

Paper Code: M-EPA-PTD2002

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 ☒ **ANSWER COMPLETED CORRECTLY**

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

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

01 ☐ A ☐ B ☒ ☒ **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

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

01 ☐ A ☐ B ☒ ☒ **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

Where are items found onboard typically stored during a shift?

- A. In a designated, secure area within the cab
- B. In a visible place near the front of the bus
- C. In the luggage compartment with passenger bags
- D. On the dashboard for easy access

2

How many hours of rest **must** an EU-regulated driver have in a 24-hour period?

- A. 7 hours
- B. 9 hours
- C. 11 hours
- D. 13 hours

3

The purpose of displaying the unladen weight (ULW) on the nearside is to:

- A. comply with inspection requirements
- B. prevent overloading of luggage
- C. show the total weight of the axles
- D. warn passengers about weight limits

4

What is the **first** action to take following an emergency involving a passenger transport vehicle?

- A. Bring the vehicle to a safe stop as soon as possible
- B. Inform the control room via radio
- C. Open the vehicle's doors to allow passengers to exit
- D. Turn off all electrical systems

5

Which of the following **must** be displayed on a vehicle to comply with legal signage requirements?

- A. Advertising signs
- B. Emergency exit signs
- C. Fuel type
- D. Route map

6

Which of the following is a breach of correct revenue collection procedures?

- A. Accepting coins from a passenger
- B. Allowing travel without issuing a ticket
- C. Issuing a paper receipt for a pass
- D. Scanning a contactless payment card

7

What is the **main** reason for reporting all incident details to a supervisor?

- A. To begin processing insurance claims
- B. To ensure any investigation is supported
- C. To notify the police of any findings
- D. To record lateness on the route

8

What **must** a driver do immediately after securing their vehicle following an incident?

- A. Begin filling out the accident report
- B. Check for third-party insurance details
- C. Check passengers for injuries or medical needs
- D. Collect witness statements

9

Why **must** drivers keep records of incidents involving conflict?

- A. To avoid being fined for malpractice
- B. To ensure any involved passengers are remembered
- C. To protect all parties involved in the situation
- D. To show they were in control of the situation

10

At the end of a shift, lost property **must** be:

- A. handed to a supervisor with completed documentation
- B. left in the cab for the next driver to deal with
- C. placed in a sealed envelope and hidden from view
- D. taken home until the next day and handed in then

11

Which of the following is one of the **key** needs of a passenger transport customer?

- A. Being offered upgrades to luxury seating
- B. Operating the vehicle during emergencies
- C. Reaching their destination safely and on time
- D. Receiving vouchers and compensation after every journey

12

Why **must** the company head office address be displayed on a vehicle?

- A. To aid identification in case of incidents
- B. To allow customers to leave feedback
- C. To help customers book tickets
- D. To meet advertising regulations

13

Which of the following is the correct way to isolate a vehicle after an incident?

- A. Keep the engine running and press the accelerator slightly
- B. Leave the vehicle in gear with doors open
- C. Switch off the engine unless someone is trapped underneath
- D. Turn off all headlights and exit the cab

14

What is the purpose of displaying the maximum passenger capacity on a vehicle?

- A. To encourage efficient boarding
- B. To prevent passenger overloading
- C. To reduce insurance costs
- D. To track daily passenger numbers

15

What is the appropriate action to take if a passenger raises a complaint aggressively?

- A. Listen carefully to understand the concern
- B. Raise voice levels to take control of the situation
- C. Tell them to calm down immediately
- D. Walk away to avoid confrontation

16

Which of the following licence categories **must** a driver hold to operate a passenger vehicle professionally?

- A. Category B
- B. Category C
- C. Category D
- D. Category E

17

A **key** reason for encouraging contactless payments is they:

- A. allow passengers to avoid queuing
- B. avoid the need to print and issue tickets
- C. guarantee faster journey times
- D. reduce onboard cash and risk of theft

18

What is the **maximum** daily number of hours a driver can drive under European Union (EU) rules?

- A. 8 hours
- B. 9 hours
- C. 10 hours
- D. 11 hours

19

Why **must** the vehicle's height be clearly displayed?

- A. To avoid overhead structure collisions
- B. To comply with MOT requirements
- C. To inform passengers about storage space
- D. To support fuel usage calculations

20

The purpose of the Driver CPC periodic training requirement is to:

- A. allow drivers to change vehicle types
- B. improve fuel efficiency and save money for employers
- C. maintain and update driver knowledge
- D. qualify for a private passenger vehicle licence

21

According to GB domestic regulations, a driver that works over 8 hours and 30 minutes **must**:

- A. begin their next shift later than usual
- B. complete a written log of their activities
- C. take an extra 30-minute break before their shift ends
- D. take three 15-minute breaks before finishing their shift

22

Which of the following is a **key** requirement for personal protective equipment (PPE) under the current Health and Safety at Work etc. Act for drivers?

- A. Ensuring PPE is always available in the driver's cab
- B. Lending PPE to other colleagues when not required
- C. Wearing any PPE personally preferred by drivers
- D. Wearing PPE provided by the employer when required

23

Which of the following is a potential consequence of not properly reporting or processing lost property?

- A. The item may be missing permanently and the company held responsible
- B. The item may be mistakenly kept by the wrong person
- C. The passenger may claim compensation from the driver personally
- D. The vehicle may fail a health and safety inspection by the regulator

24

How can a driver support a customer's right to accurate information?

- A. By asking customers to check information online only
- B. By clearly communicating updates about service charges
- C. By only announcing delays if they exceed 30 minutes
- D. By telling customers to contact the head office for updates

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Which of the following features directly supports a customer's need for accessibility?

- A. Express routes
- B. In-vehicle entertainment
- C. Leather seats and tinted windows
- D. Wheelchair ramps and priority seating







**Level  
2**



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