

Paper Code: M-EPA-PTD2004

Level 2

Passenger Transport Driver - Bus and Coach or Tram - Mock Multiple Choice Test

Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination.
Under no circumstances should a candidate use an unsealed examination paper.

Information for candidates

Under no circumstances should you, the candidate, use an unsealed examination paper.

This examination consists of 25 multiple-choice questions.

The minimum pass mark is 20 correct answers.

The duration of this examination is 45 minutes.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the examination answer sheet (EAS) on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how **NOT** to mark your examination answer sheet (EAS). These will not be recorded.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

What **must** happen to a travel entitlement before a reduced or free journey is accepted?

- A. It must be checked for validity against the terms of use
- B. It must be compared with previous journey records
- C. It must be recorded for later verification
- D. It must be scanned to update specific passenger usage data

2

Why is the unladen weight shown on a bus or coach?

- A. To display how heavy the vehicle is when it is fully loaded
- B. To indicate how many passengers can be carried on the vehicle
- C. To provide a reference for calculating the total weight when fully loaded
- D. To show how much weight is added by passengers' luggage

3

Which of the following is a **key** comfort need of passengers during a journey?

- A. A clean environment and smooth vehicle movement
- B. Assurance that all passengers remain seated throughout travel
- C. Availability of additional onboard features and technology
- D. Reduction of noise levels through limited passenger interaction

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Which of the following is the **first** course of action to take following a collision involving a third party?

- A. Assessing the condition of those involved before collecting relevant details
- B. Collecting vehicle insurance details before checking for injuries
- C. Contacting the supervisor before speaking to anyone at the scene
- D. Waiting for emergency services before approaching those involved

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Which of the following actions ensures that a stationary vehicle remains secure when left unattended on a gradient after an incident?

- A. Applying the foot brake while preparing to leave the driving position
- B. Applying the parking brake and selecting an appropriate gear
- C. Selecting neutral gear position and applying the foot brake
- D. Switching off the engine before exiting the driving position

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Which of the following is a **key** principle of handling cash payments on a service?

- A. Ensuring accurate handling and secure storage of cash
- B. Keeping cash accessible and supporting efficient passenger flow
- C. Recording where each payment was received on a route
- D. Separating higher value notes during periods of high demand

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What is the **main** reason for completing incident documentation accurately?

- A. To create a basic outline of events to inform future training
- B. To create a reliable record for review or investigation
- C. To create enough detail to support immediate service recovery
- D. To create notes that only capture the main points of the event

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Why is a school bus sign used on a vehicle?

- A. To indicate that caution is required from surrounding traffic due to the presence of children
- B. To provide confirmation of the scheduled journey for those using the service
- C. To show that the vehicle operates only on routes linked to educational sites
- D. To support the identification of the operator responsible for the journey

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Which of the following actions aligns with employee duties under health and safety legislation?

- A. Enforcing compliance with procedures
- B. Following safety procedures set by the employer
- C. Reviewing organisational compliance with policies
- D. Setting policies for workplace hazard control

10

Under GB domestic rules, what is the **minimum** break required after 5 hours 30 minutes of continuous driving?

- A. 15 minutes of rest
- B. 20 minutes of rest
- C. 30 minutes of rest
- D. 45 minutes of rest

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What is expected from drivers in terms of courtesy when supporting passengers?

- A. Demonstrating polite behaviour while responding only when assistance is requested
- B. Maintaining attention on operational tasks while limiting passenger interaction
- C. Providing clear information while engaging with passenger needs throughout the journey
- D. Responding to passenger queries while ensuring to only say what is necessary

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Why is the company head office address shown on the exterior of a bus or coach?

- A. To identify the operating company responsible for the vehicle
- B. To indicate the location where the company vehicle is maintained
- C. To provide general company information for branding purposes
- D. To support consistency of information across company vehicles

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Why is it **key** to record details of a found item promptly?

- A. To avoid the need to report the item to a supervisor
- B. To enable the item to be returned without verification
- C. To reduce the requirement for secure storage
- D. To support accurate identification of the item later

14

Which of the following reflects fair treatment in passenger transport?

- A. Applying the same rules consistently while recognising passenger needs
- B. Following standard procedures without adapting to specific circumstances
- C. Offering additional support only when it has no effect on service timings
- D. Providing identical responses to all passengers in every situation

15

What is the appropriate response when a member of the public hands over a high-value item?

- A. Acknowledge receipt and follow reporting procedures
- B. Advise the individual to report it through customer services
- C. Place the item in a secure place without reporting to a supervisor
- D. Wait until the next shift before reporting and taking action

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Which of the following is a **key** need of passengers in public transport?

- A. Consistent operation of services with minimal changes
- B. Operation of services at higher speeds to reduce journey times
- C. Provision of more frequent journeys regardless of demand
- D. Use of newer vehicles to improve service quality

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Which of the following is required to maintain a valid Driver CPC qualification?

- A. 21 hours of training every three years
- B. 28 hours of training every four years
- C. 35 hours of training every five years
- D. 42 hours of training every six years

18

Which of the following is a requirement when handling lost property?

- A. Completing the organisation's lost property process as soon as possible
- B. Hand the lost property to any available colleague to manage at a convenient time
- C. Keep the item secure until the end of the working week before reporting
- D. Record brief details personally to support recollection if ownership is queried later

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What is the **main** purpose of a fare transaction record?

- A. To count passengers boarding at each stop
- B. To evidence that a fare has been collected
- C. To log vehicle position during operation
- D. To summarise ticket types issued during service

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What is the **main** purpose of organisational procedures during incident management?

- A. Giving a clear framework for actions during the incident
- B. Giving guidance on steps to follow once the incident has been resolved
- C. Giving responsibility for decisions to the control team
- D. Giving set actions that remove the need for judgement

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What is the **main** purpose of remaining unbiased during conflicts?

- A. Basing decisions on the relevant information available at the time
- B. Focusing on resolving the situation as quickly as possible
- C. Reducing the chance of further complaints after the event
- D. Responding based on personal experience of similar situations

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Under EU driving hours rules, what is the **maximum** driving time permitted in one week?

- A. 50 hours of vehicle operation
- B. 56 hours of vehicle operation
- C. 60 hours of vehicle operation
- D. 65 hours of vehicle operation

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What is the **main** purpose of requesting individuals to leave a vehicle during conflict?

- A. To encourage quicker acceptance of instructions
- B. To keep the journey close to schedule
- C. To protect the safety of people on board
- D. To reduce disruption to the service environment

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What does attentive listening involve during disagreements?

- A. Considering a reply before concerns are finished
- B. Focusing on selected parts of the discussion
- C. Giving full focus to the person speaking
- D. Moving quickly towards a suggested outcome

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Where **must** emergency exit markings be displayed on a bus or coach?

- A. On selected exits depending on vehicle size and design
- B. On the interior and exterior of each designated exit
- C. On the interior of each designated exit only
- D. On the exterior of each designated exit only







Level
2

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