

Paper Code: M-EPA-PTD2003

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.

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What is the **main** purpose of recording incident details accurately?

- A. To complete organisational reports that support investigation
- B. To inform passengers about changes to service arrangements
- C. To provide updates to other drivers about the route
- D. To schedule routine vehicle maintenance activities

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Which of the following situations reflects punctual service expectations?

- A. Adjusting wait times significantly to maintain service reliability
- B. Extending layover periods between stops to support staff breaks
- C. Departures and arrivals aligned with published schedules
- D. Flexible wait times based on individual passenger requests

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Which of the following situations meets the expectation of communication in passenger transport?

- A. Giving information at key points during journeys with limited detail
- B. Informing passengers about delays while explaining the impact on journeys
- C. Providing brief updates about services with minimal explanation of changes
- D. Sharing updates mainly in response to passenger questions during journeys

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Why **must** organisational rules be explained clearly during conflict?

- A. To create a shared understanding of requirements
- B. To encourage acceptance of a final outcome
- C. To increase confidence in the person speaking
- D. To reduce the length of the discussion

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What is the **main** purpose of conducting an initial welfare check after an incident?

- A. To confirm whether first aid and emergency support is needed
- B. To decide whether route changes are needed straight away
- C. To gather details for organisational records and reports
- D. To inform control about disruption to the scheduled service

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Which of the following actions supports accurate identification of lost property?

- A. Estimating how long the item has been present
- B. Noting the number of passengers onboard
- C. Observing passenger boarding times
- D. Recording distinguishing features of the item

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Why **must** revenue handling procedures be followed when collecting fares?

- A. To allow flexibility in how fares are collected during service
- B. To ensure all payments are accounted for correctly
- C. To maintain a consistent approach to customer interactions
- D. To support clear communication with passengers about fares

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Where **must** the company head office address be displayed on a bus or coach?

- A. On the inside of the vehicle near the driver's cab
- B. On the nearside exterior of the vehicle
- C. On the offside exterior of the vehicle
- D. On the rear exterior of the vehicle near the registration plate

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As a customer, what is meant by 'right to access' public transport services?

- A. Ability to use services without unfair discrimination
- B. Availability of travel at any time without restriction
- C. Ensuring the distance between home and stops is minimised
- D. Entitlement to enhanced services without additional cost

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In which of the following situations is it necessary for a vehicle engine to remain running after an incident?

- A. When operating vehicle hazard warning lights to alert other road users
- B. When systems are required to assist a person trapped beneath a vehicle
- C. When using communication equipment during incident management
- D. When using interior lighting to support passenger awareness

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Which of the following typically indicates the need for more decisive action to be taken during conflict?

- A. An increased risk of harm to people nearby
- B. Repeated disagreement between passengers
- C. Slower progress in resolving the issue
- D. Uncertainty about the cause of concern

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Where is the operator licence disc located on a bus or coach?

- A. In the entrance door glazing
- B. In the lower front windscreen
- C. In the nearside front side window
- D. In the offside front side window

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Which of the following requirements **must** be met to legally operate a bus or coach in service?

- A. Category B entitlement and valid Driver CPC certification
- B. Category C entitlement and completed hazard awareness course
- C. Category D entitlement and completed first-aid certification
- D. Category D entitlement and valid Driver CPC certification

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Which of the following is a **key** reason for reporting found items to a supervisor?

- A. To allow the item to be stored without formally recording
- B. To enable the item to be handled through informal processes
- C. To ensure the item is recorded within company systems
- D. To support the item being managed during vehicle cleaning

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Under GB domestic driving hours rules, what is the **maximum** daily driving time?

- A. 9 hours of vehicle operation
- B. 10 hours of vehicle operation
- C. 11 hours of vehicle operation
- D. 12 hours of vehicle operation

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What is the **main** purpose of legally required signage on a bus or coach?

- A. To communicate necessary details for safe operation
- B. To display customer information about the service route
- C. To promote the operator branding to passengers
- D. To provide general onboard travel guidance during the journey

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Under EU driving hours rules, how many times can daily driving be extended beyond the standard limit in a week?

- A. Once in a week
- B. Twice in a week
- C. Three times in a week
- D. Four times in a week

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What is the **first** action to take when an incident occurs while driving a bus?

- A. Bring the vehicle to a halt in a safe location
- B. Check passengers for any injuries
- C. Contact the control centre about the situation
- D. Gather details from witnesses at the scene

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When an item is found after a journey, what action keeps it protected until handover?

- A. Placing it in a safe place in the vehicle
- B. Recording its details on a company form
- C. Returning it to the seat where discovered
- D. Taking it directly to the depot office

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What is the **main** purpose of registering a permitted travel card on the ticket machine?

- A. To create a valid journey record
- B. To record passenger boarding numbers
- C. To store details for later inspection
- D. To visually check the card before use

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How can future revenue be protected in passenger transport operations?

- A. By allowing minor fare differences to maintain service punctuality
- B. By applying consistent fare collection procedures
- C. By focusing on ticket checks during quieter periods of operation
- D. By reducing passenger numbers during high-demand periods

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What is the **main** benefit of using a respectful tone during disagreements?

- A. To create a calm atmosphere in discussions
- B. To ensure discussions go in the company's favour
- C. To shorten the length of time in contact
- D. To show confidence when speaking

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Which of the following is legally required to be identified by signage?

- A. Emergency exit location
- B. Fare table information
- C. Fleet identification number
- D. Operator branding display

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Which of the following is a **key** safety right of passengers using transport services?

- A. Access to priority boarding for faster journeys
- B. Availability of seating preferences during travel
- C. Protection from harm through adherence to procedures
- D. Provision of clear communication during service delays

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Under EU driving hours rules, what is the **maximum** driving time across any two consecutive weeks?

- A. 80 hours of vehicle operation
- B. 85 hours of vehicle operation
- C. 90 hours of vehicle operation
- D. 96 hours of vehicle operation







Level
2

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