

Paper Code: M-EPA-PTD2001

Level 2

# Passenger Transport Driver - Bus, Coach or Tram EPA 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 marked.

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**

**M-EPA-PTD2001  
ANSWERS**

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 is the appropriate **first** action to take if a passenger is posing a danger to others on the vehicle?

- A. Call the police
- B. Press the assault alarm
- C. Call a manager or control
- D. Attempt to defuse the situation personally

2

What is the correct way to prepare a vehicle when heading for a route departure point?

- A. Change the destination blind to show 'Not in service' and turn on the saloon lights
- B. Change the destination blind to show the route number and turn off the saloon lights
- C. Change the destination blind to show the route number and turn on the saloon lights
- D. Change the destination blind to show 'Not in service' and turn off the saloon lights

3

If emergency exit stickers are absent, the vehicle **must** be reported:

- A. as soon as it is noticed that the signage is missing
- B. at the end of the day when it goes back into the depot
- C. at a later date as the emergency exits are still visible
- D. to a supervisor on a break

4

According to domestic hours regulations, what is the **maximum** amount of time a vehicle can be driven in a single journey before the driver must have a break?

- A. 4 hours and 30 minutes
- B. 5 hours
- C. 5 hours and 30 minutes
- D. 6 hours

5

What legal document **must** be carried when on duty?

- A. Duty card
- B. Vehicle accident registration card
- C. Log card
- D. Driver qualification card

6

Which of the following is a **key** aspect of collecting and protecting revenues?

- A. Allowing fare evaders to go unreported
- B. Allowing a passenger to board whose payment has failed
- C. Reporting fare evaders in line with organisational guidelines
- D. Getting out of the cab to manually remove a fare evader from the vehicle

7

A passenger wishes to board the vehicle but they are carrying an open bottle of alcohol. What is the appropriate response?

- A. Explain that they cannot bring the open bottle on the bus
- B. Immediately contact the police
- C. Close the doors before they can board
- D. Allow them to board, but explain that they must not spill any drink

8

A passenger with a pushchair is using the allocated wheelchair space on the vehicle when a wheelchair user boards. What is the appropriate way to handle this?

- A. Ask the passenger with the wheelchair to wait for the next vehicle
- B. See if the passenger with the pushchair can move elsewhere on the vehicle
- C. Find out if the passenger with the pushchair is able to fold it
- D. Tell the passengers to sort the situation out themselves

9

What are the **maximum** GB domestic driving hours allowed per day?

- A. 10 hours
- B. 11 hours
- C. 12 hours
- D. 13 hours

10

If there is an emergency situation onboard the vehicle, who **must** inform the passengers and evacuate them?

- A. Emergency services
- B. A manager
- C. The driver
- D. Automated announcements

11

A broken-down vehicle is blocking the road and preventing the route from continuing. What is the appropriate course of action?

- A. Pull over to a safe place, call a manager or controller and keep the passengers informed
- B. Tell passengers onboard that the service has terminated and they must make other arrangements
- C. Get out of the vehicle, attempt to assist the vehicle that has broken down and inform the passengers of the delay
- D. Terminate the service and call a manager or controller once the vehicle has moved

12

What information **must** be included when handing in an item of lost property to a supervisor?

- A. The name of the passenger who handed it in
- B. What service it was found on
- C. The colour of the item that has been found
- D. Contact details for the person who found it

13

A passenger transport vehicle's height **must** be visible to:

- A. oncoming vehicles
- B. the driver
- C. pedestrians
- D. vehicles to the rear

14

Which of the following is a principle of identifying and safeguarding lost property?

- A. Relying on passengers to hand in lost property to the driver
- B. Finding a lost item and leaving it in the luggage rack
- C. Asking passengers to hand lost property in to the company offices
- D. **Walking around the vehicle when it is empty**

15

The **main** reason for avoiding harsh braking is to:

- A. reduce wear on the brakes
- B. **improve passenger comfort**
- C. improve fuel consumption
- D. avoid an accident

16

What is the **minimum** number of hours of training that drivers are required to undertake every 5 years?

- A. **35 hours**
- B. 45 hours
- C. 55 hours
- D. 65 hours

17

If a red anti-lock braking system (ABS) warning light appears on the dashboard, what is the **first** action to take?

- A. Drive carefully to the bus station
- B. **Pull over as soon as possible and report it to a manager**
- C. Ask all passengers to leave the bus and take the bus back to the depot
- D. Carry on but inform the driver taking over the bus of the issue

18

When transporting children to and from school, where **must** a bus display the yellow school bus sign?

- A. On the inside of the vehicle
- B. On the destination blind
- C. **At the front and rear**
- D. In the near side window

19

What is the **minimum** rest period that **must** be taken after continuous driving according to the GB Domestic Driving Hours Regulations?

- A. 15 minutes
- B. **30 minutes**
- C. 45 minutes
- D. 60 minutes

20

The unladen weight (ULW) of a vehicle refers to the weight of the vehicle:

- A. fully loaded with passengers and/or cargo
- B. when it has a full tank of fuel
- C. fully loaded with passengers and a full tank of fuel
- D. **without passengers, cargo and fuel**

21

What **must** be done in the event of a fuel leak onboard a vehicle?

- A. Speed up to the next bus stop to park safely
- B. Evacuate the vehicle and leave the engine running so it can be moved if necessary
- C. Turn off the engine but leave the ignition on
- D. **Evacuate the vehicle and isolate it as soon as possible**

22

A passenger hands in a mobile phone they have found on a seat. What is the appropriate action to take?

- A. Refuse to accept the phone and tell the passenger to hand it in to customer services
- B. Take the phone from the passenger and leave it in the cab door for the cleaners to find
- C. **Take the phone from the passenger, secure it and report this to a supervisor at the earliest opportunity**
- D. Refuse to accept the phone and tell the passenger to hand the phone to the next bus driver

23

What company information is displayed on the exterior of the vehicle?

- A. Depot address
- B. Company name and contact number
- C. Owner's details
- D. **Company name and head office address**

24

If a passenger boards the vehicle with insufficient cash for the fare, what is the appropriate action to take?

- A. Arrange for payment to be made at a later date
- B. **Ask for another form of payment**
- C. Let the passenger travel without paying the full fare required
- D. Immediately tell them that they cannot travel

25

Which of the following actions **must** be followed after involvement in a road traffic collision (RTC)?

- A. Swap details with the third party and wait for them to contact the company's insurance company
- B. Swap details with the third party and report the incident to a supervisor at the end of the shift
- C. **Report the incident to a supervisor straight away and exchange details with the third party**
- D. Report the incident to a supervisor, but do not collect details as it was the other driver's fault









**Level**  
**2**

**Highfield Qualifications**

Highfield ICON  
First Point  
Balby Carr Bank  
Doncaster  
South Yorkshire  
DN4 5JQ  
United Kingdom

01302 363277  
info@highfield.co.uk  
www.highfieldqualifications.com