

THERE ARE NO QUESTIONS PRINTED ON THIS PAGE

ASSESSMENT AND QUALIFICATIONS ALLIANCE  
and  
THE DRIVING INSTRUCTORS ASSOCIATION  
June 2005



**DIPLOMA IN DRIVING INSTRUCTION** 0962/1  
**Module II: Management Practices and Procedures**

Thursday 12 May 2005 1.30 pm to 3.30 pm

**In addition to this paper you will require:**

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

Time allowed: 2 hours

**Instructions**

- Answer **all** questions in the answer book provided.
- Do all rough work in the answer book. Cross through any work you do not want marked.

**Information**

- The maximum mark for this paper is 100.
- Mark allocations are shown in brackets.

Answer all questions.

1 It is important to employ the right kind of person as a driving instructor.

Discuss the important points to be considered when interviewing and selecting a new instructor. (10 marks)

2 An employee should usually be given a contract of employment.

- (a) State the maximum length of time allowed for employment without written terms of contract. (1 mark)
- (b) Explain the purpose and nature of the contract. (4 marks)
- (c) In addition to the name, address and the date of commencement, state **nine** other items to be included in the contract. (9 marks)
- (d) When is a written contract not normally required? (1 mark)
- (e) What are the advantages and disadvantages of self-employment? (5 marks)

3 Choosing a driving school car is an important business decision. What major considerations are involved in this choice? (10 marks)

4 Describe the principal elements of an appointment book or system used by:

- (a) the office of a five-car driving school; (10 marks)
- (b) the proprietor of a single-car school operating from home. (5 marks)

5 A tuition vehicle has been damaged in a crash and is likely to be off the road for at least six weeks.

Discuss various options that need to be considered in respect of providing a temporary replacement vehicle. (10 marks)

6 A driving school has to claim a bad debt through the county court system.

- (a) Explain the small claims court system. (5 marks)
- (b) What claims would normally be referred to arbitration? (5 marks)
- (c) What steps should be taken before initiating an action to recover a debt in the county court? (3 marks)
- (d) What conditions are attached to the fast track system? (2 marks)

7 The pricing of driving lessons is influenced by business and financial considerations.

- (a) Discuss the factors which a driving instructor should take into account when deciding on a price to charge for lessons. (16 marks)
- (b) Explain the likely long-term consequences of charging too little for lessons. (4 marks)

END OF QUESTIONS