



New Driver Guide

surepassdrivingschool.com



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Name

My Instructor

My Instructor's Mobile



Please hand this booklet to your instructor on each lesson

Welcome

Surepass and the Chirps

We're the Chirps. We're masters at learning to fly solo, and we want to help make your driving better, safer and the most fun you can have without wings. Meet the family:



Uncle John

Uncle John is the theory master. You see, when you're a bird, braking speeds and stopping distances matter even more than they do on the road. So if you're scratching your head and wondering how you'll ever get to grips with your Driving Theory Test, don't flap, just ask Uncle John.



Grandma Chirp

Grandma Chirp has been driving forever. She's always full of wise words and handy tips for driving safely, and she shares them with Grandpa Chirp every chance she gets. Which, of course, he loves. Ahem.



Grandpa Chirp

Grandpa Chirp is Mr Organised. Never seen without a hi-viz jacket and a red hazard triangle, he's also a wise old owl when it comes to mechanics. A master of maintenance. A teacher of tyre pressures. And a whizz at fixing wings (obviously).



BobbyChirp

Bobby is... well, he's Bobby. Always somewhere to be, always rushing, always wants his cars (and his driving) to be cooler, faster, louder. Since he started flying solo he's had a few scrapes and he's learned a lot. He'll tell you about them – if you can get him to stay in one place long enough.



Susie Chirp

Susie's the baby of the family. She's learning how to fly solo for the first time – and whilst that takes a bit of getting used to, she's learning fast. You probably know what that feels like...



You see, it's not only the Surepass driving instructors who'll be helping you pass your driving test. Oh no, we'll be with you every mile of the way too, your feathered experts on your driving journey.

Ask us anything and we'll do our best to help. And before you know it, you'll have passed with flying colours and be free as a... well, you know.





Our Values

Surepass' management defined the following values, which should guide everyone in the company as they work to make Surepass even more successful. Establishing a set of values has helped Surepass' management, employees and instructors to work out the appropriate response to new challenges. It has proved to be useful both in day to day decision making and judgement of how the business is to be developed.

Honesty	Everyone deserves to be treated fairly, openly and with respect.
Reputable	For 20 years we've been the trusted, reliable "sign for success" and everything we do should reinforce that.
Dedicated	Becoming part of the Surepass family means being committed to our customers - and to one another.
The Best	Being the best isn't a right; you have to earn it. That's why, every day, we look for new ways to stay one step ahead.
Knowledgeable	We apply all that we know to building understanding that makes a real, practical difference.
Value For Money	We believe that we should always provide our customers with good value for their money.

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How the Theory Test will work

Your Theory Test will consist of a multiple choice element and a hazard perception element. First you will be shown a confirmation screen which confirms your name and the category of test you are taking. You have the choice to start or exit the test.

*** The multiple choice element (pass mark 43 out of 50) duration = 57 Minutes**

Multiple choice practice session

This is a practice session on the computer to show you how to work through the multiple choice element of the test and how to choose and check your answers. Candidates taking a British sign language version of the test will be instructed on how to use the audio/ video features of the test; the practice questions should allow you to become comfortable with how the test will work. These questions do not carry a mark towards your test result.

Multiple choice element

This part of the exam will consist of 50 multiple choice questions.

You must answer each question, but you will be able to check questions and change answers throughout the test by using the flag and review button.

Some car and motorcycle questions will be given as a case study

- this will:

[A] Show a short story that 5 questions will be based on.

[B] Focus on real life examples and experiences that you could come across when driving.

Optional trial questions

The DVSA sometimes try out new multiple choice questions with future Theory Tests in mind. After you have finished the multiple choice element of your test you may be offered trial questions to complete. You do not have to complete these, and they do not count towards your overall score.

Short break

You can take up to 3 minutes break before starting the second part of your Theory Test, which tests your hazard perception skills. You cannot leave your desk during this break.

* The hazard perception element (pass mark 44 out of 75)

Hazard perception tutorial video. At the start of the hazard perception part of the test you will be shown a short instructional video. This video will tell you how the hazard perception part of the Theory Test works. You can watch the instruction video twice if you need to. You will need to wear headphones to listen to the instruction video. You can take them off at the end of the video, or keep them on if you prefer or are a candidate for the foreign language or British sign language version of the test. There is no sound on the test clips.

Hazard perception element - The hazard perception element tests your ability to look at and understand the whole road scene and to recognise hazards at an early stage, as they develop. Your result will tell the DVSA whether you have learned the hazard perception skills to avoid and deal with hazards safely. During the test you will see film clips of traffic scenes from a drivers point of view. These clips are just like the clip in the instruction video. These clips contain one or more hazards and or situations developing involving other road users. As the clips in this test are on real roads they contain all types of hazards. The only hazards you will be scored on are the developing ones. Do not worry, you will not lose points for responding to other hazards.



The hazard perception part of the test will contain 14 film clips and 15 scoreable hazards. In one clip there will be an extra scoreable hazard i.e. 2 in total. Each developing hazard may require the driver to take some form of action such as changing speed or direction. You should respond by clicking the left or right mouse button whichever you prefer, as soon as you think, from the clues on the clip that this might happen. You will only see the test clips once so you must concentrate. You cannot go back or change your response. When you press one of the mouse buttons the video will not stop or slow down, but you will see a red flag appear at the bottom of the screen each time you press. This red flag shows that your response has been recorded. Your responses to the clips will be automatically recorded by the computer. They will be compared to marks set by DVSA driving experts. The marking for each scoreable hazard is split into 5 parts. If you respond to the first part you will get 5 points, the second part 4 points, down to 1 point. If you fail to respond in the correct time zone or not at all or in an unacceptable manner (e.g.. constant clicking), you will receive 0 points for that clip. The earlier you pick up the clues and press your mouse button to record that you have seen the hazard the higher your score. It is important you respond to all hazards that you see even though there is only one scoreable hazard. However it is important to be careful not to make lots of unnecessary responses in a very short space of time, or during the clip. If this happens you will score 0 points and see this message at the end of the clip.



You responded to this clip in an unacceptable manner
You will score 0 for this clip

Optional trial clip - after the hazard perception element, you may be shown a video clip that is being tried out for future tests. This does not count as part of your test. They would like you to respond to this clip as it helps them develop future tests. After you have completed the test you will be offered a voluntary customer satisfaction survey. You are asked to provide feedback to the DVSA about yourself and your testing experience with Prometric Thompson Learning.

Test result - At the end of the test you will leave your desk and make your way to the Administrators desk to sign the signature log. You will then be given your result letter. The letter will contain your score on both elements of the test and the result. Remember, you need to pass both elements to gain your Theory Test Pass. If successful, you will be given an Official Driving Test Certificate in addition to the result letter.



Remember

Your Theory Test pass certificate runs out after two years of passing your test.
We wish you every success with your test.

Recommended Study Material

The official Theory Test for car drivers

This is the best selling Theory Test preparation book in the UK. This book gives you everything you need to learn about and maintain safe driving skills for life, written by the DVSA. It is easy to understand, with clear graphics and straight forward layout. It includes advice regarding the hazard perception test and is regularly updated.

Price £12.99



PC DVD ROM Driving Test All Tests (3 in 1 pack)

For use with a computer

Theory Test. This gives you everything you need to learn about and maintain for safe driving skills for life. It generates mock exams from the question bank and can store any questions you got wrong for instant retrieval.

Hazard Perception Test contains mock hazard perception exams. An excellent revision aid and a must for learners with a computer.

Driving test. Contains video tutorials on how to drive and a full mock driving test.

Price £10.20



DVD Video Driving Test All Tests (3 in 1 pack)

For use with a video player, using your video remote control to interact Theory Test. Contains everything you need to learn about to pass the test. It generates mock exams from the question bank and can store any questions you got wrong for instant retrieval.

Hazard Perception Test contains mock hazard perception exams. An excellent revision aid and a must for learners with a computer.

Driving test. Contains video tutorials on how to drive and a full mock driving test

Price £12.99



All BOOKS, DVDs & CD ROMS available from www.surepassdrivingschool.com
or 0800 85 41 40 9am - 8pm mon/fri 10am - 4pm Sat/Sun or from your instructor

POST & PACKAGING FREE!

Show Me Tell Me

The DVSA Show Me Tell Me questions test your knowledge on basic car maintenance and safety. At the start of your Driving test the Examiner will ask you two questions - one show me question and one tell me question. If you answer one or both incorrectly, you will gain one driving fault. (Answers in **BOLD** print)

1] Open the bonnet, identify where you would check the engine coolant level is correct.

[a] Identify the coolant tank and check the level against the min/max markings.



2] Open the bonnet, identify where the brake fluid reservoir is; how do you check you have a safe level of hydraulic fluid?

[a] Identify the brake fluid reservoir and check the fluid level against the min/max markings.

3] Show me/explain how you would check the power assisted steering is working properly before starting a journey.

[a] Gentle pressure on the steering wheel, maintained whilst the engine is started should result in slight but noticeable movement as the system begins to operate.

[b] Turning the steering wheel just after moving off will give an immediate indication that the system is working.

4] Open the bonnet, identify where you would check the engine oil level and also whether the engine has sufficient oil.

[a] Ensure engine is cool and car is on flat level ground Identify the dipstick, pull it out and check the oil level against the min/max markings.

5] Open the bonnet, identify the windscreen wash reservoir and tell me how you check the level.

[a] Identify reservoir, lift off cap and make visual check as there are no external markings on the reservoir.



6] Show me how you would check that the Horn is working. (Off Road Only)

[a] Press the horn and listen - turn on ignition if necessary.

7] Show me how you would check that the brake lights are working, [I can assist you if you need to turn on the ignition, but please DON'T START THE ENGINE].

[a] Operate the brake pedal, make use of reflections in windows, garage doors etc or ask someone to help (may need to prompt not to start the engine).

8] Tell me how you would check the brakes are working before starting a journey.

[a] As you move off, check the brakes, they should not feel spongy and the car should not pull to one side.

9] Tell me how you would check that the headlights and tail lights are working.

[a] Turn on lights [turn on ignition if necessary], walk around car and check whether lights are on.

10] Show me how you would check the direction indicators are working correctly.

[a] Activate indicators or Hazard Warning lights and walk around the car to check all are working.

11] Tell me where you would find information about recommended tyre pressures and how the pressures should be checked.

[a] Check manufacturer's manual. Check tyre pressures using a reliable pressure gauge, when tyres are cold. Don't forget the spare and remember to refit valve caps.

12] Tell me how you would check the parking brake for excessive wear.

[a] Apply the parking brake - when fully applied it should hold the car securely, without excessive travel in the parking brake lever.

13] Tell me how to make sure the head restraint is correctly adjusted, to provide best protection in the event of an accident.

[a] The head restraint should be adjusted so the rigid part of the restraint is at least as high as the eye or top of the ears and as close to the back of the head as is comfortable. N.B Some restraints might not be adjustable.

14] Tell me how you would check the tyres for sufficient tread-depth and that their general condition is safe to use on the road.

[a] Safe tyres have no cuts or bulges. Tread depth should be at least 1.6mm across the central $\frac{3}{4}$ of the tyre breadth and around the circumference.

15] Show me how you would clean the windscreen, using the windscreen washer and wipers.

[a] Operate control to wash and wipe windscreen (turn on ignition if necessary).

16] Show me how you would set the demister controls to clear windows plus both the front and rear screens effectively.

[a] Set all relevant controls - fan, temperature, air direction/source and heated screen to clear windscreen and windows - engine does not have to be started for this demonstration.

17] Tell me how you would know if there was a problem with your anti-lock braking system.

[a] Warning light should illuminate on the panel, if there is a fault with the anti-lock braking system.

18] Show me how you switch your headlight from dipped to main beam and explain how you would know the main beam was on from inside the car.

[a] Operate the switch (with ignition or engine on if necessary) check with Main Beam warning light.

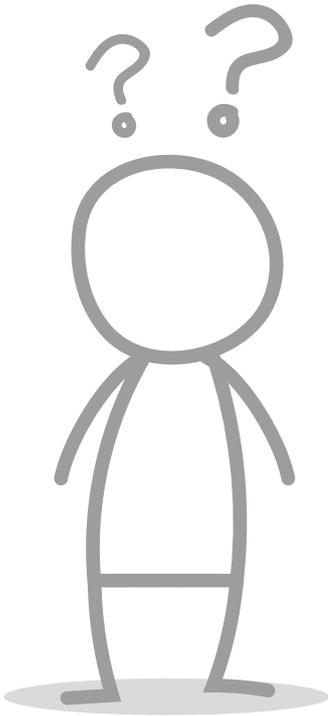
19] Show me how you would switch on the rear fog light[s] and explain when you would use it/them [no need to exit the vehicle].

[a] Operate switch, [turn on dipped headlights and ignition if necessary] Check warning light is on. Explain use.

How to pass the Theory Test

Multiple Choice Element

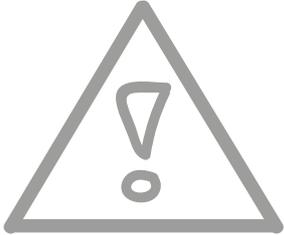
- 1) Obtain the study book or CD ROM advertised on page 9.
- 2) Study the book or CD ROM.
- 3) Attempt mock exam 1 (page 16) or one of the mock exams on the CD ROM. Score more than 30, great you passed.
- 4) Study the book or CD ROM again.
- 5) Attempt mock exam 2 (page 23) or a different mock exam on the CD ROM. Score more than 30, great you passed.
- 6) Study the book or CD ROM again.
- 7) If you still have not scored over 30 then carry on studying the book or CD ROM, before attempting another mock exam from the CD ROM.
- 8) If you have the book then get a friend to ask you 35 random questions to you. Carry on studying until you start getting over 30 out of 35 all the time.



If you have purchased a Fast Pass Course please remember to go to the study tab on the website, click Theory Test Training and log in to the members' area to gain free access to Theory Test questions and online Hazard Perception clips. Free Mock Theory Tests are also available at www.theorytest.info

Hazard Perception Element

The secret to passing is to click your mouse as soon as a hazard or sign warning you of a hazard comes into view.



- 1) Warning signs, these are triangular with a red boarder
- 2) Traffic lights (on any colour)
- 3) Parked cars
- 4) Pedestrian crossings
- 5) Pedestrians, walking towards or on the road
- 6) Junctions
- 7) Vehicles coming out of driveways
- 8) Animals
- 9) Bends in the road
- 10) Ice or any sudden changes in road or weather conditions
- 11) Railway Crossings
- 12) Cyclists
- 13) Roundabouts
- 14) Roadwork's
- 15) Large vehicles including busses (must be blocking your path)
- 16) Ice cream vans
- 17) Something that may cause you to brake or change direction to avoid it

*Pssst
Secret*



Remember

The earlier you spot the hazard and click your mouse, the better your final score.

E.G. You are driving down a road and ahead is a car reversing off a drive.

You should click your mouse as soon as you see it, or even its reversing lights.
This will score maximum points.

If you respond when the car gets onto the road you will score minimum points.

If you click when there is no hazard then you will receive no points for the clip, even if you spot the real hazard.

A Look at Some Case Study Questions for the Theory Test

In your Theory Test you will be presented with one case study, where you will be required to answer 5 questions related to the scenario displayed on the screen. Each question will still be in the multiple choice format, as with the other Theory Test questions. You will still need to answer 50 multiple-choice questions that are broken down as follows.

- **45 multiple choice questions, and**
 - **5 multiple choice questions that relate to the case study**
- The pass mark remains at 43/50**

Case Study

You decide to visit your friend who lives about 20 miles away. The journey will take you on various roads including country lanes and A roads. You've been before, so you think you know the way. You also have a mobile phone with you, so you will be able to ring for directions if you get lost. During the journey you go the wrong way and need to turn round. Later on you decide to ring your friend to make sure you are still traveling in the right direction.

1. To turn around after going the wrong way, you decide to make a U-turn in the road. Before doing this, what should you do?

Tick one answer

- Give an arm signal as well as using indicators
- Signal so that other road users can slow down for you
- Look over your shoulder for a final check
- Select a higher gear than normal

2. What should you do as you approach a bridge on your journey. (sign shows oncoming vehicles in the middle of the road).

Tick three answers

- Move into the middle of the road to get a better view
- Slow Down
- Consider using the horn
- Find another route
- Beware of pedestrians

3. During your journey you ring your friend. What is the safest way for you to use your mobile phone?

Tick one answer

- Use Hands free equipment. Find a suitable place to stop
- Travel slowly on a quiet road
- Direct your call through the operator

4. You are traveling along a busy road. A horse and rider are approaching - what should you do?

Tick two answers

- Increase your speed
- Sound Your Horn
- Flash your headlights
- Go slowly past
- Give plenty of room
- Rev your engine

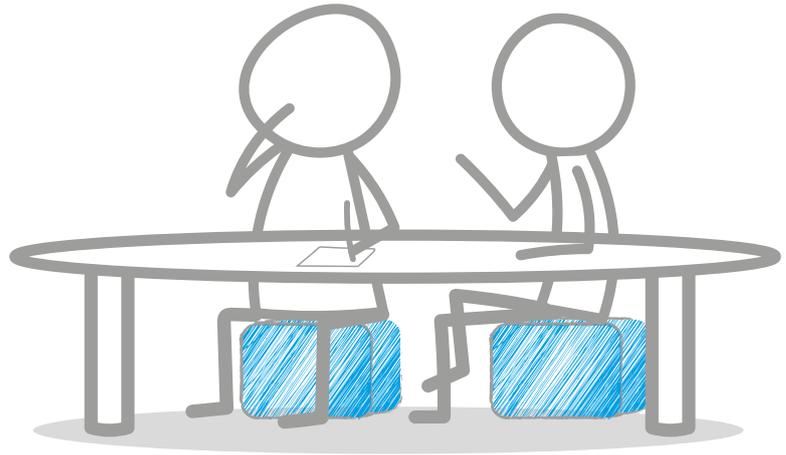
5. Near the end of your journey, you come to a pedestrian crossing, with pedestrians who are hesitating to cross. Why should you never wave people across at pedestrian crossings?

Tick one answer

- There may be another vehicle coming
- They may not be looking
- It is safer for you to carry on
- They may not be ready to cross

Case Study Questions

Theory Test One



Mark one answer unless otherwise stated.



*Typical
case study
questions
examples*

1. You should not use a mobile phone whilst driving

Tick one answer

- A. Until you are satisfied no other traffic is near
- B. Unless you are able to drive one handed.
- C. Because it may distract your attention from the road ahead.
- D. Because reception is poor when the engine is running.

2. When you are moving off from behind a parked car you should.

Tick three answers

- A. Look round before you move off.
- B. Use all the mirrors on the vehicle
- C. Look round after moving off
- D. Use the exterior mirrors only
- E. Give a signal if necessary
- F. Give a signal after moving off

3. You should only flash your headlights to other road users.

Tick one answer

- A. To show that you are giving way
- B. To show that you are about to turn
- C. To tell them you have right of way
- D. To let them know you are there

4. You are driving in traffic at the speed limit for the road. The driver behind is trying to overtake. You should:

Tick one answer

- A. Move closer to the car ahead so the driver has no room to overtake
- B. Wave the driver behind to overtake when it is safe
- C. Keep a steady course and allow the driver behind to overtake
- D. Accelerate to get away from the driver behind.

5. You should never wave people across at pedestrian crossings because.

Tick one answer

- A. There may be another vehicle coming
- B. They may not be looking
- C. It is safer for you to carry on
- D. They may not be ready to cross

6. How can you reduce the chances of your car being broken into when left unattended.

Tick one answer

- A. Take all contents with you
- B. Park near a taxi rank
- C. Place any valuables on the floor
- D. Park near a fire station.

7. It is essential that tyre pressures be checked regularly. When should this be done?

Tick one answer

- A. After any lengthy journey
- B. After traveling at high speed
- C. When Tyres are hot
- D. When Tyres are cold.

8. Which three does the law require you to keep in good condition?

Tick three answers

- A. Gears
- B. Transmission
- C. Headlights
- D. Windscreen
- E. Seat belts.

9. You are driving on a Motorway. The traffic ahead is braking sharply because of an accident. How could you warn following traffic.

Tick one answer

- A. Briefly use the hazard warning lights
- B. Switch on the hazard warning lights continuously
- C. Briefly use the rear fog lights
- D. Switch on the headlights continuously

10. You are carrying two 13 year old children in the car and their parents in your car. Who is responsible for seeing that the children wear seat belts.

Tick one answer

- A. The children's parents
- B. You, the driver
- C. The front-seat passenger
- D. The children

11. When a roof rack is not being used it should be removed. Why is this?

Tick one answer

- A. It will affect the suspension
- B. It is illegal
- C. It will affect your braking
- D. It will waste fuel.

12. Turning your steering wheel whilst your vehicle is stationary can cause damage to the

Tick two answers

- A. Gearbox
- B. Engine
- C. Brakes
- D. Steering
- E. Tyres.

13. In very hot weather the road surface can get soft. Which TWO will be affected most.

Tick two answers

- A. The suspension
- B. The steering
- C. The braking
- D. The exhaust.

14. When would an anti-lock braking system start to work?

Tick one answer

- A. After the parking brake has been applied
- B. Whenever pressure on the brake pedal is applied
- C. Just as the wheels are about to lock
- D. When the normal braking system fails

15. You are turning left on a slippery road. The back of your vehicle slides to the right. You should

Tick one answer

- A. Brake firmly and not turn the steering wheel
- B. Steer carefully to the left
- C. Steer carefully to the right
- D. Brake firmly and steer to the left

16. You wish to park facing downhill which TWO of the following should you do?

Tick two answers

- A. Turn the steering wheel towards the kerb
- B. Park close to the bumper of another car
- C. Park with two wheels on the kerb
- D. Put the handbrake on firmly
- E. Turn the steering wheel away from the kerb

17. What else can seriously affect your concentration other than alcoholic drinks.

Tick three answers

- A. Drugs
- B. Tiredness
- C. Tinted windows
- D. Contact lenses
- E. Loud music

18. You are not sure if your cough medicine will affect you. What TWO things could you do?

Tick two answers

- A. Ask your doctor
- B. Check the medicine label
- C. Drive if you feel all right
- D. Ask a friend or relative for advice

19. As a provisional licence holder you must not drive a motor car.

Tick two answers

- A. At more than 50 mph
- B. On your own
- C. On the Motorway
- D. Under the age of 18 years of age at night
- E. With passengers in the rear seats

20. You are taking drugs that are likely to affect your driving. What should you do?

Tick one answer

- A. Seek medical advice before driving
- B. Limit your driving to essential journeys
- C. Only drive if accompanied by a full licence holder
- D. Drive only for short distances

21. A horse rider is in the left hand lane approaching a roundabout. You should expect the rider to

Tick one answer

- A. Go in any direction
- B. Turn right
- C. Turn left
- D. Go ahead

22. As you approach a pelican crossing the lights change to Green. Elderly people are halfway across. You should

Tick one answer

- A. Wave them to cross as quickly as they can
- B. Rev your engine to make them hurry
- C. Flash your lights in case they have not heard you
- D. Wait because they will take longer to cross

23. You want to turn right from a main road into a side road. Just before turning you should

Tick one answer

- A. Cancel your right-turn signal
- B. Select first gear
- C. Check for traffic overtaking on your right
- D. Stop and set the handbrake

24. There are flashing amber lights under a school warning sign. What action should you take?

Tick one answer

- A. Reduce speed until you are clear of the area
- B. Keep up your speed and sound the horn
- C. Increase the speed to clear the area quickly
- D. Wait at the lights until they change to green
- E. Seat belts.

25. It is very windy. You are about to overtake a cyclist. You should

Tick one answer

- A. Overtake slowly
- B. Allow extra room
- C. Sound your horn
- D. Keep close as you pass

26. You are traveling behind a bus that pulls up at a bus stop. What should you do?

Tick two answers

- A. Accelerate pass the bus sounding your horn
- B. Watch carefully for pedestrians
- C. Be ready to give way to the bus
- D. Pull in closely behind the bus

27. You are driving down a steep hill. You suddenly notice your brakes are not working as normal. What is the usual cause of this?

Tick one answer

- A. The brakes are overheating
- B. Air in the brake fluid
- C. Oil on the brakes
- D. Badly adjusted brakes

28. You are on a well-lit Motorway at night. You must

Tick one answer

- A. Use only your sidelights
- B. Always use your headlights
- C. Always use rear fog lights
- D. Use headlights only in bad weather

29. When snow is falling heavy you should...

Tick one answer

- A. Drive provided you use your headlights
- B. Not drive unless you have a mobile phone
- C. Drive only when your journey is short
- D. Not drive unless it is essential

30. You are driving on a Motorway. The car ahead shows its hazard lights for a short time. This tells you that

Tick one answer

- A. The driver wants you to overtake
- B. The other car is going to change lanes
- C. Traffic ahead is slowing or stopping suddenly
- D. There is a speed police check ahead

31. You are on a Two-lane dual carriageway. For which TWO of the following would you use the right hand lanes

Tick two answers

- A. Turning right
- B. Normal progress
- C. Staying at the minimum allowed speed
- D. Constant high speed
- E. Overtaking slower traffic
- F. Mending punctures

32. What is the national speed limit for a single carriageway road for cars and motorcycles?

Tick one answer

- A. 70 mph
- B. 60 mph
- C. 50 mph
- D. 30 mph

33. When may you not overtake on the left?

Tick one answer

- A. On a free-flowing Motorway or dual carriageway
- B. When the traffic is moving slowly in queues
- C. On a one way street
- D. When the car in front is signaling to turn right

34. A police officer asks to see your documents. You do not have them with you. You may produce them at a police station within

Tick one answer

- A. Five days
- B. Seven days
- C. 14 days
- D. 21 days

35. An accident has just happened. An injured person is lying in the busy road. What is the first thing you should do to help.

Tick one answer

- A. Treat the person for shock
- B. Warn other traffic
- C. Place them in the recovery position
- D. Make sure the injured person is kept warm

36. When a trailer swerves or snakes when you are towing it. You should

Tick one answer

- A. Ease off the accelerator and reduce your speed
- B. Let go of the steering wheel and let it correct itself
- C. Brake hard and hold the pedal down
- D. Increase your speed as quickly as possible

37. What TWO safeguards could you take against fire risk to your vehicle

Tick two answers

- A. Keep water levels above maximum
- B. Carry a fire extinguisher
- C. Avoid driving with a full tank of petrol
- D. Use unleaded petrol
- E. Check out any strong smell of petrol
- F. Use low octane fuel

38. You arrive at an accident where someone is suffering from severe burns. You should

Tick one answer

- A. Burst an blisters
- B. Douse the burns thoroughly with cool liquid
- C. Apply lotions to the injury
- D. Remove anything sticking to the burns

39. You have stopped at the scene of an accident to give help. Which THREE things should you do?

Tick three answers

- A. Keep injured people warm and comfortable
- B. Keep injured people calm by talking to them reassuringly
- C. Keep injured people on the move by walking them around
- D. Give injured people a warm drink
- E. Make sure that injured people are not left alone

40. The cost of your insurance may be reduced if

Tick one answer

- A. Your car is large and powerful
- B. You are using the car for work purposes
- C. You have penalty points on your licence
- D. You are over 25 years old

41. Your vehicle needs a current MOT certificate. You do not have one. Until you do have one you will not be able to renew your

Tick one answer

- A. Driving licence
- B. Vehicle insurance
- C. Road tax disc
- D. Vehicle registration document

42. When traffic lights are out of order. Who has priority?

Tick one answer

- A. Traffic going straight on
- B. Traffic turning right
- C. Nobody
- D. Traffic turning left.

43. You are following a vehicle on a wet road. You should leave a time gap of at least

Tick one answer

- A. One second
- B. Two seconds
- C. Three seconds
- D. Four seconds

44. To avoid an accident when entering a contra-flow system you should

Tick three answers

- A. Reduce speed in good time
- B. Switch lanes anytime to make progress
- C. Choose an appropriate lane early
- D. Keep the correct separation distance
- E. Increase speed to pass through quickly
- F. Follow other motorists closely to avoid long queues

45. You MUST obey signs giving orders. These signs are mostly

Tick one answer

- A. Green rectangles
- B. Red triangles
- C. Blue rectangles
- D. Red circles

46. You are waiting at a pelican crossing. The red light changes to flashing amber. This means you must

Tick one answer

- A. Wait for pedestrians on the crossing to clear
- B. Move off immediately without any hesitation
- C. Wait for the green light before moving off
- D. Get ready and go when the continuous amber light shows

47. You are driving on a road that has a cycle lane. The lane is marked by a broken white line. This means that

Tick two answers

- A. You should not drive in the lane unless it is unavoidable
- B. You should not park in the lane unless it is unavoidable
- C. You can drive in the lane anytime
- D. The lane must be used by motorcyclists in heavy traffic

48. You are away from home and have to park your vehicle overnight. Where should you leave it?

Tick one answer

- A. Opposite another parked vehicle
- B. In a quiet road
- C. Opposite a traffic island
- D. In a secure car park

49. Your vehicle breaks down on the hard shoulder of a Motorway. You decide to use your mobile phone to call for help. You should

Tick one answer

- A. Stand at the rear of the vehicle while making the call
- B. Try to repair the vehicle yourself
- C. Get out of the vehicle by the right hand door
- D. Check your location from the marker posts on the left

50. While you are driving in fog it becomes necessary to use front fog lights. You should

Tick one answer

- A. Only turn them on in heavy traffic conditions
- B. Remember not to use them on Motorways
- C. Only use them with dipped headlights
- D. Remember to switch them off as visibility improves

Check your answers
on page 29-30

Case Study Questions

Theory Test Two

1. Before making a U-turn in the road, you should

Tick one answer

- A. Give an arm signal as well as using your indicators
- B. Signal so other drivers can slow down for you
- C. Look over your shoulder for a final check
- D. Select a higher gear than normal

2. Using a mobile phone while you are driving

Tick one answer

- A. Is acceptable in a vehicle with power steering
- B. Will reduce your field of vision
- C. Could distract your attention from the road
- D. Will affect your vehicles electronic equipment

3. A pelican crossing that crosses the road in a straight line and has a central island **MUST** be treated as

Tick one answer

- A. One crossing in daylight only
- B. One complete crossing
- C. Two separate crossings
- D. Two crossings during darkness.

4. A flashing green beacon on a vehicle means

Tick one answer

- A. Police on non-urgent duties
- B. Doctor on an emergency call
- C. Road safety patrol operating
- D. Gritting in progress.

5. Which of the following vehicles will use blue flashing beacons?

Tick three answers

- A. Motorway maintenance
- B. Bomb disposal
- C. Blood transfusion
- D. Police patrol
- E. Breakdown recovery

6. How can you help prevent your car radio being stolen?

Tick one answer

- A. Park in an unlit area
- B. Hide the radio with a blanket
- C. Park near a busy junction
- D. Install a security coded radio

7. For which two of these may you use hazard warning lights?

Tick two answers

- A. When traveling on a Motorway to warn drivers behind of a hazard ahead
- B. When you are double parked on a two way road
- C. When your direction indicators are not working
- D. When warning oncoming traffic that you intend to stop
- E. When your vehicle has broken down and is causing an obstruction

8. Driving with under-inflated tyres can affect

Tick two answers

- A. Engine temperature
- B. Fuel consumption
- C. Braking
- D. Oil pressure

9. A properly adjusted head restraint will

Tick one answer

- A. Make you more comfortable
- B. Help you to avoid neck injury
- C. Help you to relax
- D. Help you to maintain your driving position

10. Car passengers **MUST** wear a seat belt if one is available, unless they are

Tick one answer

- A. Under 14 years old
- B. Under 1.5 metres (5 feet) in height
- C. Sitting in the rear seat
- D. Exempt for medical reasons

11. Red routes in major cities have been introduced to

Tick one answer

- A. Raise the speed limits
- B. Help the traffic flow
- C. Provide better parking
- D. Allow lorries to load more freely

12. Your vehicle is fitted with anti-lock brakes.

To stop quickly in an emergency you should

Tick one answer

- A. Brake firmly and pump the brake pedal on and off
- B. Brake rapidly and firmly without releasing the brake pedal
- C. Brake gently and pump the brake pedal on and off
- D. Brake rapidly once, and immediately release the brake pedal

13. You are on a fast, open road in good conditions.

For safety, the distance between you and the vehicle in front should be

Tick one answer

- A. A two-second time gap
- B. One car length
- C. 2 metres (6 feet 6 inches)
- D. Two car lengths

14. Before starting a journey in freezing weather you should clear ice and snow from your vehicle's

Tick four answers

- A. Aerial
- B. Windows
- C. Bumper
- D. Lights.
- E. Mirrors
- F. Number plates

15. You are driving along a wet road. How can you tell if your vehicle is aquaplaning?

Tick one answer

- A. The engine will stall
- B. The engine noise will increase
- C. The steering will feel heavy
- D. The steering will feel very light

16. A driver behavior has upset you. It may help if you

Tick one answer

- A. Stop and take a break
- B. Shout abusive language
- C. Gesture to them with your hand
- D. Follow their car, flashing the headlights

17. You have been convicted of whilst driving through drink and drugs. You will find this is likely to cause the cost of one of the following to rise considerably. Which one?

Tick one answer

- A. Road fund Licences
- B. Insurance premiums
- C. Vehicle test certificate
- D. Driving licence.

18. Driving long distances can be tiring. You can prevent this by

Tick three answers

- A. Stopping every so often for a walk
- B. Opening a window for some fresh air
- C. Ensuring plenty of refreshment breaks
- D. Completing the journey without stopping
- E. Eating a large meal before driving

19. Which three of the following are hazards motorcyclists present in queues of traffic?

Tick three answers

- A. Cutting in just in front of you
- B. Riding in single file
- C. Passing very close to you
- D. Riding with their headlight on dipped beam
- E. Filtering between the lanes

20. Which age group of drivers is most likely to be involved in a road accident?

Tick one answer

- A. 36 to 45-year-olds
- B. 55-year-olds and over
- C. 46 to 55-year-olds
- D. 17 to 25-year-olds

21. You want to reverse into a side road. You are not sure if the area behind your car is clear. What should you do?

Tick one answer

- A. Look through the rear window only
- B. Get out and check
- C. Check the mirrors only
- D. Carry on, assuming it is clear.

22. An injured motorcyclist is lying unconscious in the road. You should

Tick one answer

- A. Remove the safety helmet
- B. Seek medical assistance
- C. Move the person off the road
- D. Remove the leather jacket

23. You see a pedestrian with a dog. The dog has a bright orange lead and collar. This especially warns you that the pedestrian is

Tick one answer

- A. Elderly
- B. Dog training
- C. Colour blind
- D. Deaf

24. Why could keeping the clutch down or selecting neutral for a long period of time could be dangerous?

Tick one answer

- A. Fuel spillage will occur
- B. Engine damaged may be caused
- C. You will have less steering and braking control
- D. It will wear tyres out more quickly

25. You are on a narrow road at night. A slower moving vehicle ahead has been signaling right for some time. What should you do

Tick one answer

- A. Overtake on the left
- B. Flash your headlights before overtaking
- C. Signal right and sound your horn
- D. Wait for the signal to be canceled before overtaking

26. Front fog lights may be used ONLY if

Tick one answer

- A. Your headlights are not working
- B. They are operated with rear fog lights
- C. They were fitted by the vehicle manufacturer
- D. Visibility is seriously reduced

27. You have been driving in thick fog which has now cleared. You must switch off your rear fog lights because

Tick one answer

- A. They use a lot of power from the battery
- B. They make your brake lights less clear
- C. They will cause dazzle in your rear view mirror
- D. They may not be properly adjusted by the manufacturer

28. Areas reserved for trams may have

Tick three answers

- A. Metal studs around them
- B. White line markings
- C. Zig zag markings
- D. A different coloured surface
- E. Yellow hatch markings
- F. A different surface texture

29. A basic rule when on a Motorway is

Tick one answer

- A. Use the lane that has least traffic
- B. Keep to the left lane unless overtaking
- C. Overtake on the side that is clearest
- D. Try to keep above 50 MPH to avoid congestion

30. When parking and leaving your car for a few minutes you should

Tick one answer

- A. Leave it unlocked
- B. Lock it and remove the key
- C. Leave the hazard warning lights on
- D. Leave the interior light on

31. Where you see lights but no speed limit signs the limit is usually

Tick one answer

- A. 30 mph
- B. 40 mph
- C. 50 mph
- D. 60 mph

32. You are entering an area of roadwork's. There is a temporary speed limit displayed. You must

Tick one answer

- A. Not exceed the speed limit
- B. Obey the limit only during rush hour
- C. Accept the speed limit as advisable
- D. Obey the speed limit except for overnight

33. The dual carriageway you are turning right onto has a narrow central reserve. You should

Tick one answer

- A. Proceed to the central area and wait
- B. Wait until the road is clear in both directions
- C. Stop in first lane so other vehicles give way
- D. Emerge slightly to show your intentions

34. What is the legal minimum insurance cover you must have to drive on public roads?

Tick one answer

- A. Fire and theft
- B. Theft only
- C. Third party
- D. Fire only

35. You see a car on the hard shoulder of a Motorway with a HELP pennant displayed. This means the driver is most likely to be

Tick one answer

- A. A disabled person
- B. First aid trained
- C. A foreign visitor
- D. A rescue control person

36. You should not use a mobile phone whilst driving

Tick one answer

- A. Until you are satisfied no other traffic is near
- B. Unless you are able to drive one handed
- C. Because it may distract your attention from the road ahead
- D. Because reception is poor when the engine is running.

37. You should never wave people across at pedestrian crossings because

Tick one answer

- A. There may be another vehicle coming
- B. They may not be looking
- C. It is safer for you to carry on
- D. They may not be ready to cross

38. It is essential that tyre pressures be checked regularly. When should this be done

Tick one answer

- A. After any lengthy journey
- B. After traveling at high speed
- C. When Tyres are hot
- D. When Tyres are cold

39. You are carrying two 13 year old children in the car and their parents in your car. Who is responsible for seeing that the children wear seat belts

Tick one answer

- A. The children's parents
- B. You, the driver
- C. The front-seat passenger
- D. The children

40. Turning your steering wheel whilst your vehicle is stationary can cause damage to the

Tick two answers

- A. Gearbox
- B. Engine
- C. Brakes
- D. Steering
- E. Tyres

41. In very hot weather the road surface can get soft. Which TWO will be affected most

Tick two answers

- A. The suspension
- B. The steering
- C. The braking
- D. The exhaust

42. When would an anti-lock braking system start to work?

Tick one answer

- A. After the parking brake has been applied
- B. Whenever pressure on the brake pedal is applied
- C. Just as the wheels are about to lock
- D. When the normal braking system fails

43. You are turning left on a slippery road. The back of your vehicle slides to the right. You should

Tick one answer

- A. Brake firmly and not turn the steering wheel
- B. Steer carefully to the left
- C. Steer carefully to the right
- D. Brake firmly and steer to the left

44. You wish to park facing downhill which TWO of the following should you do?

Tick two answers

- A. Turn the steering wheel towards the kerb
- B. Park close to the bumper of another car
- C. Park with two wheels on the kerb
- D. Put the handbrake on firmly
- E. Turn the steering wheel away from the kerb

45. What else can seriously affect your concentration other than alcoholic drinks?

Tick three answers

- A. Drugs
- B. Tiredness
- C. Tinted windows
- D. Contact lenses
- E. Loud music

46. You are not sure if your cough medicine will affect you. What TWO things could you do?

Tick two answers

- A. Ask your doctor
- B. Check the medicine label
- C. Drive if you feel all right
- D. Ask a friend or relative for advice

47. As a provisional licence holder you must not drive a motor car

Tick two answers

- A. At more than 50 mph
- B. On your own
- C. On the Motorway
- D. Under the age of 18 years of age at night
- E. With passengers in the rear seats

48. As you approach a pelican crossing the lights change to Green. Elderly people are halfway across. You should

Tick one answer

- A. Wave them to cross as quickly as they can
- B. Rev your engine to make them hurry
- C. Flash your lights in case they have not heard you
- D. Wait because they will take longer to cross

49. You want to turn right from a main road into a side road. Just before turning you should

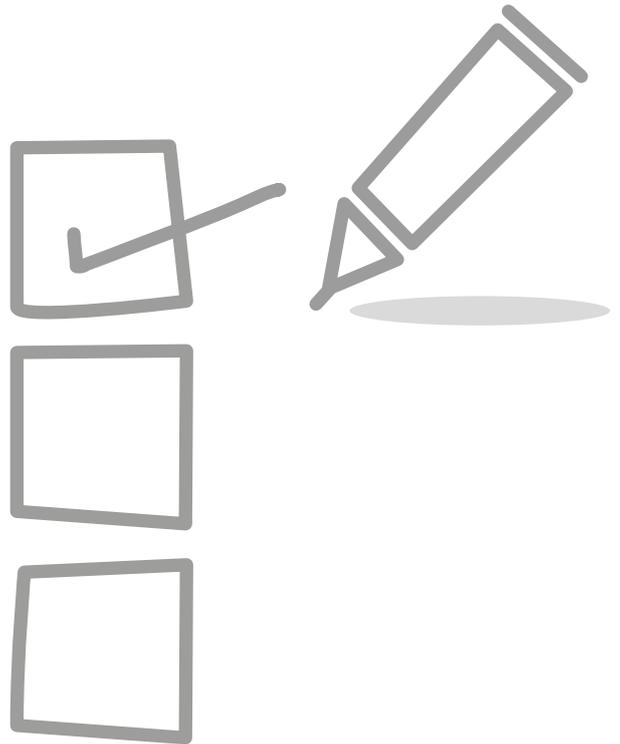
Tick one answer

- A. Cancel your right-turn signal
- B. Select first gear
- C. Check for traffic overtaking on your right
- D. Stop and set the handbrake

50. There are flashing amber lights under a school warning sign. What action should you take?

Tick one answer

- A. Reduce speed until you are clear of the area
- B. Keep up your speed and sound the horn
- C. Increase the speed to clear the area quickly
- D. Wait at the lights until they change to green



Check your answers
on page 29-30

Theory Test Paper 1 Answers

1	C	11	D	21	A	31	A,E	41	C
2	A,B,E	12	D,E	22	D	32	B	42	C
3	D	13	B,C	23	C	33	A	43	D
4	C	14	C	24	A	34	B	44	A,C,D
5	A	15	C	25	B	35	B	45	D
6	A	16	A,D	26	B,C	36	A	46	A
7	D	17	A,B,E	27	A	37	B,E	47	A,B
8	C,D,E	18	A,B	28	B	38	B	48	D
9	A	19	B,C	29	D	39	A,B,E	49	D
10	B	20	A	30	C	40	D	50	D



Please Remember

Pass mark 30 out of 35
 Questions with multiple answers, all answers
 must be correct to score one point

Theory Test Paper 2 Answers

1	A	11	B	21	B	31	A	41	B,C
2	C	12	B	22	B	32	A	42	C
3	B	13	A	23	D	33	B	43	C
4	B	14	B,D,E,F	24	C	34	C	44	A,D
5	B,C,D	15	D	25	D	35	A	45	A,B,E
6	D	16	A	26	D	36	C	46	A,B
7	A,E	17	B	27	B	37	A	47	B,C
8	B,C	18	A,B,C	28	B,D,F	38	D	48	D
9	B	19	A,C,E	29	B	39	B	49	C
10	D	20	D	30	B	40	D,E	50	A



Please Remember

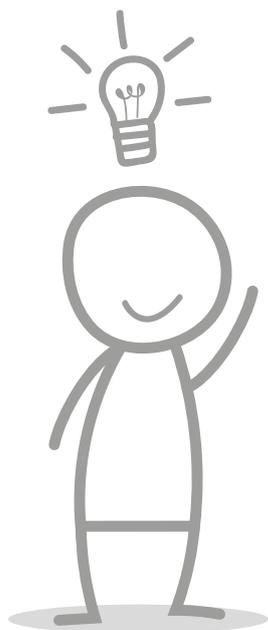
Pass mark 30 out of 35
 Questions with multiple answers, all answers
 must be correct to score one point

Practical Driving Test

Your Guide

The driving test is designed to assess that you know and understand the Highway Code and the theory of driving safely.

Throughout your test the examiner will be looking for an overall safe standard of driving, including when you are carrying out the set exercises.



The Test

The driving test is straightforward and has been designed to see if you can drive safely in different road and traffic conditions and that you can show your knowledge of the Highway Code through your driving.

On meeting the examiner, the next two stages are: -

1. Eyesight Test

You must read a standard number-plate at a distance of 20.5 metres in good daylight - failing to do so would mean your test would proceed no further.

2. Questions about vehicle safety checks

You will be asked one "show me" and one "tell me" question - one or both questions answered incorrectly will result in one driving fault being recorded. Your Surepass instructor will happily guide you through this section.

Driving Ability

The driving part of your test will last about 40 minutes and you'll be examined on your general driving ability, plus your ability to reverse your vehicle safely. One exercise will be chosen from:-

- REVERSING AROUND A CORNER
- TURNING IN THE ROAD
- REVERSE PARKING

You may also be asked to carry out an Emergency Stop exercise.

During the test you should drive in the way your SUREPASS instructor has taught you. If you make a mistake, don't worry as it might be a less serious driving fault and may not affect your result. However, if the examiner should consider your driving to be a danger to other road-users your test will be stopped.

Your practical test will also include approximately 10 minutes of INDEPENDENT DRIVING - this is designed to assess your ability to drive safely whilst making decisions independently - you SUREPASS instructor will make sure you understand this completely.

Taking someone with you on your driving test

The Driving Standards Agency encourages you to take someone with you on your driving test. They would usually be someone such as the expert SUREPASS instructor who taught you to drive, though they could also be a relative or a friend. In any event, they must be over 16 years old and cannot take any part whatsoever in your test. The first option, your SUREPASS instructor, is the most popular because the person can see how you perform during your test and can accurately advise you how to improve your driving, whether you pass or fail.

The Examiner's Supervisor

The examiner's supervisor may come along as well - but don't worry about this, as they'll be watching the examiner's performance not yours. The supervisor will not have any say in how you are tested nor in your test result. If you don't allow the examiner's supervisor to go with you, you may lose your test fee or your test may not even go ahead.

Your Driving Test Result

Once your driving test has ended, you can call your instructor over, if they didn't go with you on your test - this is so they can listen to the result and feedback with you. The examiner will tell you whether you have passed or failed and will explain how you did during the test and will also give you helpful feedback about how eco-efficient your driving is - If in doubt, discuss this with your SUREPASS instructor. If you are unsuccessful, you can book another test after 10 working days.

Driving Test Standards

All examiners are trained to carry out the test to the same standard and despite popular belief, they DO NOT have pass or fail quotas; as long as you demonstrate the standard required, you will pass your driving test. Test routes are designed to be as uniform as possible and will include a range of road and traffic conditions.

Driving Tests In Bad Weather

DVSA does not conduct driving tests in bad light or in adverse weather conditions - this is for the safety of both the candidate and the examiner. DVSA will arrange another appointment at no further cost. However, DVSA does not pay any other expenses. You should call the number on your appointment email or letter to check whether your test is going ahead or not.

If your test is early in the morning, call as early as you can on the day. If you call the day before, the test centre will not be able to tell you whether your test will go ahead or not. If your test is in the afternoon, call the test centre later in the morning and by doing so, the test centre is more likely to know if the local roads will be suitable for your test.



Please Remember

When you are with your SUREPASS instructor, you are in the hands of a highly-trained individual, who is always on-hand to solve any worries or queries you may have in connection with your driving lessons or your practical driving test.

10 Hour Intensive Training Programme

Stage One 1-2 hours

TOPIC	DONE	TOPIC	DONE
Controls		Turning left	
Moving away		Turning right	
Stopping		T Junctions	
Hill starts		Crossroads & roundabouts	

At the end of this stage you should be able to carry out the following unaided.

Move away under control. Build your speed up to 30mph using all the gears at the correct time. Carry out simple left & right turns. Deal with simple T Junctions safely.

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard	
----------------------------------	-----	----	---	--

Stage Two 3-5 hours

TOPIC	DONE	TOPIC	DONE
Turn in the road		Difficult left turns	
Reverse round a corner		Difficult right turns	
Reverse & Bay Parking		Difficult T-Junctions	
Meeting Situations		Difficult crossroads & roundabouts	

At the end of this stage you should be able to carry out the following unaided.

Control the car at slow speeds, do the turn in the road, reverse round a corner & parallel park under control & accurately. Carry out difficult left & right turns. Deal with difficult T Junctions. Use reasonable judgement in meeting situations & emerging from junctions.

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard	
----------------------------------	-----	----	---	--

Stage Three 6-8 hours

TOPIC	DONE	TOPIC	DONE
Emergency stop & mirrors		Overtaking	
Pedestrian crossings & signals		Dual carriageways	
Progress, hesitancy & position		Sat Nav / Independent driving	

Please read our terms and conditions on page 40

20 Hour Intensive Training Programme

Stage One 1-7 hours

TOPIC	DONE	TOPIC	DONE
Controls		Turning left	
Moving away		Turning right	
Stopping		T Junctions	
Hill starts		Crossroads & roundabouts	

At the end of this stage you should be able to carry out the following unaided.

Move away under control. Build your speed up to 30mph using all the gears at the correct time. Carry out simple left & right turns. Deal with simple T Junctions safely.

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard	
----------------------------------	-----	----	---	--

Stage Two 8-14 hours

TOPIC	DONE	TOPIC	DONE
Turn in the road		Difficult left turns	
Reverse round a corner		Difficult right turns	
Reverse & Bay Parking		Difficult T-Junctions	
Meeting Situations		Difficult crossroads & roundabouts	

20 Hour Intensive Training Programme continued...

At the end of this stage you should be able to carry out the following unaided.

Control the car at slow speeds, do the turn in the road, reverse round a corner & parallel park under control & accurately. Carry out difficult left & right turns. Deal with difficult T Junctions. Use reasonable judgement in meeting situations & emerging from junctions.

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard	
----------------------------------	-----	----	---	--

Stage Three 15-18 hours

TOPIC	DONE	TOPIC	DONE
Emergency stop & mirrors		Overtaking	
Pedestrian crossings & signals		Dual carriageways	
Progress, hesitancy & position		Sat Nav / Independent driving	

Please read our terms and conditions on page 40

At the end of this stage you should be able to carry out the following unaided.

Stop the vehicle in an emergency under full control. Deal with pedestrian crossing safely. Show awareness and anticipation when approaching pedestrian crossing and cyclists. Make progress by driving at a speed appropriate to the road and conditions.

30 Hour Intensive Training Programme

Stage One 1-10 hours

TOPIC	DONE	TOPIC	DONE
Controls		Turning left	
Moving away		Turning right	
Stopping		T Junctions	
Hill starts		Crossroads	

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard	
----------------------------------	-----	----	---	--

30 Hour Intensive Training Programme

Continued...

At the end of this stage you should be able to carry out the following unaided.

Move away under control. Build your speed up to 30 mph using all gears at the correct time. Carry out simple left and right turns. Deal with simple T Junctions safely.

Stage Two 11-22 hours

TOPIC	DONE	TOPIC	DONE
Turn in the road		Difficult left turns	
Reverse round a corner		Difficult right turns	
Reverse & Bay Parking		Difficult T-Junctions	
Meeting Situations		Difficult crossroads	

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard

At the end of this stage you should be able to carry out the following unaided.

Control the car at slow speeds, do the turn in the road, reverse round a corner & parallel park under control & accurately. Carry out difficult left & right turns. Deal with difficult T Junctions. Use reasonable judgement in meeting situations & emerging from junctions.

Stage Three 23-28 hours

TOPIC	DONE	TOPIC	DONE
Emergency stop & mirrors		Overtaking	
Pedestrian crossings & signals		Dual carriageways	
Progress, hesitancy & position		Sat Nav / Independent driving	

Has this standard been achieved?	YES	NO	Number of extra lessons required to achieve this standard

At the end of this stage you should be able to carry out the following unaided.

Stop the vehicle in an emergency under full control. Deal with pedestrian crossing safely. Show awareness and anticipation when approaching pedestrian crossing and cyclists. Make progress by driving at a speed appropriate to the road and conditions.

Please read our terms and conditions on page 40

Progress Report - part 1

LESSON SUBJECT	C	B	A
Vehicle checks			
Vehicle controls			
Starting the engine			
Use of gear			
Moving Off - Level			
- Uphill			
- Downhill			
- Angle			
Position on road			
Observations			
- Blind spots			
- Forward			
- Use of mirrors			
Turning left			
Emerging Left - T Junction			
Turning right			
Emerging Right - T Junction			
Crossroads			
Roundabouts			
Stationary Vehicles - Clearance			
Safety of others/Defensive Driving			
Reaction to risks			
Meeting traffic			

A = Independent B = Can do with prompting C = Introduced



Progress Report - part 2

LESSON SUBJECT	C	B	A
Crossing traffic			
Overtaking			
Suitable speed			
Safe distance			
Pedestrian crossing			
Dual carriageways			
Changing lanes			
Signs/Markings			
Progress - Town			
- Country			
Controlled stop			
Turn in the road			
Reverse left			
Reverse right			
Reverse park			
Bay park			
Environmental Issues			
Railway crossings			
Adverse Weather			
Night driving			
Motorways (full licence holders)			
ECO-Safe driving			
Independent driving			

A = Independent B = Can do with prompting C = Introduced

Code of Practice incorporating Terms and Conditions

For full terms and conditions go to www.surepassdrivingschool.com/information/terms

Introduction

The contract for driving tuition is solely between you and your instructor who is a self-employed franchisee of SUREPASS Ltd.

Business Dealings

- 1) SUREPASS LTD will arrange for vouchers to be issued to you where payment has been made to SUREPASS. Alternatively, you can pay your Instructor directly, cheques must be made payable to your Instructor. Your instructor will confirm which payment methods they can accept. If you pay your Instructor directly you should obtain a receipt. As SUREPASS Ltd is not party to the contract between you and your Instructor it accepts no responsibility for any payments you make directly to your Instructor.
- 2) You must present your valid UK provisional driving licence (or other appropriately valid licence) to your Instructor prior to the start of your initial lesson. Should you fail to do so, your Instructor reserves the right to refuse to provide you with tuition or to cancel any lessons you have booked with them, and you may be charged the full value of that lesson.
- 3) The Driving & Vehicle Standards Agency stipulate that you need to give three clear working days to cancel your test. This may mean that you may / will lose your Driving & Vehicle Standards Agency test fee if the Driving Instructor says you are not ready for test dependent on the gap between first lesson and test.
- 4) If you have booked a 10 hr. Fast Pass Course during the first 2 hours you will be assessed by your driving instructor. If after the initial two-hour assessment, the Driving Instructor tells you that you are not ready we will not take you to test. For 20 and 30 hr. Fast Pass Courses if you need additional tuition prior to the test the Driving Instructor will explain this to you. You will need to be available for the time slots he/she is available should you wish to take these lessons. If you cannot take the required hours we will not be able to take you for test.
- 5) You must give at least 48 hours' notice to your Instructor if you wish to cancel or re-arrange a booked lesson. Failure to do so may result in your Instructor charging you the full amount for that lesson. In the case of pre-booked Fast Pass Courses, the instructor requires 10 clear days for cancellations otherwise the Instructor reserves the right to charge for all cancelled hours.
- 6) The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (the CCR) allow for a 14-day cancellation period however as a Fast Pass Course requires we supply the course to your specification and perform certain functions within 48 hrs of joining the course i.e. a test booked at a chosen test centre, the instructor setting aside time to conduct the course, study material being issued on receipt of the booking, therefore the customer understands and agrees that the cancellation period set out in the CCR does not apply and agrees to waive your statutory right of cancellation

Complaints

In the rare event of any problem arising, you should resolve this with your instructor immediately. We recommend no further lessons are taken until the matter is resolved.

In the unlikely event that you are unable to reach a satisfactory conclusion, we will be happy to investigate further until the matter is resolved. Please note that we will require evidence of any financial transactions and lesson times before we can investigate. Therefore, it is imperative that your Appointments Record in the New Driver Guide (provided to you by us) are kept accurate and up to date. Should you require us to investigate any matter, please contact our Customer Support Manager by one of the following methods:

Call: 0800 85 41 40

Email: michelle.partington@surepass.biz

Post: Surepass Driving School, 47 Runnymede, Swinton, Manchester, M27 5WA

We will endeavor to respond to all enquiries within 48 hrs.

If you still feel dissatisfied, you may contact the Driver and Vehicle Standards Agency on **0300 200 1122** who may be able to help you further as possible.

Refund Policy

To exercise your right to cancel you must inform us of your decision by a clear statement (eg a phone call, letter sent by post or email). To meet the 14-day cancellation deadline you should let us know that you wish to cancel before the 14-day cancellation period has expired. If you want to put this in writing, this can be sent to us at the registered address.

Note: the 14 day cancellation deadline excludes Fast Pass Courses (see Clause 6 above).

Vouchers

The voucher is valid until the date shown and must be redeemed by that date. The voucher is non-refundable.

Vouchers are for the individual named on the voucher and are not transferable. Vouchers purchased using a subsequently failed, cancelled or reclaimed credit/debit card will be invalidated and the full amount due on demand.

All vouchers have an expiry date. Vouchers are nontransferable and cannot be replaced or reissued. No refunds are offered for expired vouchers.



Customer Survey

Please tell us what you think about your instructor and the service you receive from Surepass, we have an Instructor of the Year award and the results you give could determine the result.

	A	B	C	N/A
Ease of booking your first lesson				
Explanation of prices & booking conditions				
Ease of booking lessons with your instructor				
Punctuality of your instructor				
Cleanliness of car				
Appearance of instructor				
Professionalism of instructor				
Advice & Helpfulness				
Expertise of instructor				
Overall performance of your instructor				
Overall performance of Surepass				

A = Very good B = Ok C = Poor N/A = Not Applicable

Please cut out carefully and return to

Surepass Ltd, Freepost NWW 1820, Manchester, M27 7BY

No Stamp Required. Please use the reverse if you would like to expand on any of your comments

Customer Survey

Additional comments

Please cut out carefully and return to
Surepass Ltd, Freepost NWW 1820, Manchester, M27 7BY
No Stamp Required



47 Runnymede, Swinton, Manchester M27 5WA

Tel: 0800 85 41 40

www.surepassdrivingschool.com

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