



Driving Standards Agency

An Executive Agency of the Department for Transport

DRIVING EXAMINER TRAINING

COMPETENCE REQUIRED BY A DRIVING EXAMINER	HOW DSA ACHIEVE THIS
<p>1.1. A person authorised to conduct practical assessments in a motor vehicle of the driving performance of a candidate must have knowledge, skills and understanding related to the topics listed in points 1.2 to 1.6.</p>	<p>New Entrant training (NE) The EU 3rd directive driver training (5 days in every 5 years) (D) The EU 3rd directive test training (4 days in every 2 years) (T)</p> <ul style="list-style-type: none">• (NE) All DSA examiners are required to successfully complete the New Entrant Examiner course. This is a 4 week course held at DSA's Training and Development centre in Cardington and is accredited as a BTEC (Business and Technology Education Council) level 3, vocational qualification.• (D) All DSA examiners must attend a periodic training course of at least 5 days per 5 year period. This course maintains and further develops practical driving skills.• (T) All DSA examiners must complete periodic training of at least 4 days per 2 year period in order to develop new competencies that have become essential for the exercise of their profession and to ensure that an examiner continues to conduct driving tests to a fair and uniform standard.

<p>1.2. The competences of an examiner must be relevant to assessing the performance of a candidate seeking the category of driving licence entitlement for which the driving test is being undertaken.</p>	<ul style="list-style-type: none"> • All DSA examiners have held a category B licence for a period of at least 4 years and hold a licence in any other vehicle category in which they are testing. • All DSA examiners have a theoretical and practical assessment of driving ability of a standard higher than that needed to obtain a driving licence • All DSA examiners must successfully complete further training and development courses if they are selected to conduct tests in other vehicle categories such as motorcycle, LGV/PCV and Approved Driving Instructor (ADI) tests.
<p>1.3. Knowledge and understanding of driving and assessment: theory of driving behaviour,</p>	<ul style="list-style-type: none"> • (NE) a theory test must be passed with a score of at least 47 out of 50 • (D) A presentation is delivered on work related road safety • (D) A presentation is delivered on Planned driving and Eco-safe driving techniques • (NE & D) Theoretical knowledge is developed during the on-road practical development of

hazard perception and accident avoidance,

the syllabus underpinning driving test standards,

individual's driving

- **(NE & D)** The National Standards presentation describes the skills, knowledge and understanding needed to be a safe and responsible driver
- **(T)** Updates on the theory of driver behaviour may be delivered as part of examiner's yearly conference or discussions during team time.
- **(NE)** a Hazard Perception Test is delivered via a computer based assessment - the test must be passed with a score of at least 57 out of 75
- **(NE & D)** Hazard perception skills are developed during the on-road practical development of individual's driving
- **(NE)** A presentation is delivered on the core competencies of a Driving Examiner
- **(NE)** A full demonstration of a driving test is delivered
- **(NE & D)** Presentations delivered on Examiner's guide to assessment / marking
- **(NE & D)** The knowledge and understanding of driving test standards is further developed during the on-road practical development during test training
- **(NE)** Presentation delivered on Driving test legal requirements
- **(NE & D)** The requirements of driving test standards is further developed during the on-road practical development on test training
- **(T)** DSA examiners are supervised for a minimum of 6 tests per year with assessments made and feedback given on examiners control, assessment, customer service and paperwork.
- **(T)** Technical skills updates can be delivered as part of examiner's yearly conference or discussions during team time.

the requirements of the driving test,

relevant road and traffic legislation, including relevant EU and national legislation and interpretative guidelines,

assessment theory and techniques,

defensive driving.

- **(T)** DSA examiners informed of relevant information via the DSA weekly news updates and the DSA intranet site
- **(T)** DSA has an independent Quality Assurance system. Nationally 20 Driving Test Centre (DTC) visits are conducted each year. All examiners are supervised on 4 driving tests during each visit
- **(T)** DSA also carry out 200 DTC Quality Control visits each year. DTC documentation is checked during these visits

- **(NE)** Presentation delivered on Driving test legal requirements
- **(NE & D)** The National Standards presentation describes the skills, knowledge and understanding needed to be a safe and responsible driver
- **(T)** Guidance and updates on any relevant changes to traffic legislation are delivered as part of examiner's yearly conference or discussions during team time.
- **(T)** DSA examiners informed of relevant information via the DSA weekly news updates and the DSA intranet site

- **(NE)** A presentation is delivered on the correct assessment of driving faults
- **(NE & D)** Presentations delivered on Examiner's guide to assessment / marking
- **(NE & D)** Guidance on assessment theory is given during discussions of faults during test training

- **(D)** A presentation is delivered on work related road safety includes defensive driving techniques
- **(D)** A presentation is delivered on Planned

	<p>driving and Eco-safe driving techniques includes defensive driving techniques</p> <ul style="list-style-type: none"> • (NE & D) Theoretical knowledge in defensive driving techniques is delivered during the on-road practical development of each individual's driving
<p>1.4. Assessment skills:</p> <p>ability to observe accurately, monitor, and evaluate overall candidate performance, in particular:</p> <p>correct and comprehensive recognition of dangerous situations,</p> <p>accurate determination of cause and likely effect of such situations,</p> <p>achievement of competence and recognition of errors,</p> <p>uniformity and consistency in assessment,</p> <p>assimilate information quickly and extract key points,</p> <p>look ahead, identify potential problems, and develop strategies to deal with them,</p> <p>provide timely and constructive feedback.</p>	<ul style="list-style-type: none"> • (NE) A presentation is delivered on the correct assessment of driving faults • (NE & D) Presentations delivered on Examiner's guide to assessment / marking • (NE) Throughout the 4 week New Entrant course, the training staff will simulate various faults ranging from those "Not worthy of recording" to "dangerous". These faults are discussed in detail with guidance given on assessment criteria and rules and tools of assessment. Examiners must achieve a consistent satisfactory standard of assessment to successfully complete the course. Various classroom discussions take place with guidance given on assessment. • (T) DSA Examiners are supervised whilst carrying out driving tests a minimum of 6 times each year. The supervisor will assess and give feedback on examiners control, assessment, customer service and paperwork. Guidance is given on ways for further improvement. • (T) DSA Driving Examiners all have an objective on their performance and development report regarding driving tests being assessed correctly. • (T) Test Centre Managers receive statistical information for fault analysis to ensure uniformity and consistency of marking and assessment • (T) DSA use the Chi Squared tool to identify any examiner significantly above or below the DTC norm.

<p>1.5. Personal driving skills:</p> <p>A person authorised to conduct a practical test for a category of driving licence must be able to drive to a consistently high standard that type of motor vehicle.</p>	<ul style="list-style-type: none">• (NE & D) Training is delivered during the on-road practical development of each individual's driving• (D) Practical training is delivered on work related road safety• (D) Practical training is delivered in Eco-safe driving techniques• (NE & D) Hazard perception skills are developed during the on-road practical development of each individual's driving• (T) All DSA examiners must successfully complete further driver training in the appropriate vehicle if they are selected to be trained to conduct tests in other vehicle categories such as motorcycle, LGV/PCV and Approved Driving Instructor (ADI) tests.

1.6. **Quality of service:**

establish and communicate what the candidate can expect during the test,

communicate clearly, choosing content, style and language to suit the audience and context and deal with enquiries from candidates,

provide clear feedback about the test result,

treat candidates with respect and indiscriminately.

- **(NE)** Examiners are trained in customer car skills both in classroom and in-car. Training staff will role-play various characters to test customer care. Examiners are assessed daily and must achieve a consistent satisfactory standard of customer care.
- **(NE)** Training is given on dealing with aggressive customers
- **(T)** Examiners are supervised whilst carrying out driving tests a minimum of 6 times each year. The supervisor will assess and give feedback on examiners control, assessment, customer service and paperwork. Guidance is given on ways for further improvement.
- **(T)** If a problem has been identified, an increase in supervision will be carried out with possibly buddying with another member of staff. If necessary an interpersonal skills course will be arranged.
- **(T)** All DSA examiners receive mandatory training in equality and diversity, security of information and fraud and integrity
- **(T)** All DSA examiners have access to the Civil Service Learning website where numerous training courses can be taken on customer service
- **(T)** DSA Driving Examiners have an objective on their performance and development report stating that they must treat all candidates with courtesy and respect, taking into account diversity. They must demonstrate accountability and personal responsibility for maintenance of customer service skills

<p>1.7. Knowledge about vehicle technique and physics:</p> <p>knowledge about vehicle technique such as steering, tyres, brakes, lights, specially for motorcycles and heavy vehicles,</p> <p>loading safety,</p> <p>knowledge about vehicle physics such as speed, friction, dynamics, energy.</p>	<ul style="list-style-type: none"> • (NE & D) Training is delivered during the on-road practical development of each individual's driving • (NE & D) Theoretical knowledge is developed during the various driving presentations given • (T) All DSA examiners must successfully complete further driver training in the appropriate vehicle if they are selected to be trained to conduct tests in other vehicle categories such as motorcycle, LGV/PCV and Approved Driving Instructor (ADI) tests. With regard to LGV & PCV this will include training in CPC testing.
<p>1.8. Driving in a fuel efficient and environmentally friendly way.</p>	<ul style="list-style-type: none"> • (D) A presentation is delivered on Planned driving and Eco-safe driving techniques • (NE & D) Development of Eco – driving techniques is delivered during the on-road practical development of each individual's driving