



Driver & Vehicle
Standards
Agency

Deaf customer support pack

Prompt cards for practical driving test

Helping you **stay safe** on **Britain's roads**

Introduction

In the UK, 11 million people are deaf or hard of hearing. An estimated 900,000 people have severe or profound hearing loss. There are approximately 151,000 British Sign Language (BSL) users. There are no restrictions on a car or motorcycle licence for deaf people. Deafness is not a barrier for driving, it's a communication challenge we can overcome through reasonable adjustments during instruction and test.

We designed this visual prompt card pack in collaboration with partner organisations. Its aim is to provide reasonable adjustments to overcome communication barriers and improve deaf customers' confidence.

Driving examiners can use this pack when they conduct a driving test with a hard of hearing person. It will also be available on GOV.UK. That way, approved driving instructors can use the pack during lessons and mock tests. We hope this will improve customers' confidence and give them experience of using the pack before their driving test.

Produced in partnership with



DE How to use this pack

- The pack will sit on GOV.UK and the DVSA intranet for you to download and print in colour
- We'd like ADIs to use this pack when they teach customers. This will help with communication during lessons and the driving test. The pack is available on GOV.UK, for ADIs to download and print in A4, colour, double-sided
- Some of the pages are exclusively for your use. They're the pages with a purple header, and feature this symbol: DE They offer guidance about reasonable adjustments
- The pack also contains prompt cards for customers, which have a light blue header. They include initial introductions, tell me questions, manoeuvres and show me questions
- You should decide the order in which the customer performs the manoeuvres. You can use the prompt cards in any order
- Agree hand gestures with the customer in advance. Page 4 deals with this in more detail. When safely parked, you can select the prompt card and show it to the customer
- When the car is moving, you **must** focus on the road, the customer and the test. It's unsafe to look for the next manoeuvre or show the customer a card from the pack whilst the car's moving. Ask the customer to pull up, using the pre-agreed hand gesture, then select and show the prompt card to the customer

Advice to the ADI or accompanying driver

- The ADI or accompanying driver should contact the test centre during the week before the test date to tell us:
 - that the deaf customer is coming for a practical test
 - whether the customer will be lip-reading or using sign language
 - in the case of lip-reading candidates, that the examiner should be prepared to temporarily remove any face covering when they speak
 - whether the customer will need an interpreter for:
 - the introduction,
 - the 'tell me' question: or
 - for the entire test

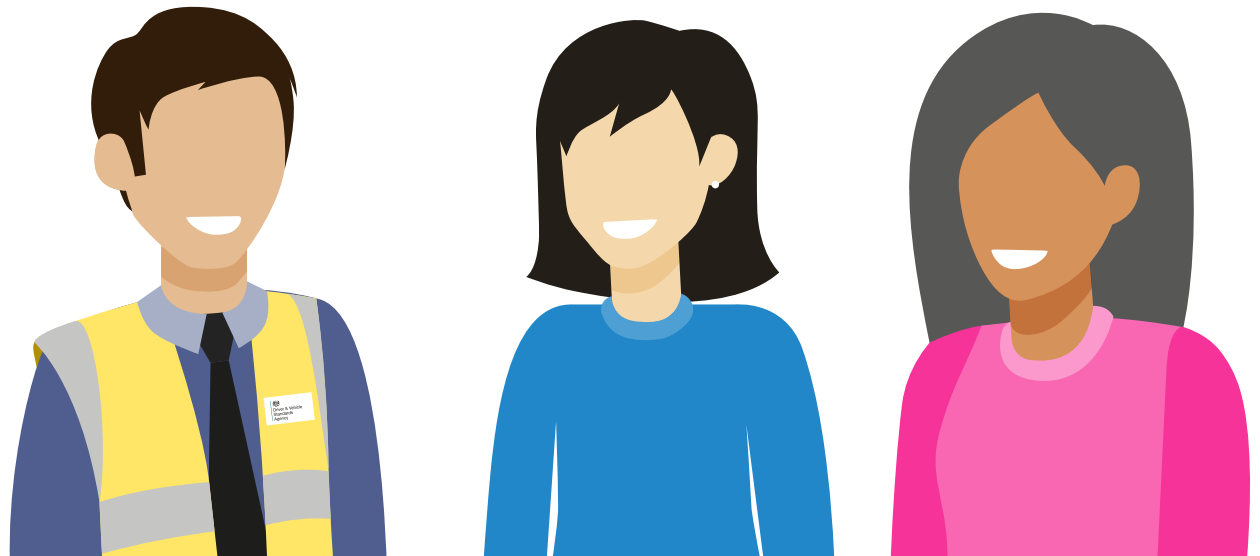
We also need to know whether this will be an independent interpreter or the ADI/accompanying driver will be acting as an interpreter. We will only allow an accompanying independent BSL interpreter if the customer requested it when they booked the test.





Advice to the ADI or accompanying driver

- If it will help, arrange a meeting at the test centre between the examiner, the ADI/accompanying driver and the candidate. This will allow everyone to talk about the test with no pressure. You should:
 - tell the customer what to expect on test
 - explain how the prompt cards in this pack work
 - find out what hand gestures the customer and their ADI/accompanying driver used during lessons
 - reassure the customer that you'll use the same hand gestures to direct them during the test





Meeting the candidate

If you have not had a meeting with the customer before test day:

- Introduce yourself to the customer and ADI or accompanying driver by pointing to your name badge and gesturing with an open hand to ask their name
- When you speak to the customer, make a point of including their ADI or accompanying driver. They may help you understand what instructions the customer has received during training and how they wish to communicate. For example, ask them if they want to lip read. If they are lip readers you will need to remove your face covering to allow this to take place
- Ask the customer if they know about this prompt card pack. If not, show them how it will work
- If there's an accompanying BSL interpreter, explain their role and how they will be involved during the test
- Take a few moments here to put the customer at their ease



DE Initial checks



Carry out ID check, following DT1. Allow customer to read declarations/email address on DES



Conduct eyesight check. The customer can write this, instead of speaking. **See prompt card page 6**



Conduct the 'Tell me' question. **See prompt card page 7**

An interpreter may be used for these initial checks even if they are not going out in-car during the test. This may be necessary for the 'tell me' question where a complex verbal or written question and answer is required



**Prompt cards
start here**

Eyesight test

I'll point to a number plate.

Please tell me the number plate number.
Or you can write it down if you prefer.

'Tell me' question

Tell me how you'd check that the brakes are working before starting a journey.

'Tell me' question

Tell me where you'd find the information for the recommended tyre pressures for this car. Also tell me how you should check the tyre pressures.

'Tell me' question

Tell me how to adjust your head restraint correctly, so it provides the best protection if you crash.

'Tell me' question

Tell me how you'd check that the tyres have enough tread depth and that their general condition is safe to use on the road.

'Tell me' question

**Tell me how you'd check that the headlights and tail-lights are working.
(No need to get out of the car)**

'Tell me' question

Tell me how you'd know if there was a problem with your anti-lock braking system.

'Tell me' question

Tell me how you'd check the direction indicators are working. (No need to get out of the car)

'Tell me' question

Tell me how you'd check the brake lights are working on this car.

'Tell me' question

Tell me how you'd check the power assisted steering's working before starting a journey.

'Tell me' question

Tell me how you'd switch on the rear fog light(s). Also explain when you'd use it/them. (No need to get out of the car)

'Tell me' question

Tell me how you switch your headlight from dipped to main beam. Also explain how you'd know the main beam is on.

'Tell me' question

Open the bonnet and tell me how you'd check that the engine has enough oil.

Please do not touch the engine.

‘Tell me’ question

Open the bonnet and tell me how you’d check that the engine has enough engine coolant.

Please do not touch the engine.

‘Tell me’ question

Open the bonnet and tell me how you’d check that you have a safe level of hydraulic brake fluid.

Please do not touch the engine.



Examiner instructions



The practical test

Before you start, agree hand gestures for:

- moving off
- pulling up on the left
- taking the next road on the left/right
- taking the 2nd or 3rd road on the left/right
- turning left/right at the end of the road
- at the roundabout take the 1st, 2nd, 3rd, or 4th exit, to the left, ahead or right (or U turn)
- hand gesture that the candidate will make if they don't understand anything while driving


Make sure the customer understand these gestures and ask if they have any questions.



The practical test

Pulling up

- Other than the basic hand gestures, you must give instructions when the vehicle is stationary. It's unsafe to show prompt cards when the vehicle is moving
- You may need to do more stops to give instructions. Explain this to the customer using the prompt card on page 27. The customer will probably know this from their training. Apart from 'normal stops', you should tell the customer when to stop to give additional instructions
- When you've pulled in, make a point of facing the customer when you use the prompt card
- If there are more complex directions needed it may be necessary to pull up on the left to explain, with the aid of a diagram if required



**Prompt cards
restart here**

Emergency Stops



You will not be expected to do an emergency stop unless you have stopped normally beforehand.

Your Driving Examiner will give you more instructions once the car is stationary.

Preparing for your driving test

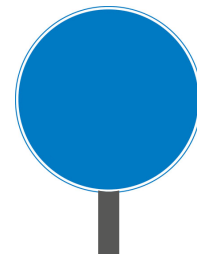
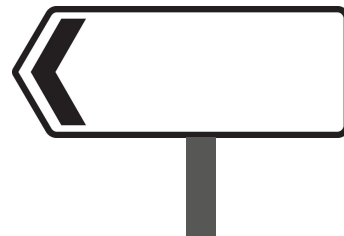
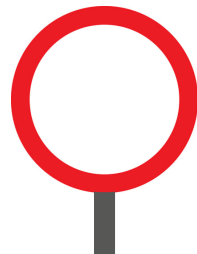
- **I'll use these hand gestures to give directions for moving off, pulling up, turning left and right**
- **I will not give you spoken or written instructions when you're driving**
- **Where it's safe and legal, I'll ask you to pull up on the left with this hand gesture. Then I can give you your next instructions**
- **I'll ask you to pull up regularly. Please do not worry about this**
- **If you don't understand an instruction, raise your left hand and I will repeat it. If you still don't understand, please pull up on the left so I can explain**

Starting your driving test

- **The test will include independent driving, various roads and traffic conditions**
- **I'll ask you to complete 1 manoeuvre. And I may ask you to do an emergency stop. If we include an emergency stop, I'll ask you to pull up on the left first. Then I'll explain what to do. I will not ask you to do an emergency stop without warning or explanation. You'll have practised all these manoeuvres with your instructor/accompanying driver.**
- **During the drive, continue ahead, unless traffic signs direct you otherwise, When I want you to turn left or right, I'll direct you in plenty of time**
- **Move off when you're ready, please**

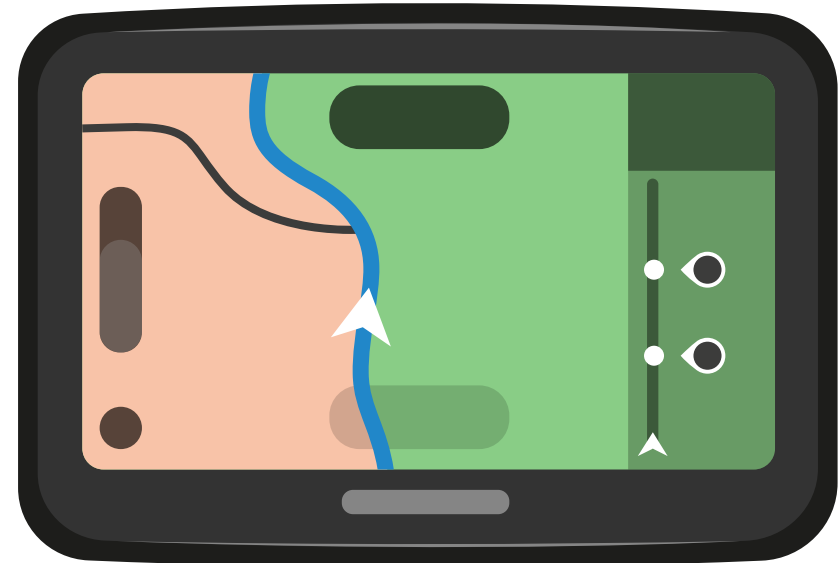
Independent driving (signs)

- **Soon I'd like you to drive for a while independently. I'd like you to follow a destination on road traffic signs**
- **I will not give you spoken or written instructions when you're driving**
- **If I need to change the destination during the independent driving section, I will ask you to pull up on the left. Once you have stopped I will give you the new destination to follow**
- **Continue to follow the traffic signs until I tell you not to**
- **I'll explain where you should drive to. The first place is
If at any time you do not understand, please raise your left hand**



Independent driving (sat nav)

- **Soon I'd like you to drive for a while independently. I'd like you to follow directions from the sat nav**
- **Continue to follow the sat nav until I tell you not to**
- **If at any time you do not understand, please raise your left hand**

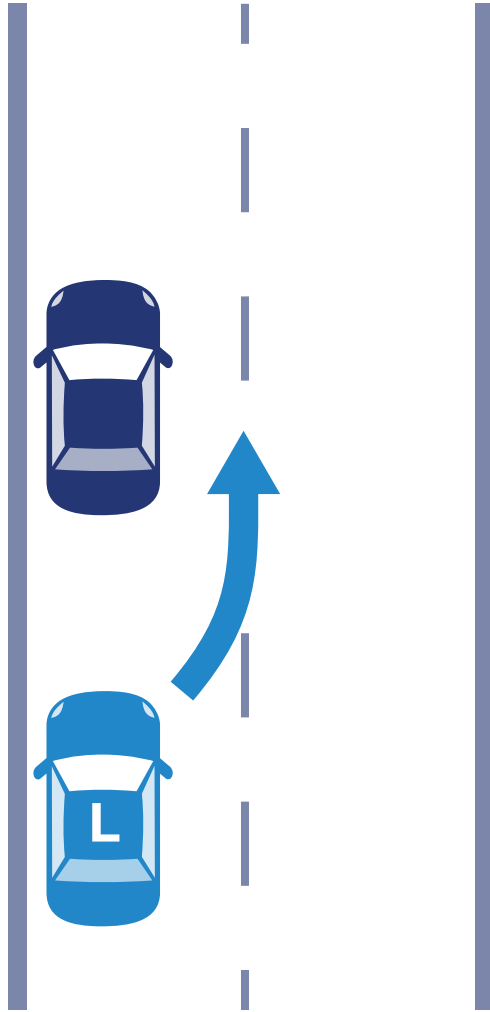


Independent driving complete

That's the end of the independent driving. I'll now direct you using our agreed hand gestures

Drive on when you're ready

Angle start



- **Pull up on the left just before you get to the next parked car please**
- **Leave enough room to move away. About a car's length.**
- **Do you have any questions?**



**Thank you, drive on
when you're ready**



'Show me' questions



At an appropriate time, ask the customer to pull up on the left. **Whilst stationary**, explain the control that the customer will be asked to demonstrate



The customer should do the demonstration while on the move



Use the next card to tell the customer what you'd like them to show you

'Show me' question

When it's safe to do so, can you show me how you wash and clean the rear windscreen?

'Show me' question

When it's safe to do so, can you show me how you wash and clean the front windscreen?

'Show me' question

When it's safe to do so, can you show me how you'd switch on your dipped headlights?

'Show me' question

When it's safe to do so, can you show me how you would set the rear demister?

'Show me' question

When it's safe to do so, can you show me how you would use the horn?

'Show me' question

When it's safe to do so, can you show me how you'd demist the front windscreen?

'Show me' question

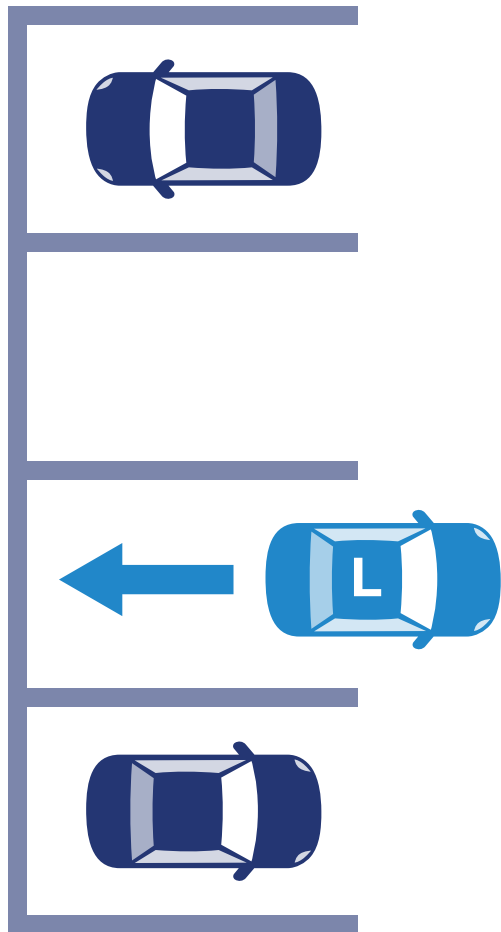
When it's safe to do so can you show me how you'd open and close the side window?



**Thank you, drive on when
you're ready**

**Remember what I've just asked
you to show me. When it's safe,
please do that in your own time**

Reverse bay park (start of test)

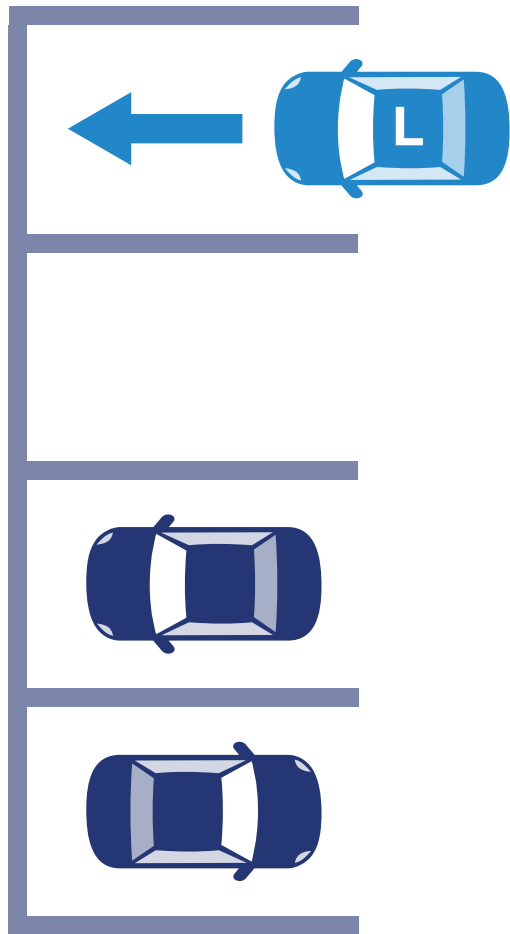


- I'd like you to pull forward, either to the left or the right, so that your wheels are straight
- Reverse into a convenient bay
- Finish within that bay
- Do you have any questions?



**Thank you, drive on
when you're ready**

Forward park into a bay



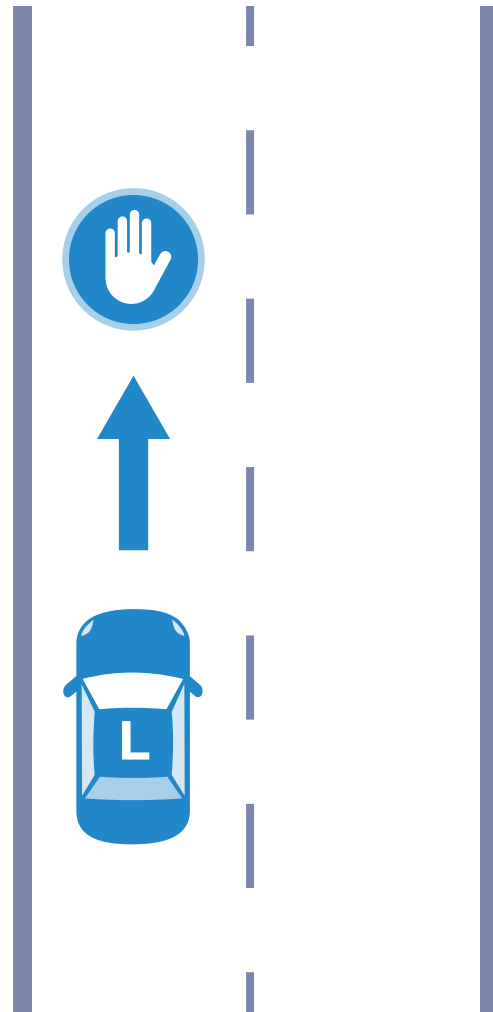
- **Drive forward into a convenient bay, either to the left or right**
- **Finish within that bay**
- **Do you have any questions?**



Thank you

**Please reverse out of
the bay and drive on
when you're ready**

Emergency stop



- **Soon I'll ask you to do an emergency stop**
- **When I give this gesture (demonstrate) I'd like you to stop as quickly and safely as possible**
- **Before I give the gesture I'll look round to make sure it's safe, but please wait for my signal before stopping**
- **Do you understand the instructions?**

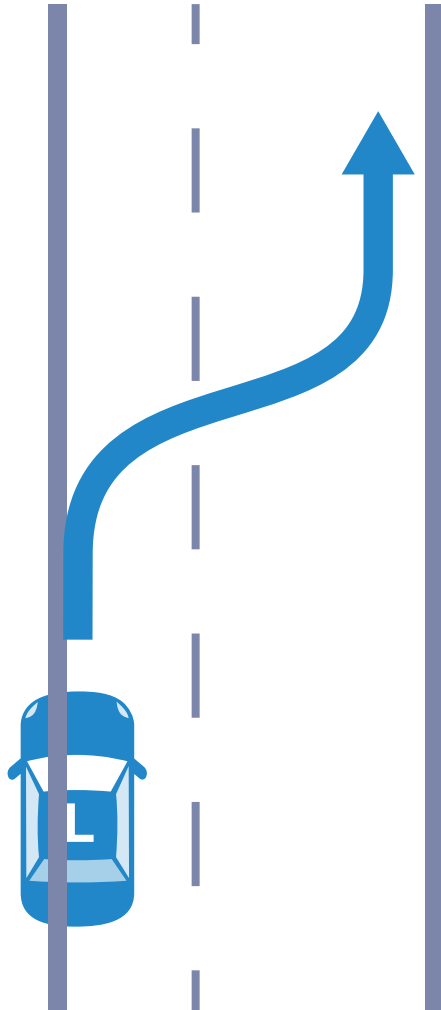


Thank you.

**I will not ask you to do
that again.**

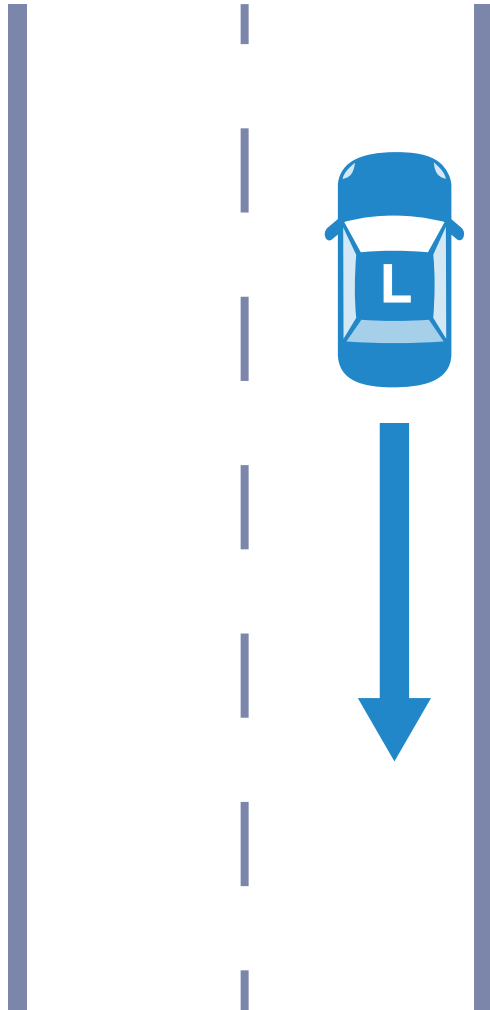
Drive on when you're ready.

Right reverse (pull up)



- **Soon I'd like you to pull up on the right when it's safe to do so**
- **This is the gesture I'll give to start the exercise (demonstrate)**
- **Do you have any questions?**

Right reverse (reverse)

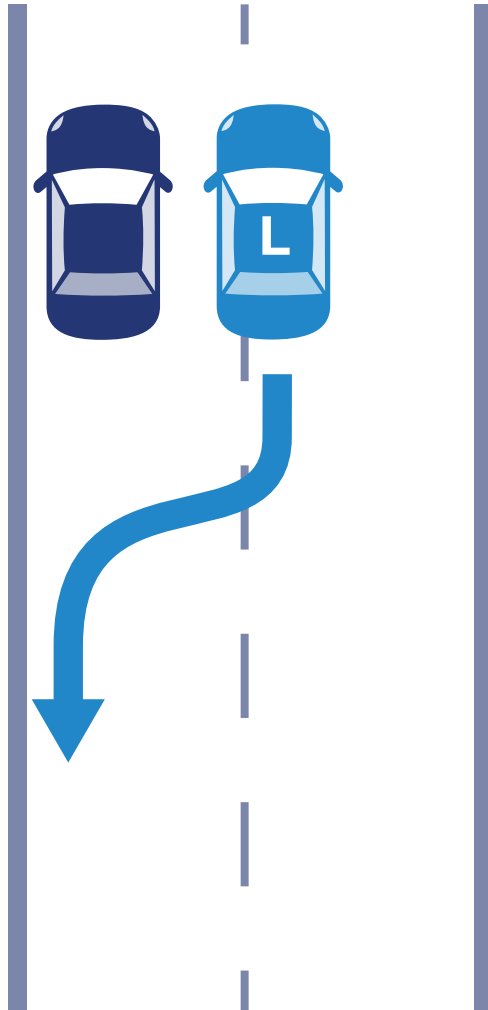


- **I'd like you to reverse back for about 2 car lengths**
- **Please keep reasonably close to the kerb**
- **Do you have any questions?**



**Thank you, drive on
when you're ready**

Reverse park on road

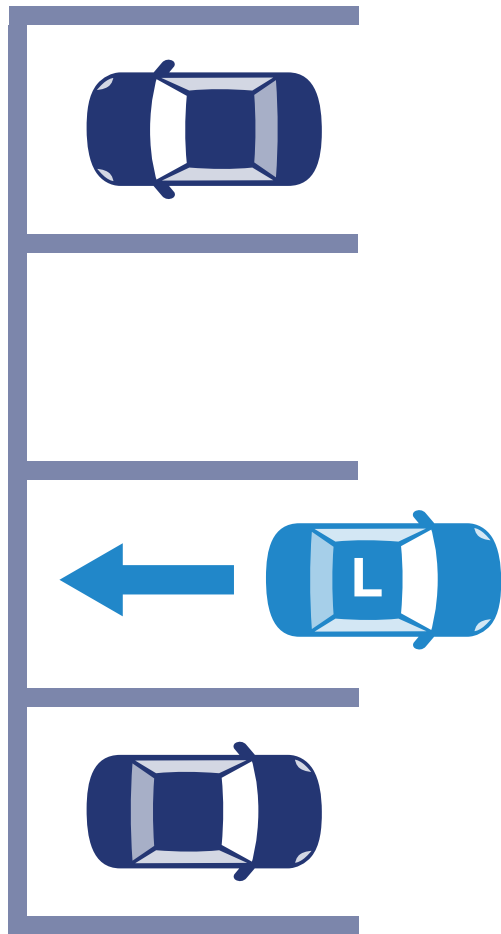


- **I'd like you to drive forward and stop alongside the car ahead**
- **Then reverse in and park reasonably close to, and parallel with, the kerb**
- **Try to complete the exercise within about 2 car lengths**
- **Do you have any questions?**



**Thank you, drive on
when you're ready**

Reverse bay park (end of test)



- I'd like you to reverse park in the car park
- Drive forward into the car park
- Reverse into a convenient parking bay
- Finish within that bay
- Do you have any questions?



**Thank you, that is the end of
the test.**

**Stop the engine and make
yourself comfortable.**

**Please give me a few moments
to write my report.**

Examiner took action

- **I've asked you to pull up to tell you that I took action**
- **I'll explain in detail at the end of the test why I took action**
- **Please take a moment to calm yourself**



**Thank you, drive on
when you're ready**



**Thank you, that is the end of
the test.**

**Stop the engine and make
yourself comfortable.**

**Please give me a few moments
to write my report.**



IMPORTANT



The next cards are pass or fail cards

Please carefully and discreetly select the correct card before showing the candidate

That's the end of the test. I'm pleased to tell you that you've

Passed

I'll explain your test faults. Then you can continue to improve your driving now you have a full licence.

- May I see your driving licence again please? Please confirm that this is your address
- Would you like DVLA to send your full licence to you automatically? I'll need to keep your old licence
- Please read and sign the health declaration
- Here's your pass certificate. You should receive your new licence within about 20 working days. If you have any problems, there are contact details on the back
- We'll email your test summary to you soon

Congratulations

That's the end of the test. I'm sorry, but you have

Not passed

To help you I'll explain why. Would you like your instructor to join us?



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End of customer support pack

Helping you **stay safe** on **Britain's roads**