



DSA ezine for road safety professionals

## Improving motoring services

The Department for Transport (DfT) has launched a consultation on proposals to reform motoring services such as driving tests and vehicle licensing

The consultation outlines broad reform proposals for the 4 motoring services agencies:

- Driving Standards Agency (DSA)
- Driver and Vehicle Licensing Agency (DVLA)
- Vehicle and Operator Services Agency (VOSA)
- Vehicle Certification Agency (VCA)

The consultation proposes rationalising the number of agencies and bodies, and working with a broader range of partners to deliver services. The aim is to put customers at the heart of the way motoring services are delivered so that they best serve the consumer while getting the best possible deal for the taxpayer.

The Department is proposing 6 key actions:

- maximise the digital delivery of services
- reform VCA so it can grow and contribute more to the wider economy
- explore ways to improve the convenience to customers of the driving test by looking at the locations from which we deliver them
- transform HGV, bus and coach testing by expanding joint ventures and collaboration with private sector providers, and reducing the number of government owned test stations
- rationalise the number of agencies and reconfigure our organisations to reduce cost and improve consistency
- provide better customer services

“I hope you will have your say about how we can improve the services we offer you. This consultation is about the Government listening to its customers before agreeing the way forward.”

**Roads Minister Stephen Hammond**

Read the full consultation document on GOV.UK (<http://bit.ly/DSA-24>).

You can **respond to the consultation using Citizen Space** (<http://bit.ly/DSA-25>). It will run until 7 March 2013.

## New online service rolled out to ADIs

DSA's new practical test online business service will be open to all ADIs by the end of January 2013

The service, which was launched to motorcycle and vocational trainers on 22 October, allows business customers to book and manage multiple tests online.

DSA is opening the service up to ADIs in stages over the next few weeks. If you've signed up to receive DSA Direct email alerts you'll get a message telling you how to register.

The service allows users to:

- view all test slots available without entering candidate details



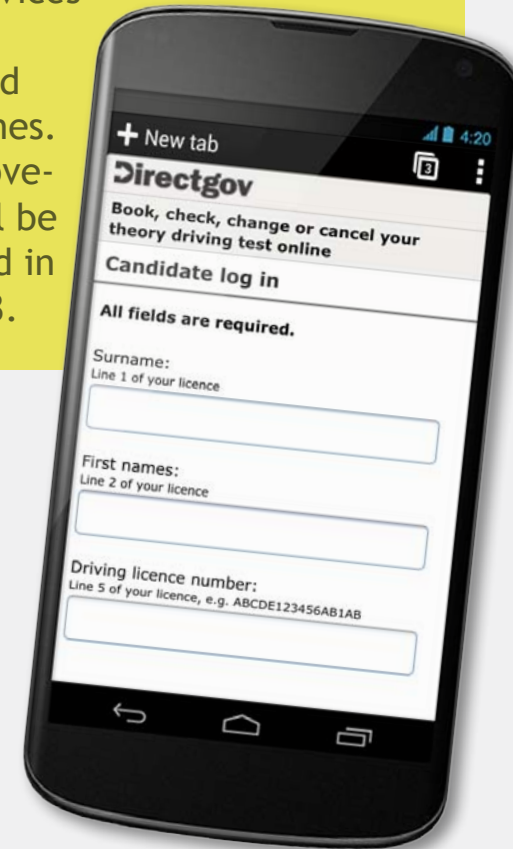
- set up favourite test centres and quickly check availability at those centres
- set up alerts for cancellations at selected test centres
- make and manage multiple bookings easily
- manage instructor availability
- view and download a business statement showing all business and financial transactions
- set up payment cards
- access the service without entering a Captcha code

The service is available 7 days a week from 6am until midnight, giving businesses greater flexibility to manage their bookings and track their business more efficiently.

If you're not already signed up to receive DSA Direct email alerts, [sign up here \(http://bit.ly/DSA-19\)](http://bit.ly/DSA-19) to make sure you don't miss out.

## Booking tests from mobile devices

DSA is also improving the existing **online booking service** for candidates. This is to make it easier for candidates (or their instructors) to book tests using mobile devices such as tablets and smartphones. The improvements will be introduced in early 2013.



## Plans to improve ADI check tests

DSA is developing proposals to improve ADI check tests and better align them with the **'National driver and rider training standard'**. The aim is to provide a more realistic assessment and a more rounded evaluation of the ADI's ability to teach.

The agency is considering:

- introducing a new assessment form to help provide a competency record of the instruction provided
- removing the option of the examiner playing the role of a learner during the assessment to ensure a more realistic scenario with a real pupil

The new assessment form would help to reinforce the importance of risk management during lessons by the instructor, and provide ADIs with clear feedback about their strengths and areas for development.

The term 'check test' would also be changed to 'standards check', reflecting the level of instruction required, based on clearly defined national standards.

DSA plans to consult on this as part of its modernising driver training proposals.

### Modernising driver training consultation

DSA is planning to consult on a series of proposals aimed at modernising the driver training industry. As well as improving check tests, the agency is considering:

- replacing the trainee licence with a trainee exemption so that trainee instructors must be accompanied by an ADI when they're giving paid instruction
- improving the existing DSA ADI qualification tests
- introducing a vocational qualification for potential driving instructors

		0	1	2	3
Date: <i>19/11</i>		Competence demonstrated in all activities 3 Competence demonstrated in most activities 2 A few elements of competence demonstrated 1 No evidence of competence 0			
Signed: <i>[Signature]</i>					
Dual Controls YES / NO					
Male / Female Student M / F					
<b>ADI Standards Check</b> <small>(where necessary)</small>		ADI first Standards Check YES / NO Continued Ability Check YES / NO (CAR) (BIKE) (LOV) (PCV)			
<b>Lesson Planning</b>					
Did the trainer identify the student's learning goals and needs?					
Was the agreed lesson structure appropriate for the student's experience and ability?					
Were the practice areas suitable?					
Was the lesson plan adapted, when appropriate, to help the student work towards their learning goals?					
<b>Overall assessment on planning</b>					
		<b>TOTAL SCORE</b>			
<b>Risk Management</b>					
Did the trainer ensure that the student fully understood how the responsibility for risk would be shared?					
Were directions and instructions given to the student clear and given in good time?					
Was the trainer aware of the surroundings and the student's actions?					
Was any verbal or physical intervention by the trainer timely and appropriate?					
Was sufficient feedback given to help the student understand any potential safety critical incidents?					
<b>Overall assessment on management of risk</b>					
Failure to achieve a mark of at least 8 in this section will result in an automatic Fail		<b>TOTAL SCORE</b>			
<b>Teaching and learning strategies</b>					
Was the teaching and learning style suited for the student's level of ability?					
Was the student encouraged to analyse problems and take responsibility for their learning?					

An example of what the new check test assessment form could look like.

## Better rehabilitation for drink drivers

**DSA has announced changes to drink drive rehabilitation courses to improve standards and value for money**

DSA consulted last year on a series of proposals aimed at improving the quality and accessibility of drink drive rehabilitation courses. The consultation also included plans to make the financing of the scheme fairer by transferring administration, compliance and quality assurance costs from the taxpayer to the offender.

In its **response** (<http://bit.ly/DSA-18>) to the consultation, DSA has confirmed that the cost of administration and quality assurance will be transferred to the offender - in line with the 'user pays' principle.

A more rigorous course approval and quality assurance process will be introduced to ensure high and consistent standards. The current minimum course fee will also be dropped, encouraging more open competition between providers and allowing courses to offer better value for money.

**Applications for DDR course approval under the new arrangements will open on 7 January 2013, for 6 weeks. An update email will be sent out closer to that date.**

Road Safety Minister Stephen Hammond said:

"Most drivers are safe and responsible but there is a reckless minority who put lives in danger by drink driving and those drivers need to be tackled effectively.

"We are currently consulting on a package of **tough measures to crack down on drink drivers** (<http://bit.ly/DSA-17>), including removing their right to demand a blood or urine test. We also need to reduce the likelihood of re-offending, and providing all offenders with access to effective drink-drive rehabilitation courses is an important part of this."

## Christmas drink drive campaign

A hard-hitting TV advert will be shown throughout December as part of DfT's THINK! Christmas drink drive campaign.

More information and downloadable posters can be found on the THINK! campaign website (<http://bit.ly/DSA-31>)

**How much  
will your  
next round  
cost you?**

**THINK!**  
Don't Drink and Drive



## DSA to launch ADI theory test DVD-ROM

The Official DSA Theory Test for Approved Driving Instructors DVD-ROM will be on the shelves early next year

DSA and its official publisher The Stationery Office (TSO) have developed the new title in response to feedback from ADIs, who said they wanted official learning materials from the agency. The DVD-ROM format is PC and Mac compatible, and includes:

- hundreds of official theory test revision questions from the ADI bank, with case studies and references to the source materials
- advice on all 3 parts of the ADI qualification examination
- information about trainee licences and registration
- tips on how to plan and develop your career
- information about professional development
- The Official Highway Code in digital format
- links to useful websites and video content plus downloadable audio

The OFFICIAL DSA  
**THEORY TEST** for Approved Driving Instructors

 Driving Standards Agency

Use this DVD-ROM to plan your career as a driving instructor and get the most out of your theory test preparation. Use this screen to track your progress so you know when you're ready to take your theory test.

**Your career development** → Plan and grow your career

**Practise** → Test your theory knowledge to see what you've learnt

**Mock test** → Your final step towards theory test success!

**Your progress**

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Here you'll be able to see how you're progressing so you'll know when you're ready to take your theory test.

Your career development	Practise	Mock test
0%	0%	0/100
COMPLETE	CORRECT	AVERAGE
Start now	Start now	Take test

Find out how to use this DVD-ROM to help you pass your theory test



Read The Official Highway Code

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Your career development



Practise



Mock test



Extras



Settings



Home

DSA and TSO hope to launch the new title early in 2013 - the exact launch date will be announced nearer the time.

Until the launch, the ADI revision question bank is available in PDF format from the [TSO online store \(http://bit.ly/DSA-20\)](http://bit.ly/DSA-20)

## A round up of this month's news

### DSA website has moved to GOV.UK

DSA's website was amongst the first government agencies to move to GOV.UK. GOV.UK is the new single home for all government services and information.

All web addresses have been redirected, so you don't need to update your bookmarks, but you might want to make a note of some new addresses:

- Driving Standards Agency - [www.gov.uk/dsa](http://www.gov.uk/dsa)
- Department for Transport - [www.gov.uk/dft](http://www.gov.uk/dft)

### Christmas and New Year opening times

DSA will close at times over Christmas and New Year, but its online services will be available as normal throughout Christmas and the New Year. You'll be able to:

- **book and manage theory or practical driving tests** (<http://bit.ly/DSA-26>)
- **use the DSA online business service** (<http://bit.ly/DSA-27>)
- **use instructor services** (<http://bit.ly/DSA-28>)

Further details (<http://bit.ly/DSA-29>) on opening times can be found on [www.gov.uk](http://www.gov.uk)

### Test cancellations because of bad weather

A new appointment date will usually be sent to candidates within 3 working days if their test is cancelled due to bad weather. This could take up to 7 days when the bad weather goes on for longer. Candidates won't be able to claim for any out-of-pocket expenses.

Further information can be found on [GOV.UK](http://www.gov.uk) (<http://bit.ly/DSA-30>).

### 'Be prepared' for winter

Highways Agency has launched its 'Make Time for Winter' website (<http://bit.ly/DSA-23>), to help drivers be properly prepared for winter. It features useful advice on preparing your vehicle for winter driving and where to find out about weather and road conditions.

### EU Directive on driving licences

The third driving licence Directive comes into force on 19 January 2013. It aims to improve road safety and bring vehicle categories and rules into line across the EU.

Find out more about how it will affect you on [GOV.UK](http://www.gov.uk) (<http://bit.ly/DSA-33>).

## Get in touch

The best place to find government services and information is [www.gov.uk](http://www.gov.uk)

To find out what's happening inside DSA, visit [www.gov.uk/dsa](http://www.gov.uk/dsa)

What do you think of this issue of Despatch ezine? Email your comments to [pressoffice@dsa.gsi.gov.uk](mailto:pressoffice@dsa.gsi.gov.uk)



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