

# Talking Skills

Name: ..... Date: .....

Your completed questions form part of the coursework required for assessment. Please contact Training Support for details of how to submit your work.

*Please tick or underline each correct answer.*

1. In a client-centred environment the ability to give direct instruction is:
  - a. not necessary
  - b. considered incorrect practice by the DVSA
  - c. sometimes necessary
  - d. only necessary with difficult learners
  
2. To compensate for the in-car environment driving instructors are advised to:
  - a. always shout very loudly in normal conversation;
  - b. look at the learner when you talk to them;
  - c. stop every time you need to communicate with the learner;
  - d. develop a non-verbal sign language;
  
3. When giving direct instruction it's best to use:
  - a. very detailed language;
  - b. simple language focussing on the action required;
  - c. technical terms whenever possible;
  - d. open questions;
  
4. In the example of talking skills when moving off John advises that:
  - a. everyone will need the same degree of prompting;
  - b. different learners will have different needs;
  - c. that you should always prompt moving off during DVSA instructor tests;
  - e. prompting will rarely be necessary;
  
5. In the videos Graham gives an instruction to give a little bit of gas, he describes the engine noise as a:
  - a. lively hum;
  - b. constant drone;
  - c. revving sound;
  - d. steady pitch;
  
6. In the videos John suggests that a good way to learn and practise talking skills is:
  - a. listen to recordings of instructional language;
  - b. copy the exact wording used in the example videos;
  - c. starting in a quiet location, talk yourself through driving actions;
  - d. write scripts;

7. In the videos Graham gives a specific instruction when teaching John to stop on the left. In the instruction he asked John to pull up on the left hand side:

- a. anywhere that's convenient;
- b. in a safe, legal and convenient place;
- c. avoiding yellow lines if possible;
- d. in a safe place;

8. When giving instruction during the straight reverse manoeuvre the bulk of Graham's observation was.

- a. directly at John;
- b. behind the car;
- c. to the front of the car;
- d. to the sides;

9. When doing the right turn exercise Graham prompted John to change to first gear, even though John was reasonably skilled with the controls – the prompt was needed because:

- a. it's always a good idea to tell the learner as much as possible;
- b. John was concentrating on other aspects of the 'new' manoeuvre;
- c. you must always use first gear when turning right;
- d. it filled in a 'silence' and it's best to keep talking;

10. The information shown in the videos suggests that when learners have mastered the basics and are tackling new situations most prompts will be about:

- a. pedestrians;
- b. cars behind;
- c. the learners use of the controls
- d. the learner's observation;