TESTS

England

Bolton	Lincoln	Taunton
Brentwood	Luton	Thornaby
Bristol	Newcastle upon Tyne	Weston Super Mare
Burton upon Trent	Norris Green	Wigan
Cambridge	Northampton	Wolverhampton
Cannock	Northwich	Worcester
Chesterfield	Norwich	
Derby	Plymouth	
Eastbourne	Preston	
Ellesmere Port	Rochdale	Inner London
Exeter	Sale	Barnet
Folkestone	Sevenoaks	Goodmayes (Essex)
Guildford	Sheffield	Hayes (Middlesex)
Huddersfield	Shrewsbury	Hither Green
Leeds	South Yardley	Tolworth
Leicester	Southampton	Wallington

Scotland

Aberdeen
Bathgate
Dundee
Edinburgh (Musselburgh)
Glasgow
Inverness

Wales

Barry
Swansea

APPLICATION FORM TO JOIN THE FLEET DRIVER TRAINER REGISTER

Notes for Guidance

Please read these notes carefully before you fill in the application form to join the Fleet Driver Trainer Register.

Contact us if you have any enquiries: Tel: 0115 936 6502
email: fleet@dsa.gsi.gov.uk

You should note that any information you give us will overwrite the information we already hold about you as an Approved Driving Instructor (ADI), if it is different.

Section 1: Your details

Please give the address that you wish to be used for us to contact you.

Once you are fully qualified your name, town/city, county, telephone, postcode and email address may also be released to members of the public and appear on our website if you give your permission at Section 6.

Section 2: ADI details

This section asks for details of your ADI registration. You must be a fully qualified ADI to join the Fleet Driver Trainers Register. Fleet registration lasts for 4 years, providing that you retain ADI registration throughout that period. If your ADI registration ceases for any reason your Fleet registration automatically ceases.

Section 3: Driving licence details

Please give full details about your driving licence.

Section 4: Character Details

You need to tell us about any motoring or non-motoring offences (including fixed

penalties and cautions). If you have declared an offence you should enclose details of the circumstances that led to it. This will assist the Fleet Register Manager in coming to a quick decision regarding your suitability for the register.

Please note that we may contact the relevant court or organisation to check any declarations you have made.

As you are an ADI, most motoring offences will be automatically notified to DSA by DVLA but you are still expected to notify DSA of any offences (including motoring offences) as soon as they occur. A very serious view is taken of any failure to do so. We are entitled by law to ask ADIs to declare spent as well as unspent convictions.

Section 5: Qualification method

You should indicate here which of the following ways you will qualify as a fleet driver trainer:

- by completing the DSA three part entrance examination
- by applying within 12 months of successfully completing one of the DSA accredited training courses

If you wish to qualify through an accredited training course, you should give details

about where and when you passed the course, and provide a certificate or other written confirmation of this. You can find details of accredited course providers on dft.gov.uk/dsa

If you wish to qualify through DSA, you should use the form to apply for the theory test part of the qualifying exam.

Section 6: Additional voluntary information

You do not have to complete any part of this section

Ethnic origin

We recognise and value diversity. We want to make sure that we consider equally everyone who applies to join the Fleet register with respect to their own ability whatever their race, nationality, ethnic origin, gender identity, sexual orientation, marital status, age, disability, religion or belief. We want to make sure that we make progress within the equality and diversity field.

To do this we need you to answer the questions in this section. Your answers will in no way influence your application to become a Fleet trainer as long as you meet the qualifying criteria.

We will keep this information confidential and only use it for monitoring purposes. We will store this information on our electronic document archive and Fleet register database.

Release of Information

We are frequently approached by outside organisations asking for the names and addresses on our database. Before we can supply this information, we are obliged under the Data Protection

Act 1998 to ask for your consent. An example of this would be third parties wanting to send marketing information. If you give your consent, we would make it a condition that organisations would not, in turn, sell it on to anyone else.

Please tick the box if you are happy for us to release your name and address to any company or organisation. You shouldn't tick the box if you don't wish us to release your name and address to any company or organisation.

We will still send important information to you.

Section 7: Payment details

If you are qualifying through the DSA examination you will need to pay the processing fee and theory test fee. If you are using the accredited route you will need to pay the processing fee and registration fee.

Details of all fees can be found at businesslink.gov.uk/dsafees

You can pay by cheque, postal order, credit or debit card. Do not send cash

Cheques and postal orders should be made payable to "Driving Standards Agency".

If you pay by credit or debit card we will telephone you to obtain your three-digit security number from the back of your card. We cannot process your application without this number, but we would advise you not to write it on your application.

Payment will be taken from your account as soon as your application has been received. Please note that this does not

indicate that your application has been successful.

Section 8: Declaration

You must sign and date the declaration otherwise your application will not be accepted.

Submitting the form

You should send your completed form, the appropriate fee and relevant documents (see check list below) to:

Credit and debit card payments:

Driving Standards Agency
The Axis Building
112 Upper Parliament Street
Nottingham NG1 6LP

Cheque and postal order payments:

Driving Standards Agency
PO Box 280
Newcastle Upon Tyne NE99 1FP

Checklist

Have you:

- completed all sections
- signed the form
- enclosed the correct fee (see above)
- enclosed evidence of passing an accredited training course (if applicable)
- enclosed a colour passport type photograph (if joining via approved training course)
- read and understood the booklet *"Your Guide to Fleet Registration"*

Processing your personal data

The Driving Standards Agency (DSA) directly manages all personal data it processes as an executive agency of the data controller, the Department for Transport.

We use the personal data you give us to help run the registers of driver and motorcycle trainers, and practical driving tests. We also use your details for statistics and analysis to assess equality and improve our customer service.

We must ensure the integrity of the driving test. We may use the personal data you supply for the purposes of preventing or detecting crime and catching or prosecuting offenders. This may include hidden monitoring when appropriate.

We do not disclose or share personal data with any third parties, other than in line with the Data Protection Act 1998. This may include, but is not restricted to, disclosure to the police, HM Revenue and Customs, local governments and DVLA. In the case of transfers from DVLA, this may include details of endorsements for the purpose of ensuring that registered ADIs continue to be fit to remain on the register.

For further information, please see our website dft.gov.uk/dsa or look for our Notification Document on the Information Commissioner's website ico.gov.uk. Our registration number is Z7122992.

Application to join the Fleet Driver Trainer Register



Fleet/1 (Rev. 10/10)

Please read the Notes for guidance before completing this form.

Your Details 1

Title:

Mr. Mrs. Miss Ms. Other

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
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First name(s):

Surname:

Address:

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Postcode:

Telephone number (with area code):

Mobile number:

Fax number:

Email address:

Date of Birth:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Have you applied for Fleet Driver Trainer registration before?

No Yes

ADI Registration Details 2

ADI PRN

<input type="text"/>					
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Number of years as ADI

<input type="text"/>	years
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Expiry date of ADI certificate

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Driving Licence Details 3

What is the driver number on your driving licence?

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Have you been disqualified from driving at any time during the last four years?

No Yes

If yes, please give details below.

Offence(s) (use a separate sheet if necessary):

Exact date of conviction:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Period of disqualification:

Character Details 4

If you answer 'Yes' to any of these questions, please give details on a separate sheet. Where appropriate, you should provide details of the offence(s), any courts involved, date of conviction(s) and any penalty imposed.

Have you received any fixed penalties for motoring offences within the last four years?

No Yes

Have you any cautions or convictions (current or spent) for motoring offences?

No Yes

Have you any cautions or convictions (current or spent) for non-motoring offences?

No Yes

Are you waiting for any kind of court proceedings to be taken against you?

No Yes

For official use only

Form checked

Accepted

Incomplete

Warning

Refuse

Qualification Method

5

Please indicate whether you wish to qualify through DSA, or an approved training course;

DSA

DSA Accredited training course
(give details below)

Name and address of training course provider, or DSA test centre to be used and any dates when you are unavailable:

You must provide a certificate or other documentary evidence of the course attended.

Additional Voluntary Information

6

You do not have to complete this section

Release of Information: Outside organisations often ask us for the names and addresses on our database. Before we can supply this information, we are obliged under the Data Protection Act 1998 to ask for your consent. If you give your consent, we would make it a condition that organisations would not, in turn, sell it to anyone else.

I agree to give my consent

Equality and diversity

We recognise and value diversity. We want to ensure all eligible applicants are considered with respect to their own ability and not influenced by other factors. To help us to do this effectively we need to monitor our policies and procedures.

Please tick the box which most applies to you

Arab	<input type="checkbox"/>	Mixed Caribbean and White	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Other Asian background	<input type="checkbox"/>
Black African	<input type="checkbox"/>	Other Black background	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Other ethnic background	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other mixed ethnicity	<input type="checkbox"/>
Gypsy/Irish or Scottish traveller	<input type="checkbox"/>	Other White background	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Mixed African and White	<input type="checkbox"/>	White British	<input type="checkbox"/>
Mixed Asian and White	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Mixed Asian background	<input type="checkbox"/>	Gender	
		Male	Female
		<input type="checkbox"/>	<input type="checkbox"/>

Credit/Debit card - Payment Details

7

I wish to pay by Visa/MasterCard/Delta

Please charge to my account.

My card number is

Name of card holder

Expiry date

Signature of card holder

If paying by debit/credit card, to be signed and dated by the candidate: I agree that any refund be made to the card holder

Signature:

Date

Address of card holder

Declaration

8

I declare that:

- The details given in this form are to the best of my knowledge true and correct
- I have read and understood DSA's booklet *Your Guide to the Register of Fleet Driver Trainers*
- I understand that while I am seeking registration or after I have been registered, **I will inform the Registrar's office in writing within seven days if I:**
 - receive any cautions or am convicted of any offence, including motoring offences, fixed penalties and non-motoring offences.
 - change my home or business address
- I understand that the parts of the qualifying examination (and if approved for registration, the test of continued ability and fitness) will take place during examiners' normal working hours.

I enclose the *application and registration fee/*theory test fee/processing fee (*delete as appropriate) of:

Cheque/Postal Order no.	
£ <input type="text"/>	<input type="text"/>

or have completed the credit/debit card details above

Signed:

Dated: