

THERE ARE NO QUESTIONS PRINTED ON THIS PAGE

AEB

THE ASSOCIATED EXAMINING BOARD
AND
THE DRIVING INSTRUCTORS ASSOCIATION



Summer 2002

DIPLOMA IN DRIVING INSTRUCTION 0962

Module II: Management, Practices and Procedures

Thursday 9 May 1.30 pm to 3.30 pm

In addition to this paper you will require:

a 12-page answer book;
a pencil and rubber;
a ruler.

Time allowed: 2 hours

Use blue or black ink or ball-point pen.

Answer **all** questions in the answer book provided.

The maximum mark for this paper is 100.

Mark allocations are shown in brackets.

Do all rough work in the answer book. Cross through any work you do not want marked.

Answer all questions.

- 1 Franchising is becoming increasingly popular as a method of operation.
Explain the concept and discuss the **advantages and disadvantages** of this method. (25 marks)
- 2 Driving schools can be run from home or from an office. In either case, there are different costs which must be taken into consideration.
- What are the differences between fixed and variable costs? (2 marks)
 - Give **eight** examples of different types of fixed costs. (8 marks)
 - Give **five** examples of different types of variable costs. (5 marks)
 - What are the factors relating to planning permission and the running of a driving school business from the instructor's home? (5 marks)
- 3 Every limited company must organise official meetings from time to time. These meetings should have a chairman and a secretary.
- State the responsibilities of the chairman. (3 marks)
 - State the responsibilities of the secretary. (4 marks)
 - List the items usually found on an agenda. (8 marks)
- 4 Discuss the **advantages** of a good receptionist to a driving school.
Explain what qualities are required for the job. (10 marks)
- 5 Instructors should be familiar with the procedures necessary if an accident or breakdown occurs during a lesson.
- If this occurs during a lesson, describe an appropriate procedure with regard to the business point of view. (5 marks)
 - If this occurs at any time before a Driving Test, what cancellation or postponement arrangements are allowed by the DSA? (5 marks)
- 6 A driving instructor is thinking about changing his tuition vehicle. There are **four** ways of doing this.
Detail **each one** and discuss the various **advantages and disadvantages** of each method. (20 marks)

END OF QUESTIONS

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