



DRIVER CPC BUS & LORRY

**Essential preparation for
new Case Studies and the Practical Knowledge
Demonstration test**

Understanding a driver's work

“GENERAL”

What you need to know

Driving techniques

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

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

Other techniques

You should be able to:

- recognise the benefits of good positioning on the road and know how to allow space so that you do not compromise the safety of your vehicle, passengers or load.
- show that you are aware of the dimensions of your vehicle, especially where there are particular risks with forward and rear overhangs
- recognise the importance and usefulness of bus lanes for making the journey as safe and smooth as possible
- recognise the factors that contribute to stress-free driving and factors that contribute to stress
- recognise the importance of making the journey as safe and smooth as possible
- understand the distractions you may face when driving and know how to deal with them, both inside and outside the vehicle. These distractions can include using the radio, mobile phone or other hand held equipment. Interacting with radios, GPS devices, monitoring cameras while driving, and passengers on the bus asking questions or waiting to board or alight.



Seat belts

You should:

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



Safety equipment

You should:

- understand and be able to explain the law concerning safety equipment, including the carrying of fire extinguishers and first aid equipment
- understand and be able to explain the correct use of the fuel shut-off switch, isolators, warning lights and buzzers, emergency exits and emergency glass-breaking hammers
- know how to check these items before taking responsibility of the vehicle and the procedure for reporting defects (see also the section on dealing with emergencies).



Vehicle loading

You should

- understand the importance of correct and safe vehicle loading and what can be carried on the type of vehicle that you are driving
- be aware of the limits for total luggage weights and how to estimate it
- know the maximum seated and standing passenger capacity for the vehicle you are driving.

Vehicle maintenance

You should

- understand the requirement for vehicles to be properly maintained on a suitable schedule
- understand your role as a driver in checking for and reporting defects to the correct maintenance staff in your organisation
- check your vehicle at the start of your shift not just for defects but also for general cleanliness – for example, walk around checks to make sure that gangways are not blocked or slippery, etc.

Alcohol

You should:

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



Lost property

You should;

- understand and be able to explain the procedures for dealing with lost property
- know that you must check your vehicle at the start and end of every journey for lost property or suspect packages and seek advice if anything is found about which you are not sure

- know that any lost property found must be handed into your depot, terminus or garage upon your return.

Road traffic incidents – how and where they happen and their consequences

You will be required to show that you are aware of where there are areas of risk both within the vehicle, on the road and at the depot in the transport sector. You should also show that you know how to alert others to such risks and hazards.

- You should know and understand where incidents involving passengers or loads can occur:
 - on the vehicle
 - at what point during the journey
 - at both high and low speeds
- The majority of incidents involving passengers will occur either when:
 - they are getting on or off the vehicle whilst it is moving off or stopping, or
 - during the drive, if drivers have to take some sort of unplanned evasive action (for example, harsh braking)
- You should be aware of the risks to passengers of slipping, tripping and falling. Understand the need to avoid taking unnecessary risks and of working within your capabilities. You should be able to:
 - assess what level of involvement you should take in the event of an incident
 - understand that your involvement may depend on how closely you are involved with the situation (see also the separate section on dealing with emergencies)



- understand that, as a professional driver, your passengers and other members of the public may look to you for help and guidance. You should:
 - act only within your abilities and training
 - not take unacceptable risks that put yourself or others in danger
- understand and be able to explain where there are risks for employees within the workplace. Garage flooring can be slippery so you must always use dedicated walkways and safe areas, and look out for moving vehicles, especially those reversing out between other vehicles
- know your role for ensuring that health and safety legislation is kept and be able to explain the procedure for ensuring that the workplace is maintained in a safe condition. Everyone is responsible for health and safety in the workplace and if you see anything hazardous, such as an oil spillage, you should report it so that it can be cleared up
- be able to understand road incident statistics relating to the location, types and causes of incidents involving buses or coaches and appreciate the consequences to the individuals and organisations affected by them and to the industry as a whole
- be able to explain the consequences of road traffic incidents and how they can affect the passenger, employee and employer, both in human and financial terms. You should understand the consequences for
 - the driver
 - the passengers
 - your colleagues
 - the families of those involved

in incidents of all levels of seriousness and the effect on their domestics and working lives, as well as for the organisation.

Keeping fit for the job



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

You should be able to:

- show that you understand the effects of alcohol on your ability to drive and the way in which alcohol can stay in the body for a long time
- recognise the effects that some prescribed and 'over the counter' drugs can have on your ability to drive. Even prescribed drugs can make you drowsy and affect your driving. Always read the label and if in doubt seek advice or do not drive
- explain the law concerning the use of drugs and alcohol and the penalties that exist for non-compliance. Anyone caught driving whilst unfit/over the limit through drugs or alcohol will not only be fined heavily but will also lose their licence and may even be imprisoned
- understand the effects of any other substances, likely to affect behaviour, impair judgement or increase reaction times
- show that you understand the effects on performance which different diets can produce. Being overweight causes strain on your heart and a poor diet can make you feel sluggish and tired. You should be aware of the importance of a properly balanced diet and of regular eating with respect to shift patterns
- demonstrate that you understand
 - the symptoms and causes of stress and fatigue
 - that stress and fatigue can be caused at work or at home

- how stress and fatigue can cause personality and behavioural changes
- what action to take to minimise the effects of stress and fatigue.

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

- headaches
- high blood pressure
- tiredness
- irritability

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

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

Regulations that govern the carriage of illegal immigrants

Vehicle security

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

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

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

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

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

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

THE PRACTICAL KNOWLEDGE TEST

What to expect

This test has been introduced to allow you to prove that you can carry out a number of operations. Other than driving, which are legal requirements. The examiner will expect you to show that you can

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

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

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

You are expected to provide a vehicle that complies with the minimum test vehicle standards for this module, and you will be asked to demonstrate your knowledge using the vehicle. If the vehicle does not have certain features, the examiner may show you a photograph and ask you to explain what you would do.

You will not be asked to write or use a computer at any time during this test.

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

The questions

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

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

You need to demonstrate

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

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

You need to demonstrate

- that you understand the components of the vehicle that pose a safety risk, and how you would check for their safety
- how to check the equipment that ensures passenger comfort and safety, including seats and safety belts
- how to check that the equipment provided for a safe and comfortable journey is in good working order
- that you know what checks to make before you start your journey.
- how to secure your vehicle and make every effort to reduce the risk of it being stolen when you park, especially at night
- an understanding of how the braking system works and able to carry out physical checks to assess correct operation and what to do if you find a fault. How to check that all wheels, tyres and spray suppression equipment, etc, on your vehicle and any trailer, are in a serviceable condition
- your familiarity with the physical dimensions and clearances required for the vehicle, any restrictions that may apply and your awareness of any overhangs or projections when driving
- how to check the vehicle controls and gauges as part of your 'Cockpit Drill' and the action to take when a warning light is showing

Demonstrate an ability to prevent criminality and trafficking of illegal immigrants

You should be able to

- demonstrate where illegal immigrants may hide themselves and what checks you would make
- explain the procedures for ensuring that all passengers are accounted for when crossing borders.
- an awareness of the security of your vehicle and its contents and explain what procedures to adopt when crossing borders, particularly when leaving and returning to Gibraltar
- where illegal packages may be hidden on your vehicle and what checks you as the driver need to make to comply with any cross-border legislation.

Demonstrate an ability to assess emergency situations

You should be able to demonstrate and explain

- the actions you would take in case of a fire, including actions to ensure the safety of passengers and the use of fire extinguishers, and the ability to identify various types of fire extinguishers and know which fire they are intended for.
- the inherent dangers that a vehicle presents to other road users and pedestrians
- the procedures for checking the safety of vulnerable passengers.
- how to enter and exit your vehicle safely with due regard for other road users and pedestrians
- the measures you would undertake in extreme weather.

Demonstrate an ability to prevent physical risk

You should be able to demonstrate and explain

- the precautions to take before starting the engine
- the walk-round safety checks you would make to your vehicle before starting each and every journey. You can use a safety check sheet if you wish.

“SPECIFICALLY” FOR APPLICANTS OF BUS THEORY TEST

Passenger safety

You should be able to

- determine styles of driving that keep passengers safe
- recognise the effect that excessive acceleration, braking and speed can have on the way in which passengers move – for example, the causes of a ‘rough’ ride can be
 - excessive acceleration when moving off, causing passengers to be thrown down the bus or fall if not holding handrails.
 - harsh braking, which causes passengers to lurch forward with possible injury (passengers on stairs are also at risk of injury)
- recognise that passengers can also suffer falls from seats or in gangways because of
 - fast cornering
 - too sharp a turning circle
 - changing lanes too quickly
 - veering suddenly when driving.

Dealing with passengers

In this section you will need to show that you recognise that not all passengers are the same and that you are able to deal with them in different ways. Passengers requiring special consideration include

- children
- older people
- those with hearing or sight impairment
- those who cannot move easily, including passengers in wheelchairs.

You should

- be able to recognise that your passengers may have different requirements
- know how to deal with your passengers in a manner appropriate for each user
- be able to understand and listen to passengers' problems relating to the journey
- know how to pass on information to passengers – for example, using the PA system responsibly and safely to keep passengers informed when heavy traffic prevents you from keeping to the timetable
- know how to relay information and comments from passengers to the appropriate company official
- know how to deal with complaints
- be able to recognise aggression and its causes and know the importance of
 - keeping calm
 - using appropriate body language and gestures
 - being assertive but non-antagonistic.



This slide and the following slide shows the way some questions are asked in the Case Study module.

Case Study 1 Example

Simon is the driver of a bus. He works under the European drivers hours rules. He always makes sure he has a balanced diet so that he is always fit to drive.

Simon arrives at work for an early shift and carries out his daily walk around check; there is ice on the windows of the bus and the outside temperature is -1 degree celcius.

When driving along his route, he arrives at the scene of an accident. A bicycle has collided with a lorry and the cyclist is injured. Simon stops to assist; the bus carries a first aid kit.



Example Question 1

How much extra stopping distance must Simon allow because of icy conditions?

- ☐ Two times
- ☐ Four times
- ☐ Eight times
- ☐ Ten Times

The above example uses the description of the temperature and asks the effects of freezing conditions on stopping distances

Example Question 2

Under EU drivers' hours regulations, what is a regular daily rest period.

- ☐ 5 hours
- ☐ 11 hours
- ☐ 10 hours
- ☐ 4.5 hours

Alternatively questions may be asked on drivers' hours and daily rest periods

Regulations that govern the carrying of passengers

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

Types of passengers

You should be able to:

- understand and comply with the law concerning the transporting of passengers generally, and the specific requirements that govern certain groups of passengers such as those with disabilities
- understand and apply the regulations that govern other vulnerable passengers such as school children
- understand the facilities that modern vehicles have to enable disabled passengers to use buses and coaches and be able to explain when these facilities should be used.

Paperwork

You should know and be able to explain the paperwork legally required to be carried when carrying coach passengers on private hire or on coach work both in Gibraltar and abroad.

Dealing with emergencies

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



You should be able to

- prioritise the actions taken if involved in an accident
- prioritise the actions taken as a witness to an incident
- demonstrate that you are aware of the procedures for investigating a possible fire and prioritising actions should you find a fire.

You should:

understand how to isolate electrics and fuel if it is safe for you to do so

know, if appropriate following suitable training, how to use on-board fire-fighting equipment safely and effectively

- explain the procedures for:
 - dealing with passengers with apparent injuries
 - assisting passengers
 - how to prioritise casualties and give first aid, if you have received suitable training and are not prohibited from doing so by your employer
- explain the procedures for:
 - contacting the emergency services
 - contacting your operator
 - communicating specific information on casualties and the scenario
- understand the need to communicate information on numbers of passengers and loads etc. to the emergency services and how to ask for the assistance of others at the scene or in your organisation
- demonstrate that you know how to ensure the safety of your passengers. You should know the importance of moving passengers (where possible, depending on their injuries etc.) and other crew to a safe place or to a safe distance from the scene of the incident
- explain how you would communicate with passengers in the event of an incident, and demonstrate that you would be aware of the stress that such incidents may cause
- understand the requirements of the load and the need to communicate accurate information on types of loads and any hazardous materials to

the emergency services and how to ask for the assistance of others at the scene or in your organisation

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

The role of the driver within the company/organisation

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

You should

- be able to recognise the importance of your role as a driver and the limitation of your responsibilities. Your company's image will be enhanced by:
 - your safe driving practices
 - adoption of a positive attitude to others
 - your promotion of the company and the industry generally.
- Understand the importance of good customer care and taking part in any driver development programmes that are available to you through your company or organisation
- Understand that the way in which bus and coach drivers carry out their duties to their company and its clients (your passengers) creates a positive image of the industry. You should also understand
 - all the routes and schedules that you will work
 - the structure of the company
 - any company procedures that affect or are affected by its drivers
- Know the categories of people inside the organisation and outside of it with whom you will have to deal in your work. These can include:
 - line managers

- other drivers
 - other members of bus or coach crews
 - the public
 - the authorities
 - the customers
- Be able to show that you know how to relate to other occupations within the organisation and understand the role of the driver. You should know the requirements of the job, namely:
 - the delivery and collection of passengers and their luggage safely and securely and in a timely manner
 - the importance of your presentation as a representative of the company
 - the presentation of your vehicle
 - understand the role of the driver. You should know the requirements of the job, namely the loading, carriage and delivery of goods safely and securely and in a timely manner

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

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

be affected by the disputes of others. You should understand the effects of this on:

- the company
- your colleagues
- your passengers
- the industry in general.

You should also understand the consequences, which may include:

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

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

“SPECIFICALLY” FOR APPLICANTS OF LORRY THEORY TEST

Load Safety

You should be able to:

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

Securing of loads

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

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



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

- braking
- steering
- cornering

even in emergency situations.

You must demonstrate that you know how to check

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

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



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

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

This slide and the following slide shows the way some questions are asked in the Case Study module.

Case Study 1 Example

The loading bay at Brenton Supermarket warehouse can only be accessed by reversing. As a driver was reversing into the warehouse, a worker began to cross the yard, Peter, the driver failed to see the pedestrian until the last moment. At this point he was distracted and hit the warehouse door. Albert the store supervisor began an argument with Peter. He claimed that Peter normally exceeds his driving hours and had not taken enough rest.



Example Question 1

If a driver is being provoked by another person, what should the driver do?

- A. Ask for help
- B. Argue back
- C. Shunt forward
- D. Don't react

The above example questions the way in which a driver can react, if another person is trying to get into an argument

Example Question 2

Which of these are ideal for securing loads to pallets?

A.



B.



C.



D.



Alternatively questions may be asked on the understanding of securing loads to vehicles

Regulations that govern the carrying of various load types

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

Types of load

You should be able to

- understand and comply with the law concerning the transporting of loads generally, and the specific requirements that govern all types of loads.

understand and apply the regulations that govern the movement of different types of loads such as:

- dangerous goods
- restricted goods.

Paperwork

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

Regulations that govern drivers' hours and tachographs

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

You should:

- know how to interpret the requirements of both EC and domestic drivers' hours regulations so that you can calculate the precise amount of time you can drive or the hours of daily or weekly rest you must take within the scenario given
- understand under which conditions the two codes, EC and domestic, apply
- be able to interpret the requirements of the Working Time Directive and the Road Transport Working Time Directive
- be able to demonstrate how to record your hours on both analogue and digital tachographs. For an analogue type you fill in and record information on a chart, and for a digital type you insert a card and obtain a print out
- you should be able to understand the downloading of data from the vehicle unit and the driver card

- you should be able to interpret the requirements in respect of the retention and production of data by the driver – a driver must produce charts for the current day and the previous 28 days, the driver card, if he holds one and any manual records or printouts for the same period
- be able to demonstrate that you know what to do when the tachograph is not working – always carry spare charts and/or log cards so that you can record your journeys/trips manually including departure and arrival times, if your tachograph stops working
- understand the penalties for infringing any of the above regulations and for tampering with monitoring equipment.

You should also:

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