

THERE ARE NO QUESTIONS PRINTED ON THIS PAGE

MIDDLESEX UNIVERSITY
and
THE DRIVING INSTRUCTORS ASSOCIATION
May 2007

DIPLOMA IN DRIVING INSTRUCTION (2007)
Module II: Management, Practices and Procedures

Tuesday 8 May 2007 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 In order to save costs, a newly qualified driving instructor decides to buy a six-month-old ex-demonstrator vehicle.
List **ten** financial considerations to take into account about the condition of the vehicle before completing any purchase deal. (10 marks)
- 2 The telephone is an important business tool for driving school administration.
- (a) Draft an effective telephone script to respond positively to a pupil's question about lesson prices. (7 marks)
- (b) List **five** subsequent questions that the driving school should ask the pupil. (5 marks)
- (c) What are the advantages and disadvantages of a mobile phone? (3 marks)
- 3 Describe the advantages and disadvantages of financing a driving school vehicle by:
- (a) Personal savings (2 marks)
- (b) Hire purchase (2 marks)
- (c) Lease purchase (2 marks)
- (d) Contract hire (2 marks)
- (e) Private finance (2 marks)
- 4 The Inland Revenue allows certain expenses to be allowed against tax.
- (a) List **five** expenses which would be allowed by any normal business. (5 marks)
- (b) List **ten** allowable business expenses specifically applicable to driving schools. (10 marks)

- 5 Discuss the main considerations when deciding on the charge-out rate of driving lessons. (10 marks)
- 6 Professional driving instructors would have available for their clients a document entitled 'Terms of Business or 'Conditions of Service'.
- (a) What is the purpose of this document? (4 marks)
- (b) What details should this document contain? (6 marks)
- (c) How would the instructor verify this document was issued to a pupil? (4 marks)
- (d) In cases of dispute, how would an instructor enforce the document? (6 marks)
- 7 An effective business plan will take into account the cost of contributions towards pension and sickness cover.
- (a) Describe the advantages and disadvantages of the State scheme compared with private schemes. (6 marks)
- (b) Explain how and why it is beneficial to make additional arrangements for a pension. (4 marks)
- 8 As so many changes are currently taking place in the driver training industry, it could be argued that membership of one or more of the industry's trade associations is essential.
Discuss the benefits or otherwise of an individual self-employed or franchised driving instructor belonging to a professional organisation. (10 marks)

END OF QUESTIONS